

CLAN PROTOCOL FOR REPORTING SERIOUS INCIDENTS

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1. Introduction

CLAN is a not for profit, non-government organization whose mission is to maximise the life for children and their families who are living with chronic health conditions in resource-poor settings of the world. CLAN's responsibilities and procedures involve the need to maintain the safety and security of CLAN personnel, volunteers and visitors involved in CLAN projects, conferences and meetings with partners around the world.

2. Purpose

This document outlines the responsibilities and procedures for reporting serious incidents.

3. Scope

This process for reporting serious incidents applies to all Committee members, staff, volunteers and partner organizations of CLAN whilst in the delivery of CLAN programs and other activities.

4. Serious Incidents to Report

A serious incident is an event or circumstance that occurs during a CLAN program or activity and which has had or has the potential to have a significant impact on CLAN participants, delivery of a program or activity, or CLAN's reputation.

A serious incident to report includes the following situations:

- I. Complaints or evidence of serious harm, physical, psychological, sexual assault or misconduct to any person or child involved in CLAN programs
- II. Fundraising issues, theft, fraud, money-laundering
- III. Incidents involving partners, e.g. terrorism, ceased to deliver a CLAN program
- IV. Staff computer has images of child pornography, beneficiary or individual connected with CLAN has died or seriously harmed due to failure to implement relevant policy
- V. Theft, fraud, cyber-crime, money laundering, links to terrorism.

5. Reporting a serious incident

CLAN's procedures for each program or activity includes training for participants on codes of behaviour and procedures for making complaints and reporting serious incidents.

During a CLAN program or activity the serious incident must be reported immediately or as soon as becoming aware of the incident to the nominated person in charge of the CLAN program or activity who will then notify the nominated CLAN executive. Contact details are also provided on the CLAN website for situations where the serious incident is not reported during a CLAN program or activity.

6. Serious incident management process

- I. Immediate action to be taken to mitigate risks
- II. Incident is assessed as a serious incident and reported
- III. Serious incident is documented and report forwarded to nominated CLAN personnel
- IV. Review or investigation is undertaken of serious incident
- V. Strategies implemented to review safety and prevent any further serious incident
- VI. Documented serious incident/s presented to CLAN's governing body
- VII. CLAN to report serious incident/s as required to legislated bodies e.g. police, child protection agency, DFAT
- VIII. CLAN to review and monitor reported incidents to inform risk management strategies to provide a safe and secure environment for CLAN programs and activities.

Annexe: Incident Report Form

Person/s reporting incident	
Person/s receiving incident report	
Person/s affected by serious incident	
Date and time of incident	
Location of incident	
Description of incident (attach map/sketch/diagram if necessary)	
Management of serious incident when notified * support to person/s affected by serious incident	
Management of serious incident when notified *action to prevent further harm or damage *report to local authorities?	
Any other information; e.g follow up activities, support required, impact on CLAN program, observations, recommendations, reactions to incident e.g. participants, media, community?	
Name, signature, date - sending report	
Name, signature, date - reception of report	