

Incident Report

A how to guide for submitting a 'client incident report' in Care Right

1

In the client dashboard, click "**Assessments**" to show all current assessments and click '**new**' to start a new incident report



Dashboard

Clients

John NIXON

Admissions

Alerts and Allergies

Assessments

Care Plan Tasks

Charts

Correspondence

Current admission

Diagnosis & History

Discharge Planning

Documents



John NIXON

MRN: 000036

Male , aged 31 years , born on April 16, 1994 , currently admitted to Allowah , room Room 11

Medical RiskNuts - AllSeizure Emergency MedsAdvanced Care DirectiveHigh Fall RiskPressure Injury - Very High Risk

CURRENT

SUGGESTED/SCHEDULED (5034)

ARCHIVED

New

Dashboard / Clients / John NIXON

Current Assessments

Assessment:Infections 2 - Infections

Status:Approved

Performed By:Gail Williams

Approved By:Gail Williams

Infectious Disease / MRQ details:MRSA

Date infection identified:2025-11-24

Infection Source:PEG site

2 Click the search field and type '**Incident Report**'

John NIXON

Admissions

Alerts and Allergies

Assessments

Care Plan Tasks

Charts

Correspondence

Current admission

Diagnosis & History

Discharge Planning

Documents

Followups

Dashboard / Clients / John NIXON

New Assessment

Enter the name of the assessment you would like to perform

Search...

← Previous

1

2

3

Next →

Accommodation Billing

3 Once 'Incident Report' is located, click '**Perform**'

V 14 **Perform** -

4 Select the date and time the incident occurred

The screenshot shows the 'Initial Incident Report' form. A date picker is open, displaying the calendar for November 2025. The date 24 is highlighted with an orange circle and labeled 'Today'. The form fields visible include 'Date of incident: *', 'As the person making this report, select YOUR name from the list' (with a dropdown menu), and 'Incident Summary/Title: *' (with a text area). The left sidebar contains various navigation links like 'NIXON', 'Admissions', 'Allergies', etc.

5 Click the "Select a Staff Member" drop-down box and select **your** name as the one making the report

The screenshot shows the 'Initial Incident Report' form with the 'Date of incident: *' field set to '24/11/2025'. The dropdown menu for 'As the person making this report, select YOUR name from the list' is open, showing a list of staff members. An orange circle highlights the dropdown menu. The list includes: 'Select a Staff Member', 'ga', 'Sandhya Acharya', 'Jason Ahn', 'Khaldia Alameddine', 'Admissions and Discharges', 'Pre-admissions and Reviews', 'Sarah Apap', 'Miss System api_user', and 'Miss Anna A...'.

6 Provide an Incident **Summary/ Title**

NOTE: Keep the title brief as this is to easily identify the incident

As the person making this report, select YOUR name from the list

Gail Williams

Incident Summary/Title: *

Client fall

Details of incident / explanation: *

Client A was walking with assistance and slipped over, falling on the ground.

7 Provide **details** of the incident

Details of incident / explanation: *

Client A was walking with assistance and slipped over, falling on the ground.

Where did the incident occur: *

orange room

8 Type details on **where** the incident occurred

Details of incident / explanation: *

Client A was walking with assistance and slipped over, falling on the ground

Where did the incident occur: *

orange room

Immediate actions taken:

Client reassured, nil injuries noted and client assisted to a chair.

9 Type details on **immediate actions taken**

Where did the incident occur: *

orange room

Immediate actions taken:

Client reassured, nil injuries noted and client assisted to a chair.

Did this incident require medical treatment (by GP or Locum)?

Yes No

- 10 Select **yes** or **no** if medical treatment by a doctor was required

Immediate actions taken:

Client reassured, nil injuries noted and client assisted to a chair.

Did this incident require medical treatment (by GP or Locum)?

Yes

No

Incident Types

Principal Incident Type:

Fall

Principal Incident Subtype:

- 11 Select '**Principal Incident Type**' from the drop down box

Breach of Privacy / Confidentiality

Concerning Behaviour

Confidential - reported to ELT

Devices, Gases & Consumables

Diagnosis

Evidence & Samples (for Pathology)

Fall

Fall & Motion

Did the client hit their head?

Yes

No

Suspected

What was the client doing at the time of the fall?

Walking with assistance

12

Select '**Principal Incident Subtype**' from the drop down box

Fall

Principal Incident Subtype:

Falls - During transfer

Diagnosis - Missed

Diagnosis - Inaccurate

Evidence & Samples - Collection issue

Evidence & Samples - Request /ordering issue

Evidence & Samples - Result / report issue

Evidence & Samples - Specimen issue

Evidence & Samples - Transport / storage issue

Falls - During transfer

What was the client doing at the time of the fall?

Walking with assistance

Notifications



Tip! Further information may be required for certain incident types. For example, a selection of 'Fall' will need the following further information to be completed.

Fall Incident Details

Was the fall witnessed?

Yes

No

Did the client hit their head?

Yes

No

Suspected

What was the client doing at the time of the fall?

Walking with assistance

- 13 Select the boxes to indicate if a **'Notification'** was made or was not needed.

Did the client hit their head?

What was the client doing at the time of the fall?

Walking with assistance

Notifications

Notifications Made (select all that apply)

☒ No notifications required ☐ ELT Member ☐ I

☐ Office of the Children's Guardian (OCG) ☐ Department of Communities and Justice ☐ I

Family Notifications

Family / representative / others notified:

- 14 Provide **family notification** details, including, who was notified, the date and time of the notification, and how the notification was made.

Notifications

Notifications Made (select all that apply)

☐ No notifications required ☐ ELT Member ☐ Police ☐ Doc

☐ Office of the Children's Guardian (OCG) ☐ Department of Communities and Justice ☐ NDIS Quality & Safety Commission

Family Notifications

Family / representative / others notified:

Parent notified

Date notifications made: 24/11/2025

Time notifications made: 14:30

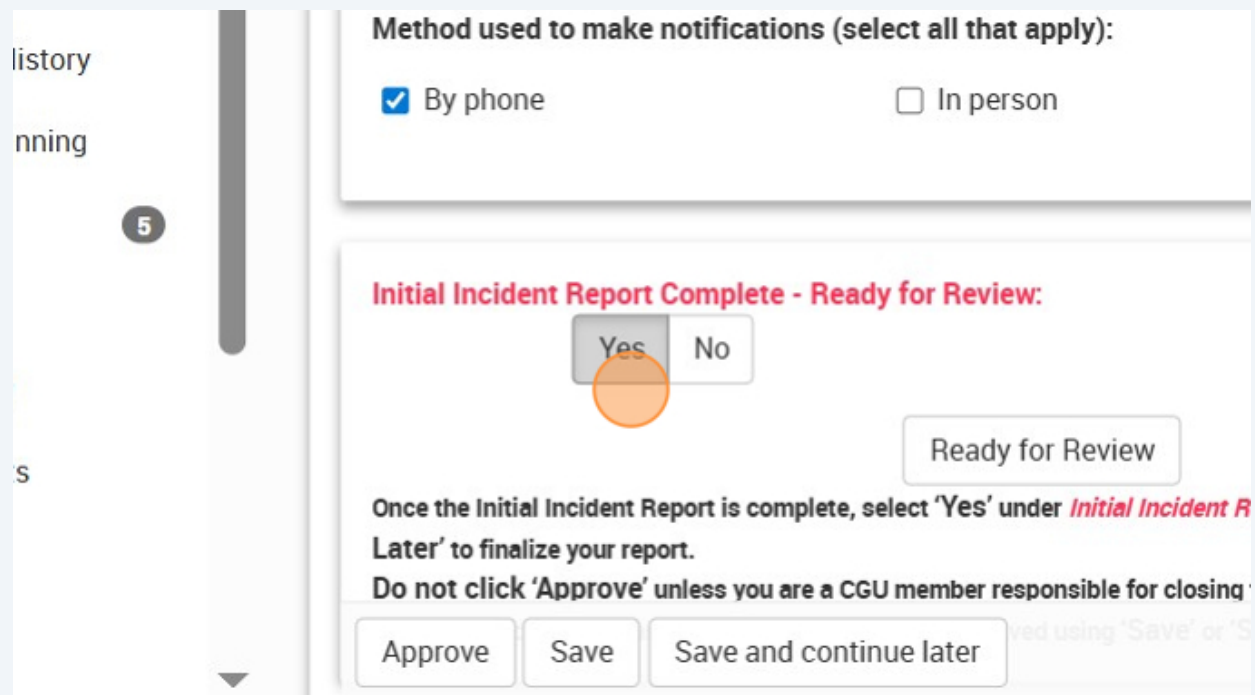
Method used to make notifications (select all that apply):

☒ By phone ☐ In person ☐ By letter ☐ By email

Initial Incident Report Complete - Ready for Review:

15 Once the reporter has reviewed the form, click **'yes'**.

Once this is done, click the **'Ready for Review'** button.



Method used to make notifications (select all that apply):

☒ By phone ☐ In person

Initial Incident Report Complete - Ready for Review:

☒ Yes ☐ No

Ready for Review

Once the Initial Incident Report is complete, select 'Yes' under **Initial Incident Report Complete - Ready for Review** to finalize your report.

Do not click 'Approve' unless you are a CGU member responsible for closing the incident.

Approve Save Save and continue later



Alert! Only click the 'Ready for Review' button once. Clicking this button creates a task for the Incident Response Team to review the incident.

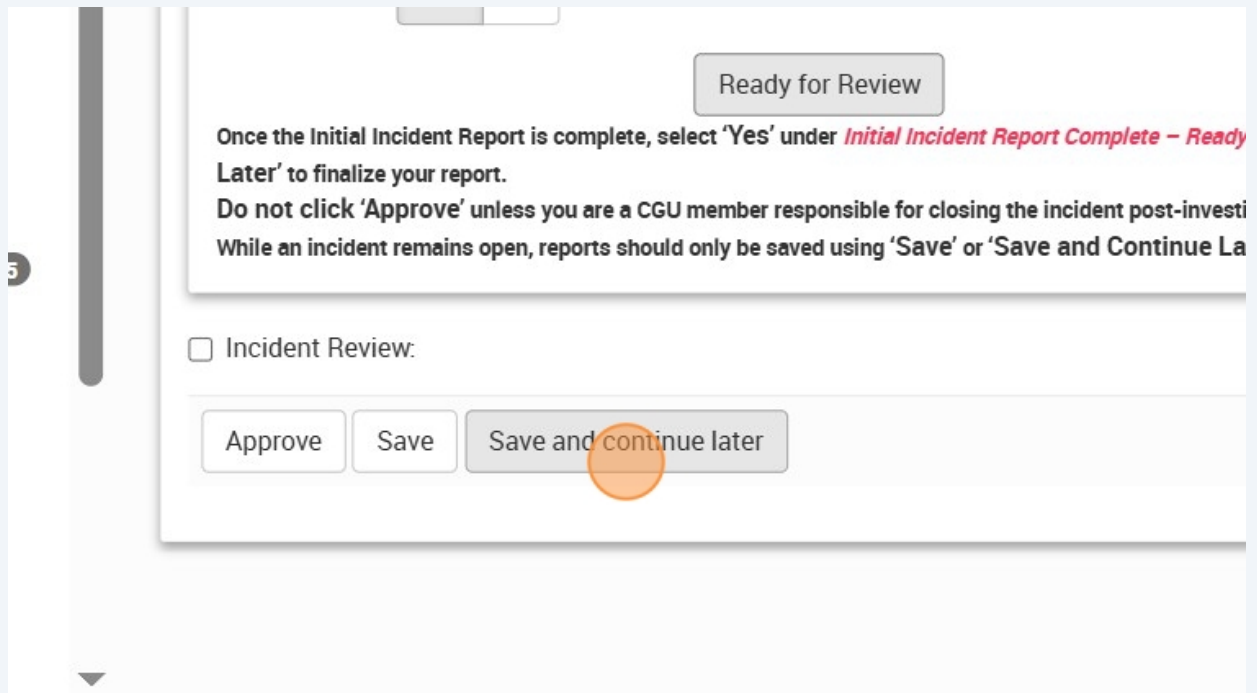
Initial Incident Report Complete - Ready for Review:

☒ Yes ☐ No

Ready for Review

Once the Initial Incident Report is complete, select 'Yes' under **Initial Incident Report Complete - Ready for Review**, click **'Ready for Review'** unless you are a CGU member responsible for closing the incident post-investigation.

16 Unlike most forms, click "Save and continue later"



Ready for Review

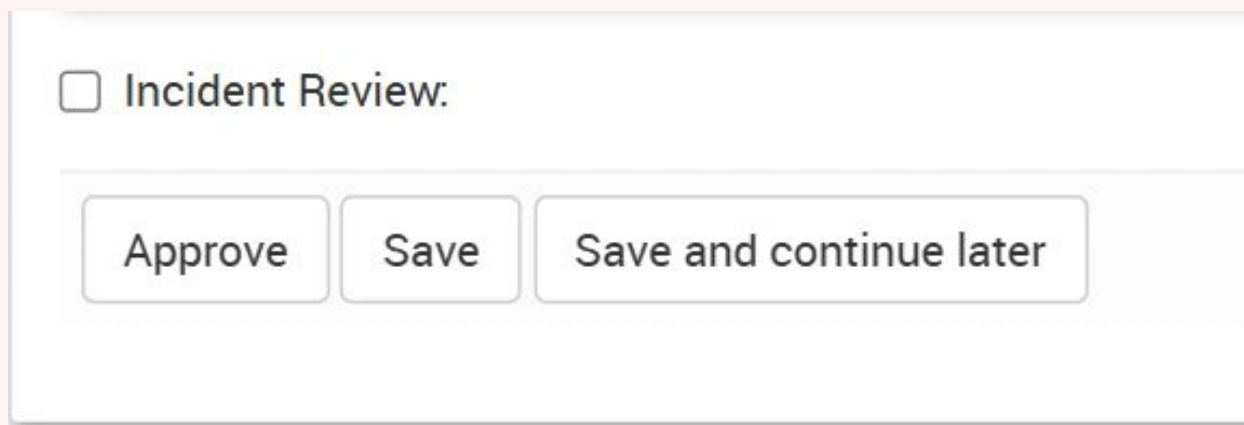
Once the Initial Incident Report is complete, select 'Yes' under *Initial Incident Report Complete – Ready Later* to finalize your report.
Do not click 'Approve' unless you are a CGU member responsible for closing the incident post-investi
While an incident remains open, reports should only be saved using 'Save' or 'Save and Continue La

☐ Incident Review:

Approve Save Save and continue later



Alert! Clicking 'Approve' will lock the form, preventing the incident response team access to review the incident



☐ Incident Review:

Approve Save Save and continue later

17

The incident will now display on the **current assessments** page with a blue continue button

Assessment:	Incident Report 14 - Incident Report Filter				Continue ▼
Status:	Draft				
Performed By:	Gail Williams				
Created:	24/11/2025 at 14:36				
Performed At:	24/11/2025 at 14:36				
Assessed At:	24/11/2025 at 14:36				
Date of Incident:	Time of Incident:	Incident Summary/Title:	Location of Incident:		
2025-11-24	14:25:00	Client fall	orange room		