

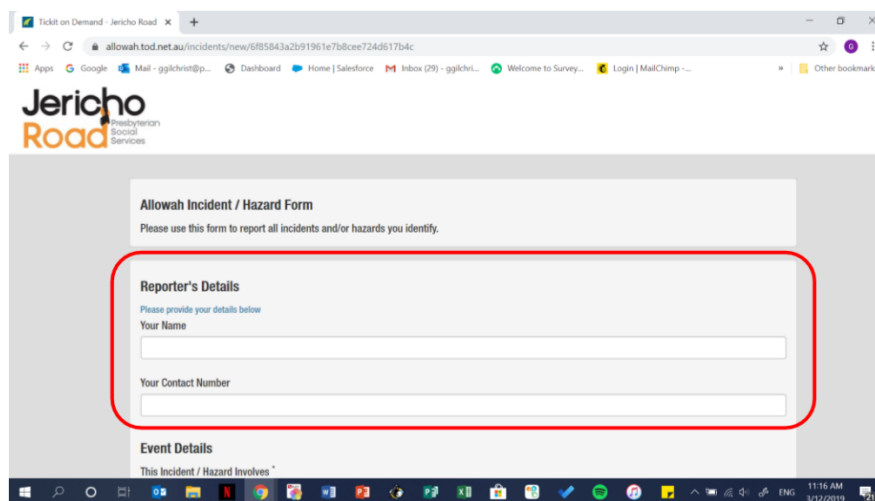
# Tickit on Demand Procedures

**All incidents and hazards at Allowah must be reported using the Tickit on Demand system.**

A link to the Tickit on Demand reporting page can be found on the desktop of all Allowah computers, including those at the Nurses' Station, and on the electronic tablets.

1. Click the link to go to the reporting form
2. Enter the information into the fields as requested.

- Complete your name as the reporter



**Allowah Incident / Hazard Form**  
Please use this form to report all incidents and/or hazards you identify.

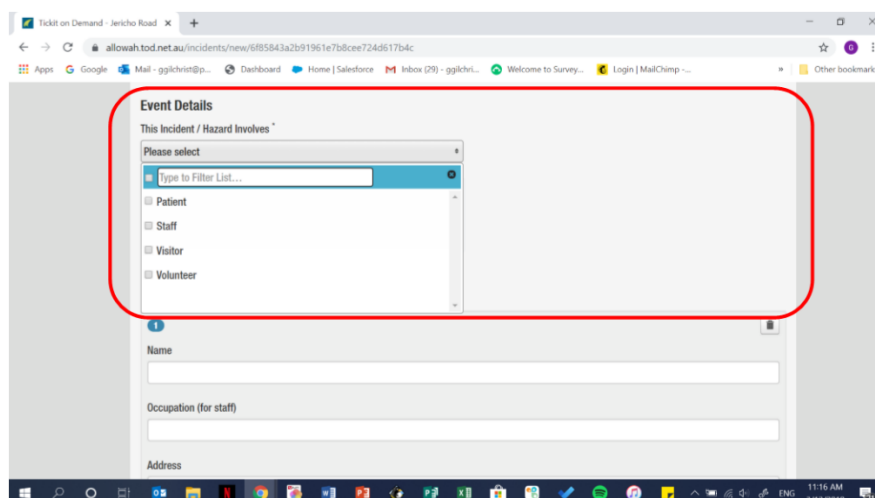
**Reporter's Details**  
Please provide your details below

Your Name

Your Contact Number

**Event Details**  
This Incident / Hazard Involves \*

- Choose from the drop down box who the incident / hazard relates to



**Event Details**  
This Incident / Hazard Involves \*

Please select

Type to Filter List...

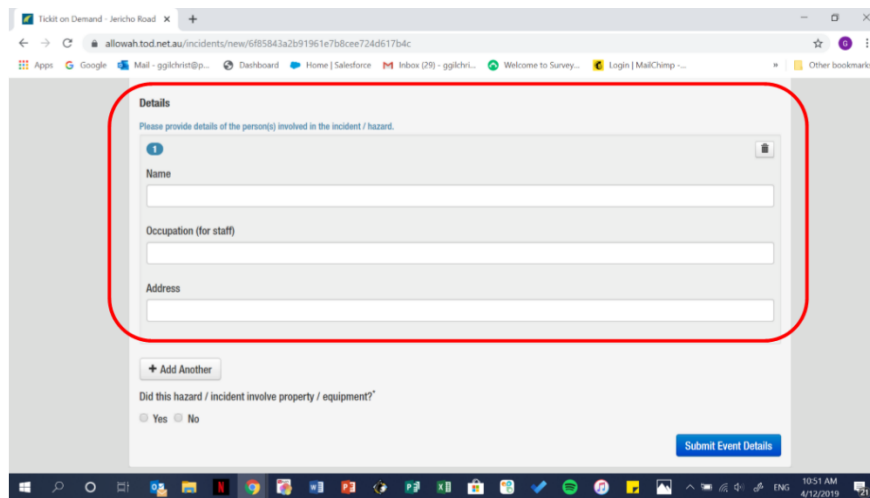
- Patient
- Staff
- Visitor
- Volunteer

Name

Occupation (for staff)

Address

- Write the child’s name if incident relates to them
- Write name of staff or volunteer if incident relates to them



**Details**  
Please provide details of the person(s) involved in the incident / hazard.

1

Name

Occupation (for staff)

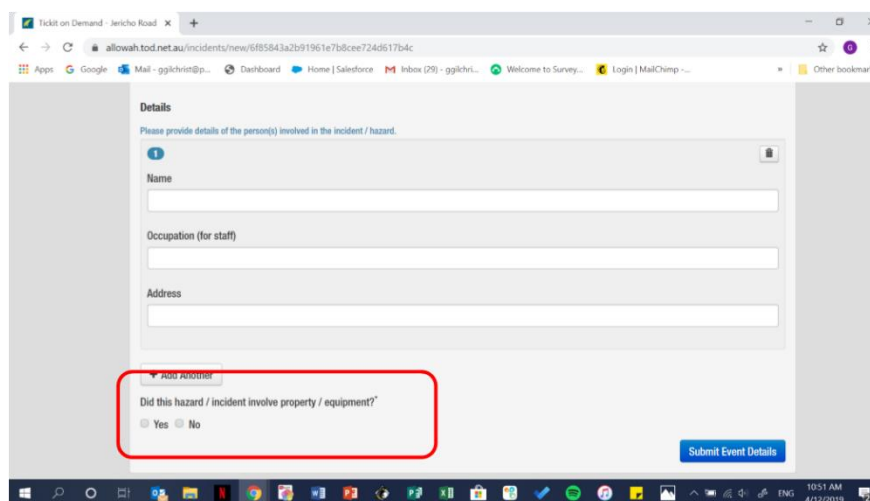
Address

+ Add Another

Did this hazard / incident involve property / equipment?  
 Yes  No

Submit Event Details

- If the incident / hazard involves a piece of equipment, complete equipment section



**Details**  
Please provide details of the person(s) involved in the incident / hazard.

1

Name

Occupation (for staff)

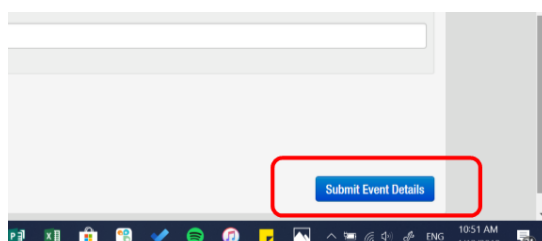
Address

+ Add Another

Did this hazard / incident involve property / equipment?  
 Yes  No

Submit Event Details

- The section “Details of Incident/Hazard” must be completed on all incidents or hazards. Do not write as above. All details must be placed in this section and be written clearly. If the incident involves staff / a volunteer and a child (e.g. child scratched the staff member) the child’s name needs to be included here.
- Complete all other relevant fields to the incident/hazard otherwise Tickit will not close.
- If the form prompts action from an RN, have the RN in charge complete that section.
- RN to inform parents of all incidents involving a child
- Submit the form.



Submit Event Details

An automatic notification will be sent to the CEO, DON & DDS who will prioritise action.

The WH&S \_Quality Coordinator opens all incidents in Tickit

The incidents / hazards are discussed at the CCTF Incident Review meetings to ensure all incidents/hazards are followed up

The incidents / hazards are tabled and discussed at the Leadership and Management Committee meetings.

Once they have been actioned and reviewed by CCTF and Leadership and Management Committee all information is then reported in Tickit and the incident/hazard is closed.