

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:

- | | | |
|--|--|---|
| ☐ Serious medical / injury / health emergency | ☐ Missing student | ☐ Death |
| ☐ Verbal abuse | ☐ Threat of physical violence | ☐ Actual physical violence |
| ☐ Problematic Sexual Behaviour | ☐ Parent Issue | ☐ Other: |

2) Action Taken Internally

- | | | |
|------------------------------|--|--------------------------------------|
| ☐ CEO | ☐ Academic Director | ☐ Staff Name: |
|------------------------------|--|--------------------------------------|

3) Action Taken Externally

- | | | | |
|--|--|---|--|
| ☐ Parents | ☐ Social Worker | ☐ Emergency Call Service (000) | ☐ Police Advice |
| ☐ Support Services (provide organisation's name in description) | | ☐ Other: | |
| ☐ DIBP | ☐ None | | |

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

Evidence should be attached to the incident record

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			
☐ Concluded (go to 2)		☐ Under monitoring (skip to 3)	
2) If Concluded			
☐ Solved Internally	Date:	Final Status (brief description)	
☐ Addressed to 3rd party service	Date:	Final Status (brief description)	
Organisation:			
3) If Under Monitoring*			
☐ Internal	Follow up Date:	Follow up description:	
Staff name:			
☐ 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

Footscray Campus – Support Service Contacts		
Fire, ambulance and police emergency	Phone 000 to report any emergencies	
Translating and Interpreting Service	Phone 131 450	
Life Line 24 hour Counselling Services	Phone 13 11 14 (suicide crisis, panic attack support) – www.lifeline.org.au	
Doctor	The Clinic Footscray, 91 Paisley Street, Footscray VIC Ph: (03) 9687 2271	
Dentist	Paisley Street Dental Group, 170-172 Barkly St, Footscray VIC Ph: (03) 9689 4477	
Counsellors	Kathryn Lees 0405 729 270, Life Resolutions, Suite 614, 530 Little Collins Street, Melbourne (03) 9380 4444	
Legal assistance	Law College of Victoria, 470 Bourke St, Melbourne VIC 3000, Hotline: (03) 9602 5000 Victorian Legal Aid Phone 9269 0120 – www.legalaid.vic.gov.au	
Academic support	Phone 9349 2344 EXT. 208	
Access to records	Phone 9349 2488 EXT. 201	
Academic Director	Phone 9349 2344 EXT. 208	
Australian Apprenticeships (Victoria)	GPO BOX 2960, Melbourne VIC 3001 Phone 9651 9999	
Overseas Students Ombudsman	Website www.oso.gov.au or phone 1300 362 072	
First Aid Officer	Robert Broggian, Glenn Evans – Phone 9349 2344	
Student Support	Nam Bui Phone 9349 2488, Kathryn Lees 0405 729 270, Daniel Rosenberg 9349 2344 EXT. 204	
Power, Gas and Water faults	Electricity - City power Ph: 13 12 80, Gas - ph: 13 34 66, Contractor – Prenath: 0402190225	
Address: 213 Nicholson Street Footscray VIC 3011 FREE CALL ASHTON MAIN CAMPUS – 1800 ASHTON (1800274866)		
Hallam Campus – Support Service Contacts		
Fire, ambulance and police emergency	Phone 000 to report any emergencies	
Translating and Interpreting Service	Phone 131 450	
Life Line 24 hour Counselling Services	Phone 13 11 14 (suicide crisis, panic attack support) – www.lifeline.org.au	
Doctor	Hallam Family Practice, 214 Princes Highway, Hallam VIC (03) 9703 1322	
Dentist	Hallam Smiles, 24 Spring Square, Hallam VIC (03) 9702 3101	
Counsellors	Kathryn Lees - 0405 729 270, Life Resolutions, Suite 614, 530 Little Collins Street, Melbourne (03) 9380 4444	
Legal assistance	Law College of Victoria, 470 Bourke St, Melbourne VIC 3000, Hotline: (03) 9602 5000 Victorian Legal Aid Phone 9269 0120 – www.legalaid.vic.gov.au	
Academic support	Phone 9349 2344 EXT. 209	
Access to records	Phone 9349 2488 EXT. 201	
Academic Director	Phone 9349 2344 EXT. 208	
Australian Apprenticeships (Victoria)	GPO BOX 2960, Melbourne VIC 3001 Phone 9651 9999	
Overseas Students Ombudsman	Website www.oso.gov.au or phone 1300 362 072	
First Aid Officer	Hunter Barton, John Ballantine, Rhonda Atkinson – Phone 8752 2996	
Student Support	Kathryn Lees 0405 729 270, Hunter Barton 0411 685 887	
Power, Gas and Water faults	Electricity United Energy: 132099, Gas: 133466, Prenath: 0402790225	
Address: 10/87-89 Hallam South Road Hallam VIC 3803 FREE CALL ASHTON MAIN CAMPUS – 1800 ASHTON (1800274866)		
List of Organisations and Services for External Emergency Assistance		
External Welfare Support: Rudy Akkermann	0409 402 241	
Crime stoppers	1800 333 000	www.crimestoppers.com.au
Beyond Blue (depression and anxiety)	1300 22 4636	
Australian Centre for Grief and Bereavement	1800 642 066	www.grief.org.au
Mensline Australia (support for men concerned about their own violent behaviour)	1300 78 99 78	www.mensline.org.au
National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732	www.1800respect.org.au
Reach Out (mental health information for young people)		www.reachout.com.au
Victorian Poisons Information Centre (VPIC)	13 11 26	www.austin.org.au/poisons
Financial Counselling Australia (FCA)	1800 007 007	www.financialcounsellingaustralia.org.au
SES assistance in floods and storms	132 500	http://www.vic.gov.au/emergencies-safety/alerts-warnings-hotlines/flood-storm-warnings.html
<i>Information in this list can be updated, changed, added, or removed at any time, at the College's discretion.</i> Please return this completed form to the college. If sending by email, please send to info@ashtoncollege.edu.au .		