volatile substance use

Incident Reporting and Response Protocol

Incident

Community member or worker witnesses or becomes aware of VSU incident

Document

Details of VSU incident are documented on the VSU Incident Report Form

Submit

VSU Incident Report Form is submitted to Central Coordinating Agency (CCA)

2 Verification

Report

Verify

CCA contacts reporter to discuss incident and seek verification

Record

Once verified, CCA records incident on confidential database

Assess

CCA assesses level of response required

3 Response

Acknowledge

CCA provides acknowledgement of receipt of the VSU Incident Report Form to the reporter within 72 hours

Coordinate

CCA coordinates a response via local service providers where possible, calling upon members of the VSU Working Group as needed

Communicate

CCA communicates with all relevant stakeholders and VSU Working Group members as appropriate, in line with agreed 'alert' system

4 Follow-Up

Monitor

CCA monitors the response and records outcomes

Inform

CCA provides a de-identified VSU incident summary at each VSU Working Group meeting

Review

CCA/VSU Working Group reviews coordinated responses as required

For more information visit the Drug and Alcohol Office Volatile Substance Use website: http://www.dao.health.wa.gov.au/vsu/pages/home.htm



Government of Western Australia Drug and Alcohol Office