



# FACT SHEET

## Incident Reporting

### *How to respond to an incident at school*

The PSA advises all School Support Staff to report every incident that occurs at their school. To assist members to do this we have created this easy to follow fact sheet on incident reporting.

### **What is an Incident?**

An incident is an event that creates danger or risk that could significantly affect the health, safety and wellbeing of individuals of a physical or psychological nature, including near misses.

They may include, but are not limited to, physical incidents whilst working with children (such as spitting, hitting and kicking), or whilst working on the school grounds, or whilst undertaking general maintenance; as well as psychological incidents such as the significant pressure placed on administrative and support staff due to workloads.

You can notify incidents yourself or on behalf of the injured/involved person/s. Before you call, be sure you find out:

- As much information as available about the incident.
- Details of the incident, such as date, time and location.

- The nature of the incident/injury?
- Was medical treatment provided?
- If the incident is in relation to the Principal, then you can request that the report is sent to the Director only.

### **How to report incidents:**

1. Call the Incident Report and Support Hotline on 1800 811 523 and complete an incident report. Keep a record of the incident number and a copy of the report lodged. If the incident occurred outside the hotline hours, leave a message on the hotline number. Alternatively, you can complete a paper-based notification form.
2. Report incidents immediately to your Principal or Supervisor. All incidents should be reported to the hotline, not just to your Principal.
3. If necessary, seek medical advice.
4. You cannot be victimised for speaking up and logging incidents. If this happens to you, contact the PSA immediately on 1300 772 679.

### **Department of Education Incident Report & Support Hotline**

**1800 811 523**

Monday-Friday 8am-5pm



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## Why is it important to report an incident?

All staff have an obligation to report incidents for their own safety and for the safety of other staff and students. You should log every incident, injury or near miss. You cannot be victimised or punished for logging incidents, near misses or injuries.

Incident notification enables the department to act to provide early intervention, management and support where required, and take corrective action to prevent further incidents or injuries. The PSA can make a better case for assistance to our members if there are records within the Department of your concerns.

Incidents and injuries are reported in accordance with the Incident Notification & Response Policy and Incident Notification & Response Procedures. Workers deserve to work in a physically and psychologically safe environment free from violence, hazards, threats to overall wellbeing including near misses – as per the Work Health and Safety Act 2011.

## School Support Staff should be 100% Protected

Over the last few years there has been an alarming increase in incidents of workplace violence, workload and work intensification in schools.

The PSA will fight for members to be 100 percent protected no matter where they work in the school. Incidents may include, but are not limited to: spitting, hitting and kicking when working with students, as well as the significant psychological pressure placed on administrative staff due to workloads. Both physical and psychological incidents can have a detrimental impact on your wellbeing.