**Critical Incident Categories and definitions:**

Use these incident categories, example types and definitions to guide you to report critical incidents relating to disability support funded by Whaikaha using the critical incident form.

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| **Incident Category** | **Example category types** | **Definitions** |
| **Death of a disabled person** | Death due to an incident /accident | *All disability supports:*A death of a disabled person due to an incident or accident,or is unexpected or suspicious. A death where the quality of disability support is alleged to have contributed to the context of the death, such as through neglect. *Additional requirement for Community residential services:*All deaths in community residential services must also complete an Initial Death Review form and send to Whaikaha, including for expected deaths or deaths due to natural causes.  |
| Death due to negligence |
| Unexpected or suspicious death |
| **Serious injury of a disabled person** | Serious injury  | Serious injury of a disabled person if it occurs in the context of the provision of disability support.Includes: fall or fractures, choking, transportation accident, self-harm, extensive bruising, head or brain injuries, other serious injuries. |
| **Hospitalisation of a disabled person** | Hospitalisation  | Hospitalisation includes a disabled person’s presentation or admission to a hospital facility, including short-stay admissions resulting in short term or major loss of function and required hospital intervention.* Don’t need to report lower risk hospitalisations (visit to ED with no admission to hospital; admission to hospital for observation only; elective or planned surgeries)
* Do report all other hospitalisations.

The preference is for these reports to come in on the Whaikaha critical incident form, however we could consider alternatives to make this more feasible for those providers with high volumes of hospitalisations. For example, providers could:For moderate hospital interventions: Use alternate reporting types, such as using the provider’s internal reporting type, or a fortnightly spreadsheet of that fortnight’s hospitalisations. For significant hospital interventions and catastrophic hospitalisations: Send incident reports on the Whaikaha template. *\*\*If the hospitalisation was the result of a serious injury report it under the category ‘serious injury of a disabled person’.* |
| **Abuse or assault of a disabled person** | Physical abuse or assault | Any instances or allegations of unlawful physical contact with, or assault of, a disabled person in the context of the provision of disability support. A deliberate act of a person carried out with the intention to, or does, cause pain or injury to a disabled person. Includes: use of unjustified physical force or threats of force to compel a disabled person to comply, hitting, pushing, shoving, spitting, throwing objects toward someone, or making threats of serious physical harm. |
| Psychological or emotional abuse | A deliberate verbal or non-verbal act of a person intended to, or does, cause emotional or psychological anguish, pain, or distress to a disabled person. Includes: manipulation, coercion, intimidation, degradation (including when internalised to self-degradation), terrorisation, kangakanga (verbal abuse or cursing), exploitation, verbal taunts, threats, harassment, humiliation, exposure to violence, or a failure to interact with a disabled person or acknowledge their presence. This can include the use of social media to cause harm. |
| Financial abuse | Conduct that causes or is likely to cause the denial, restriction, prevention, or limitation of a person's access to their income and assets. This includes: * Intentional misapplication of a disabled person’s assets, income, disability support funds, benefit or New Zealand Superannuation.
* Intentionally preventing a disabled person from using their own income and assets.
* Intentionally misleading the disabled person as to how their funds or property will be used.
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| Sexual abuse or assault | Any instances or allegations of unlawful, inappropriate or unwelcomed sexual contact with or towards a disabled person in the context of the provision of disability support. Subjecting a disabled person to sexual activity or sexual contact without their active, enthusiastic, voluntary and ongoing consent. Grooming of a disabled person for sexual activity. Any sexual contact that happens with and to children. |
| **Abuse or assault by a disabled to a non-disabled person** *Includes assaults on staff, support workers or the public.* *(if the victim is a disabled person report it under the category ‘abuse or assault of a disabled person’).* | Physical abuse or assault | Any instances or allegations of unlawful physical contact with, or assault of, a non-disabled person in the context of the provision of disability support. A deliberate act of a person carried out with the intention to, or does, cause pain or injury to a non-disabled person. Includes: use of unjustified physical force or threats of force to compel a non-disabled person to comply, hitting, pushing, shoving, spitting, throwing objects toward someone, or making threats of physical harm.  |
| Psychological or emotional abuse  | A deliberate verbal or non-verbal act of a person intended to, or does, cause emotional or psychological anguish, pain, or distress to a non-disabled person. Includes: manipulation, coercion, intimidation, degradation (including when internalised to self-degradation), terrorisation, kangakanga (verbal abuse or cursing), exploitation, verbal taunts, threats, harassment, humiliation, exposure to violence, or a failure to interact with a non-disabled person or acknowledge their presence. This can include the use of social media to cause harm.  |
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| Sexual abuse or assault | Any instances or allegations of unlawful, inappropriate or unwelcomed sexual contact with or towards a non-disabled person in the context of the provision of disability support. Subjecting a non-disabled person to sexual activity or sexual contact without their active, enthusiastic, voluntary and ongoing consent. Grooming of a non-disabled person for sexual activity. Any sexual contact that happens with and to children.  |
| **Neglect of a disabled person** | Grossly inadequate care | Neglect includes an action, or a failure to act, by a person who has care or support responsibilities towards a disabled person which signals a departure from a reasonably expected standard of and/or duty of care. This includes not meeting disability needs or not providing necessary equipment or support. For example, failure to provide the essentials for life such as adequate nutrition, medication and other health requirements, adequate heating and fresh air. Neglect can be:* a single significant incident where a disability provider or support person fails to fulfil a duty, resulting in actual or potential harm to a disabled person.
* ongoing, repeated failures by a contracted disability provider or worker to meet a disabled person’s physical or psychological needs.
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| Failure to provide access to medical care |
| Supervisory neglect |
| Reckless disregard of the person |
| Failure to protect from harm or abuse |
| **Restraint or seclusion** | Use of seclusion | Service providers must follow the Ngā Paerewa standards for using restraint and seclusion. For a free copy of Ngā Paerewa see [NZS 8134:2021 :: Standards New Zealand](https://www.standards.govt.nz/shop/nzs-81342021/)*Restraint:*Ngā Paerewa definition: The use of any intervention by a service provider that limits a person’s normal freedom of movement. Where restraint is consented to by a third party it is always restraint. A single restraint event, or where restraint is used as a planned, regular intervention and is identified in the person’s service delivery plan. The Ngā Paerewa standards require that providers demonstrate the rationale for the use of restraint in the context of aiming for eliminating its use, ensuring required documentation and monitoring of restraint use and only use approved restraint as the last resort. Providers must provide a critical incident report for:* all restraint that had an adverse impact on the disabled person
* all restraint that was not necessary, safe or of an appropriate duration
* all restraint that was not in accordance with the disabled person’s support plan.

*Seclusion:*Ngā Paerewa definition: A type of restraint where a person is placed alone in a room or area, at any time and for any duration, from which they cannot freely exit. Seclusion is not permitted in any disability service except for hospital level RIDSS support. RIDSS hospital service providers must follow the Ngā Paerewa standards for using seclusion. Providers must provide a critical incident report for all seclusion events. RIDSS providers should also send seclusion reports through the seclusion reporting system used in hospitals.  |
| Use of sedatives or other chemical restraint |
| Mechanical restraint |
| Physical restraint |
| Environmental restraint |
| **Police or emergency services involved** | Criminal activity | Any incident involving the NZ Police, Fire and Emergency NZ or emergency ambulance services. Criminal activity: A deliberate act of a disabled person carried out with the intention to, or does, which is classified as criminal activity and where police are involved. Includes damage or theft of property, illicit drug usage, public nuisance, threats. This doesn’t include any abuse/assault which can be reported under that category. |
| Fire |
| Ambulance |
| **Unauthorised leave of a disabled person under a Court Order** | Unauthorised leave of a disabled person under a Court Order | A client under the Intellectual Disability (Compulsory Care and Rehabilitation) Act (ID(CC&R) Act) or the Mental Health (Compulsory Assessment and Treatment) Act left their designated residential facility in breach of a Court Order. |
| **Missing person** | Missing person | A disabled person is missing from the contracted provider’s residential accommodation or has not returned after a period of expected absence.  |
| **Incident related to external investigation or media**  |  | Any incident relating to correspondence the provider has received from the Ombudsman, the Health and Disability Commissioner, Worksafe, disability advocates, the Minister's office, Members of Parliament, the Privacy Commissioner, the media or any other regulating agency. |