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# COVID-19 incident reporting

North Western Melbourne Primary Health Network (NWMPHN) requires incident reporting as part of its contracted arrangements in order to monitor safety.

NWMPHN's commissioned service providers are required to report all diagnoses of COVID-19 of a staff member or client involved in a service commissioned by NWMPHN.

## Responsibilities of commissioned service providers

Effective immediately, and until further notice, commissioned service providers **MUST**:

- Report all known diagnoses of COVID-19 of a staff member or client within the commissioned program/service to NWMPHN
- Keep us informed in any further investigation as required
- Keep us informed of implementation of recommendations as required

## Making a notification

Reporting a COVID-19 notification:

1. **Immediately notify** the contract manager at NWMPHN by telephone or email
2. **Within 24 business hours**, complete and submit an incident report to the contract manager

## Information included in COVID-19 incident notification

- Date of COVID-19 notification
- Date that program/service were notified of the diagnosis
- Notifier's details
- Advice/instruction received from the Victorian Department of Health and Human Services (DHHS) in relation to managing contacts
- Immediate actions being undertaken by program/service

## Help and assistance

For more information on COVID-19 including latest news and updates, visit nwmphn.org.au/covid19

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