

CRITICAL INCIDENT REPORT

Critical incidents may include (but are not limited to) events such as:

- missing students /child
- severe verbal or psychological aggression
- death/ suicide, serious injury, violence or any threat of these
- widespread infection/ contamination or the threat of these
- natural disaster
- substantial damage to facilities
- deprivation of liberty and/ or civil unrest
- matters of high risk to personal safety
- publicity with the potential to significantly damage/ disrupt the reputation or operations of the business, and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Personal Details

Title: Surname: Given Names:

Current address:

Suburb: Postcode:

Mobile Phone: Email:

Date of Birth:

Is injured party a:	Student:		Employee:		Other:		
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Incident Details

Date of Incident: Time:

Location:

Type of Incident: (refer to above list)

Details of Injury or Damage

How did the incident occur?

- | | |
|--|---|
| <input type="checkbox"/> Accident/injury | <input type="checkbox"/> External threats e.g. bomb, fire |
| <input type="checkbox"/> Assault | <input type="checkbox"/> Alcohol & other drug abuse |
| <input type="checkbox"/> Attempted suicide/self-harm | <input type="checkbox"/> Property damage |
| <input type="checkbox"/> Major disturbance | <input type="checkbox"/> Other |

Describe the Incident:

Provide details of what happened, include tasks/equipment/tools/people involved.

List Client Details:

Describe the treatment given:

Was patient referred to a Doctor/ Hospital? (If yes, give details)

Is there a possibility of media involvement? Yes No

Accident/ Injury Witness

Name of Witness: _____ Phone no: _____

Email: _____

Type of Injury: _____

Name of First Aider: _____ Phone no: _____

Email: _____

Signature of Injured Person: _____ Date: _____

Signature of Witness: _____ Date: _____

Signature of First Aider: _____ Date: _____

CRITICAL INCIDENT – ACTION LIST

MANAGER'S REPORTAction to be taken:

Manager's name (print):

Date:

Signature:

OH&S ACKNOWLEDGEMENT

Copy to Chief Executive Yes No

Comments:

Further action to be taken:

Steps to take when an incident has occurred

1. **Stay as calm as possible** & manage the situation to the best of your abilities.
2. **Fear, Frustration, Manipulation or Intimidation:** Assess the stimulus for the crises and temper your response accordingly (fear threat frustration – regain control manipulation – detachment, intimidation – consequences).
3. **Call the appropriate Emergency Services, Police Fire or Ambulance. Police assistance 13 1444**
4. Ensure person(s) yourself and property is safe and secure.
5. Advise manager as soon as practicable and seek support and advice.
6. **When situation is under control, incident details and steps taken must be accurately recorded for the manager.**

Do additional supports need to be put in place?

Ensure all injuries have been given medical treatment/First Aid

Is there any Hospital or medical follow-up required? (see the practice guide)

Has a young person alleged abuse that requires mandated reporting – notify the “Child Abuse Report Line” **(CARL) 13 14 78?**

Have you or a colleague been injured? Please complete notification of Critical Incident Form.

Is there a possibility of media involvement? If so, refer all enquiries to Manager.