

## Critical Incident Report

### Section A - Student & Reporting Details

Student Name:			
Student I.D.:		Student Contact No.:	
Date of incident:		Time of incident:	
Location of incident:		Reported to:	
Reported by:		Reporter signature:	

### Section B - Incident Details

1) Type of Incident:

<input type="checkbox"/> Serious medical / injury / health emergency	<input type="checkbox"/> Missing student	<input type="checkbox"/> Death
<input type="checkbox"/> Verbal abuse	<input type="checkbox"/> Threat of physical violence	<input type="checkbox"/> Actual physical violence
<input type="checkbox"/> Problematic Sexual Behaviour	<input type="checkbox"/> Parent Issue	<input type="checkbox"/> Other:

2) Action Taken Internally

<input type="checkbox"/> CEO	<input type="checkbox"/> Academic Director	<input type="checkbox"/> Staff Name:
------------------------------	--	--------------------------------------

3) Action Taken Externally

<input type="checkbox"/> Parents	<input type="checkbox"/> Social Worker	<input type="checkbox"/> Emergency Call Service (000)	<input type="checkbox"/> Police Advice
<input type="checkbox"/> Support Services (provide organisation's name in description)		<input type="checkbox"/> Other:	
<input type="checkbox"/> DIBP	<input type="checkbox"/> None		

4) Summary of the incident *(If insufficient space on this form, please attach additional sheet).*

**Evidences should be attached to the incident's records.**

## Critical Incident - Monitoring

Section A - Student & Reporting Details			
Student Name:			
Student I.D.:		Student Contact No.:	
Date of incident:		Time of incident:	
Location of incident:		Reported to:	
Reported by:		Reporter signature:	
Section B - Incident Monitoring Details			
1) Outcome			
<input type="checkbox"/> Concluded (go to 2)		<input type="checkbox"/> Under monitoring (skip to 3)	
2) If Concluded			
<input type="checkbox"/> Solved Internally	Date:	Final Status (brief description)	
<input type="checkbox"/> Addressed to 3rd party service	Date:	Final Status (brief description)	
Organisation:			
3) If Under Monitoring*			
<input type="checkbox"/> Internal	Follow up Date:	Follow up description:	
Staff name:			
<input type="checkbox"/> 3rd party service	Follow up Date:	Follow up description:	
Organisation:			
*complete as many as necessary until monitoring concluded.			

## Critical Incident - Process Review

This document has the objective of improving the Critical Incident Plan by assessing one specific incident. The incident can be randomly chosen or purposely selected/suggested by a staff member of the College.

### Section A - Incident and Participants Details

Type of incident:	Date of incident:
Student name:	Location of incident:
Participating staff:	

Summary of the incident:

### Section B - Process Review Details

1) Was the strategy / plan of action known and clear to everyone involved in the incident?

Yes    No – If "No", What measures have to be taken to guarantee clear understanding of the plan?

2) If yes, was the strategy / plan of action effective?

Yes    No – If "No", What could be improved?

3) Were the actions timely efficient?

Yes    No – If "No", What could be improved?

4) Were people involved in the incident knowledgeable enough to handle the incident?

Yes    No – If "No", What are the necessary measures to improve it?

5) Was there enough support to handle the incident?

Yes    No – If "No", What kind of support was missing?

6) If external services accessed, were the contact details easy to find?

Yes    No – If "No", Where should they be placed or stored?

7) After the incident, were you or other people involved formally communicated about the outcomes?

Yes    No

## Appendix

Ashton College – Emergency Contact Phones		
Student Support: Kate Brennan, Ben Cao		9349 2488
External Welfare Support: Rudy Akkermann		0409 402 241
First Aid Officers – Footscray TJ Desai, Gabriela Marghareta		9349 2344
First Aid Officers – Northcote Tim Donohoe, Naren Kusuma		8589 1469
First Aid Officers – Hallam Tony Santos		8752 2996
List of Organisations and Services for External Emergency Assistance		
Overseas Students Ombudsman	1300 362 072	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
Translating and Interpreting Service	131 450	
Police / Fire / Ambulance	000	
Power, gas and water faults - Prenath	0438 009 784	
Crime stoppers	1800 333 000	<a href="http://www.crimestoppers.com.au">www.crimestoppers.com.au</a>
Lifeline (suicide crisis, panic attack support)	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Beyond Blue (depression and anxiety)	1300 22 4636	
Australian Centre for Grief and Bereavement	1800 642 066	<a href="http://www.grief.org.au">www.grief.org.au</a>
Mensline Australia (support for men concerned about their own violent behaviour)	1300 78 99 78	<a href="http://www.mensline.org.au">www.mensline.org.au</a>
National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
Reach Out (mental health information for young people)		<a href="http://www.reachout.com.au">www.reachout.com.au</a>
Victorian Poisons Information Centre (VPIC)	13 11 26	<a href="http://www.austin.org.au/poisons">www.austin.org.au/poisons</a>
Financial Counselling Australia (FCA)	1800 007 007	<a href="http://www.financialcounsellingaustralia.org.au">www.financialcounsellingaustralia.org.au</a>
Victorian Legal Aid (legal assistance)	9269 0120	<a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>
Law College of Victoria (legal assistance) 470 Bourke St., Melbourne	9602 5000	
SES assistance in floods and storms	132 500	<a href="http://www.vic.gov.au/emergencies-safety/alerts-warnings-hotlines/flood-storm-warnings.html">http://www.vic.gov.au/emergencies-safety/alerts-warnings-hotlines/flood-storm-warnings.html</a>
Doctor – Millennium Medical Centre Paisley Street, Footscray	9687 8633	
Doctor – Hallam Family Practice 214, Princess Hwy, Hallam	9703 1322	
Doctor- Northcote Medical Group 147 Westbourne Grove, Northcote	9489 8666	
Counsellors - Life Resolutions Suite 614, 530 Little Collins St, Melbourne	9380 4444	
<i>Information in this list can be updated, changed, added, or removed at any time, at the College's discretion. Please return this completed form to the college. If sending by email, please send to <a href="mailto:info@ashtoncollege.edu.au">info@ashtoncollege.edu.au</a>.</i>		