This form is intended for use by those employees who do not have access to Communicorn Incident reporting online.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Location:** | |  | | | | | | | |
| **Division:** | | Support Services | | | | Businesses | | Other | |
| **Customer’s Full Name:** | | | |  | | | | | |
| **Age:** |  | | | | **Male:  Female:** | | | | |
| **Incident Occurrence Date:** | | | | |  | | **Incident Occurrence Time:** | |  |
| **Site or Service:** | | |  | | | | | | |

**What happened?**

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| **Who was present on site:** |
| **Location: Where were you, where were the others, where was the person/s involved?** |
| **Lead up: Describe signs that demonstrate the person was escalating:** |
| **Immediately before: What were you, the others and the person/s doing immediately before the incident?** |
| **Describe the incident in detail, including duration and intensity:** |
| **Have you seen this type of incident before from this person?** |
| **How did the incident end?** |

*Attach a file note if you need more writing space.*

**Incident severity:**  Low  Moderate  High  Extreme

**Please tick the relevant categories:**

Clinical-Behavioural  Damage to property  Injury  Other

**What has been done by the reporting staff member?**

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| **What was your initial response and how did the person respond to this?** |
| **Were there injuries to the person or to others?** |
| **When did you know the person was back to baseline and how long did this take?** |
| **How and when was the incident communicated to your line manager?** |
| **How did you feel afterwards and what did you learn from this incident?** |
| **What would you do differently next time?** |
| **Upline manager actions:** (To be filled in by your line manager) |

*Attach a file note if you need more writing space*

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| --- | --- | --- | --- | --- | --- |
| **Name:** |  | | **Signature:** |  | |
| **Send hardcopy or electronic version of this incident incident@communicorn.com.au.**  **Entered into Communicorn’s database by:** | |  | | | |
| **Date this Incident was entered into Communicorn’s database:** | | | | |  |