1. **Definition of Notifiable Incidents**

1.1. Notifiable Incidents include any deaths, serious incidents or serious complaints involving any individual(s) who uses funded services.

1.2. A **Serious Incident** means an event which:

   (i) results in or is likely to result in injury, illness or death of a service user or other service recipient or compromises the safety or welfare of a service user or other service recipient; or

   (ii) causes or is likely to cause a serious risk to the health, safety or welfare of a service user or other service recipient.

1.3. The following are examples of Notifiable Incidents that are required to be reported to the Commission:

   - intentional self-harm or attempted suicide by a service user;
   - absconding of a service user at serious risk of self-harm or harm to others or who is on a Community Treatment Order or is who uses forensic services;
   - where a service user or an event causes or contributes to serious injury or illness, or death of any person, or poses a serious risk to the health, safety or welfare of any person;
   - where there is reasonable suspicion, or allegations made, that unreasonable use of force on, or abuse of, the service user has occurred, or unlawful sexual contact has occurred involving the service user;
   - an error in any medication prescribed for, or administered or supplied to, the service user that has had, or is likely to have, an adverse effect on the person;
   - any other incident in connection with the provision of treatment or care to the service user that has had, or is likely to have, an adverse effect on the person;
   - serious or significant criminal activity involving a service user, which occurs either in the community or within the CMO facilities, and which may receive attention by the media and / or police;
   - activity of any public mental health service or CMO which is contrary to functions under the Mental Health Act; and
   - any serious complaints received by the CMO.

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1 Please note the definition of Notifiable Incident and Serious Incident are defined separately in the General Provisions 2012 which forms part of the Service Agreement with the Commission. Some examples of Serious Incidents have been added to the definition above as a guide for understanding.