| **Type of incident** | |
| --- | --- |
| Is it a reportable incident?  NDIS or any other authorities? | **No** |

| Name of employee providing report | **Chi Chi Ngige** |
| --- | --- |
| Names of witnesses if applicable | **N/A** |
| This report is about a (please circle): | Concern/Change |
| Date and time of when issue occurred or was noticed: | **27/09/2024 9:15am** |
| Location/ Address: | **MaCarthur Square Shopping Centre** |
| Name of Client: | **Renee Stanton** |

| **Description of issue being reported: (sketch if required)** |
| --- |
| **At approximately 9:15 AM, Renee's mom called to inform us that Renee's bank card had arrived and requested to meet her at the bank to activate it. After successfully activating the card, Renee attempted to withdraw money from her account but discovered there were no funds available. This led to her yelling at her mom.**  **Following this, Renee left the bank. Staff initially assumed she went home, but upon arriving at her residence, I found she wasn’t there. While at her house, the landlord’s son approached me to report an incident involving Renee. He explained that she had an issue with her friends, during which she was yelling and banging on the door so loudly that neighbors complained to him about the disturbance. He expressed concerns and requested that we address the matter with Renee to prevent similar incidents in the future.** |

| **Immediate action taken: (if taken)** |
| --- |
| **Reported to manager that Renee has not returned home. Sent a message to Renee’s mum to advise her. Renee later come home at night and was spotted the next day.**  **Landlord advised that this conversation will be held with Renee. Conversation has also been held** |

| **Suggested further action: (include suggestions for reducing or eliminating the issue & timelines)** |
| --- |
|  |

| Reported to: (Name of Manager/Coordinator) | **Blossom Anyimba-Cooley** | Date: | **27/09/2024** |
| --- | --- | --- | --- |
| **Signed by: Chi Chi Ngige** |  | **Date:** | **27/09/2024** |

\*Note: Forward Incident Report Form Immediately to Unit Manager/Coordinator

| **Incident Investigation** | |
| --- | --- |
| Date received at head office: | 27/09/2024 |
| Please circle: | Concern/Change |
| Name of employee: | Chi Chi Ngige |
| Name of client: | Renee Stanton |

| Short-Term Responses | | | |
| --- | --- | --- | --- |
| Action/resolution of the issue and feedback to the worker is required immediately if urgent, within 2 days if the situation requires a prompt response and within 5 days for others.  Indicate action taken by Unit Manager/Coordinator: (include discussion & feedback with employee, client/carer) to resolve the issue or provide an interim resolution.  Renee came home the next day.  Discussion has been held with both the real estate agent and the landlord around the | | | |
| Signed by: |  | Date: |  |

| **Response Timeframe** | | |
| --- | --- | --- |
| **☐ Immediate** | **Urgent** | Date: 28/09/2024 |
|  |  |  |
|  |  |  |

| **Long-Term Responses** |
| --- |
| If further action is required, outline this and include timelines for review/resolution: Continue to monitor and manage Renee’s relationship with the community.  28/09/2024: Mental Health nurse went to Campbelltown mental health to discuss some of the ongoing concern we have for Renee's mental health and our concern that she may lose her home if things continue the way they are. No response was given and I was told my concerns will be passed back to her team. |

| Manager/ Coordinator: | Chinelo Anyimba | Signature: | *Chinelo Anyimba* | Date: | 29/09/2024 |
| --- | --- | --- | --- | --- | --- |
| Reported to the Health and Safety Committee: | | | 29/09/2024 | | |