

Incident Type	Definition	Category	Suggested Wording for Incident Report
Abscond	Escape from the care and control of a service provider, or escape from Regional Processing Centre	<p>Major</p> <ul style="list-style-type: none"> <li>Person's location is known and the situation is contained.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>Incident involves a minor;</li> <li>Person's location is not known; or</li> <li>Situation is not contained.</li> </ul>	<p>[Person] escaped [location] by [describe means]. As a result [describe action taken]. [Person] was located at [location] where [describe actions]. [Police] were notified at [time] and arrived at [time]. [Person] was [describe actions taken] by Police.</p>
Abscond Attempt	Attempts to escape from the care and control of a service provider, or attempted to escape from Regional Processing Centre.	Major	[Person] attempted to escape [location] by [describe means]. As a result [describe action taken].
Abusive / Aggressive Behaviour	Any person who displays offensive or confrontational behaviour towards another.	Minor	[Person] displayed [abusive, offensive, aggressive] behaviour by [describe behaviour] towards [alleged victim]. This resulted in [describe impact to alleged victim]. As a result [describe action taken].
Accident / Injury	An unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.	<p>Minor</p> <ul style="list-style-type: none"> <li>Injuries requiring first aid treatment</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>Injuries requiring medical attention</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>Injuries that are life threatening</li> </ul>	[Person] sustained [describe injury] as a result of [describe circumstances] requiring [describe action taken].

<p>Affray</p>	<p>An instance of a group fighting that disturbs the peace.</p>	<p>Minor</p> <ul style="list-style-type: none"> <li>• Incident is contained with no use of force; or</li> <li>• Incident results in no injuries or injuries requiring first aid treatment.</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained through use of force; or</li> <li>• Incident results in injuries requiring medical attention.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident is not contained.</li> </ul>	<p>[Persons] were involved in a fight at [location]. During the fight [person] assaulted [alleged victim] by [brief description], which resulted in [describe any injuries].</p> <p>[Police] were notified at [time] and arrived at [time]. [Person] was [describe actions taken] by Police.</p>
<p>Antisocial Behaviour</p>	<p>Any person who displays antagonistic, hostile, or unfriendly behaviour towards another.</p>	<p>Minor</p>	<p>[Person] displayed [describe behaviour] towards [alleged victim]</p>
<p>Assault</p>	<p>Any person who physically attacks another person.</p>	<p>Minor</p> <ul style="list-style-type: none"> <li>• Incident is contained with no use of force; or</li> <li>• Incident results in no injuries or injuries requiring first aid treatment.</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained through use of force; or</li> <li>• Incident results in injuries requiring medical attention.</li> <li>• Incident involves a spouse or partner.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident is involves a minor.</li> </ul>	<p>[Person] assaulted [alleged victim] by [brief description], which resulted in [describe any injuries].</p> <p>[Police] were notified at [time] and arrived at [time]. [Person] was [describe actions taken] by Police.</p>

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<p>Attempted Suicide</p>	<p>Any person who inflicts harm where the intention was to cause a fatal outcome.</p>	<p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained; or</li> <li>• Incident results in injuries requiring medical attention.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident involves a minor;</li> <li>• Incident is not contained; or</li> <li>• Incident involves injuries which are life threatening.</li> </ul>	<p>[Person] attempted suicide by [brief description] at [location]. This resulted in [action taken].</p> <p>[Person] sustained [describe injury] requiring [describe action taken].</p>
<p>Black Out</p>	<p>Failure of mains systems power or failure of generators.</p>	<p>Major</p>	<p>Power failure to [location] for [duration]. This resulted in [action taken].</p>
<p>Bomb Threat</p>	<p>A verbal or written threat to detonate an explosive or incendiary device to cause property damage, death, or injury.</p>	<p>Critical</p>	<p>[Person] was the recipient of [describe bomb threat].</p> <p>A search of the area was conducted by [persons] which resulted in [describe any suspicious items found].</p> <p>[Police] were notified at [time] and arrived at [time]. The police then [describe actions taken].</p>
<p>Bullying &amp; Harassment</p>	<p>Identification or allegation of repeated behaviour that victimises, humiliates, and threatens a transferee.</p>	<p>Minor</p>	<p>[Victim] alleges that [alleged person] has been [describe behaviour]. This resulted in [describe impact to alleged victim]. As a result [describe action taken].</p>

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<p>Contraband</p>	<p>Any excluded, controlled or illegal item is found within any part of the facility or on any person.</p>	<p>Minor</p> <ul style="list-style-type: none"> <li>• Contraband found within the facility.</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>• Any person found with a weapon or illegal item.</li> </ul>	<p>[Person] was found to be in possession of [item] The [item] was [describe action taken] by [person]; or [Item] was found in [location] by [person]. The [item] was [describe action taken] by [person].</p>
<p>Disturbance</p>	<p>A concerted effort to disrupt the good order of the centre</p>	<p>Major</p>	<p>[Persons] were involved in [brief description] which resulted in [describe impact]. As a result [describe actions]. [Police] were notified at [time] and arrived at [time]. [Person] was [describe actions taken] by Police.</p>
<p>Explosion</p>	<p>An explosion of an item that occurs at the Regional Processing Centre or impacts the operation of the centre.</p>	<p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained;</li> <li>• Incident results in injuries requiring medical attention; or</li> <li>• Property damage does not impact the ongoing operation of the centre.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident is not contained;</li> <li>• Incident involves injuries which are life threatening; or</li> <li>• Property damage impacts the ongoing operation of the centre.</li> </ul>	<p>At [time] the [item] that is located at [location] exploded resulting in [describe impact]. As a result [describe action taken] by [person] The cause of the explosion is known to be [describe cause if known]</p>

<p>Fire</p>	<p>A fire that occurs at the Regional Processing Centre or impacts the operation of the centre.</p>	<p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained;</li> <li>• Incident results in injuries requiring medical attention; or</li> <li>• Property damage does not impact the ongoing operation of the centre.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident is not contained;</li> <li>• Incident involves injuries which are life threatening; or</li> <li>• Property damage impacts the ongoing operation of the centre.</li> </ul>	<p>At [time] there was a fire in [location] resulting in [describe impact]. As a result [describe action taken] by [person] The cause of the fire is known to be [describe cause if known]</p>
<p>Flood</p>	<p>A flood that occurs at the Regional Processing Centre or impacts the operation of the centre.</p>	<p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained;</li> <li>• Incident results in injuries requiring medical attention; or</li> <li>• Property damage does not impact the ongoing operation of the centre.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident is not contained;</li> <li>• Incident involves injuries which are life threatening; or</li> <li>• Property damage impacts the ongoing operation of the centre.</li> </ul>	<p>At [time] there was a flood in [location] resulting in [describe impact]. As a result [describe action taken] by [person].</p>

Food & Fluid Refusal	A transferee misses 3 meals in 24 hour period and confirms and/or does not deny they are pursuing food or fluid refusal.	Major	[Person] has missed three meals in a 24 hour period and [confirms, does not deny] pursuing food or fluid refusal.
Hostage Situation	Any person seized or held against their will by another person.	Critical	[Person] is holding [alleged victim] against their will in [location]. As a result [describe actions of negotiators and ERT]. [Police] were notified at [time] and arrived at [time]. [Person] was [describe actions taken] by Police.
Media – Approach Staff	Media approach service providers	Minor	[Description of persons] sighted at [location]. They approached [persons] and [describe behaviour]
Media – Unauthorised Access	Any unauthorised presence of media at or around the Regional Processing Centre	Critical	[Description of persons] sighted at [location]. They were [describe behaviour]
Medical Incident	A transferee requires a medical response that is not a result of an accident or self-harm.	Minor • Incident requires medical attention. Major • Incident requires hospitalisation.	[Person] [describe medical incident] in [location]. As a result [describe actions]
Missing Property	A transferee claims that any of their property held in trust is missing.	Minor	[Person] claims to be missing [list property].

Natural Disaster	A natural disaster that occurs at the Regional Processing Centre or impacts the operation of the centre.	<p>Major</p> <ul style="list-style-type: none"> <li>• Incident is contained;</li> <li>• Incident results in injuries requiring medical attention; or</li> <li>• Property damage does not impact the ongoing operation of the centre.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>• Incident is not contained;</li> <li>• Incident involves injuries which are life threatening; or</li> <li>• Property damage impacts the ongoing operation of the centre.</li> </ul>	<p>At [time] there was a [describe natural disaster] resulting in [describe impact].</p> <p>As a result [describe action taken] by [person]</p>
Non-Compliance	Failure to act in accordance with the centre rules or community living guidelines.	Minor	[Person] [describe non-compliant behaviour] at [location]. This resulted in [describe impact]. As a result [describe action taken].
Obscene Behaviour	Any person who displays offensive or sexual behaviour towards another.	<p>Minor</p> <ul style="list-style-type: none"> <li>• Incident is offensive</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>• Incident of sexual or lewd nature</li> </ul>	[Person] [describe behaviour], which resulted in [describe impact].
Passive Protest	Any person who participates in a protest or action expressing disapproval or objection to something.	<p>Minor</p> <ul style="list-style-type: none"> <li>• Smaller peaceful protest</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>• Large scale protest that has potential to escalate</li> </ul>	<p>[Persons] participated in a protest. The purpose of the protest was [brief description]. The protest was held at [location] and lasted for [duration].</p> <p>The protest was [describe mood].</p>

Property Damage	Property damage that is identified where it is not linked to another incident type.	<p>Minor</p> <ul style="list-style-type: none"> <li>Property damage that does not impact on the ongoing operation of the centre.</li> </ul> <p>Major</p> <ul style="list-style-type: none"> <li>Property damage impacts the ongoing operation of the centre.</li> </ul>	[Property] has been damaged resulting in [describe impact].
Riot	A violent disturbance by a group of people.	Critical	<p>[Persons] were involved in a riot in [location]. This resulted in [description of impact].</p> <p>During the riot [persons] received [describe any injuries].</p> <p>[Property] was damaged during the riot.</p> <p>[Police] were notified at [time] and arrived at [time]. The Police [describe actions taken].</p>
Rooftop Protest	Any person who participates in a protest on a rooftop.	Major	[Persons] have climbed onto the roof at [location] and participated in a protest. The purpose of the protest is [brief description].
Self-Harm	A person deliberately injures oneself.	<p>Major</p> <ul style="list-style-type: none"> <li>Incident results in injuries requiring medical attention.</li> </ul> <p>Critical</p> <ul style="list-style-type: none"> <li>Incident involves a minor; or</li> <li>Incident involves injuries which are life threatening.</li> </ul>	<p>[Person] inflicted self-harm by [brief description] at [location]. This resulted in [action taken].</p> <p>[Person] sustained [describe injury] requiring [describe action taken].</p>
Self-Harm Threat	A person threatens to self-harm but does not actually injure themselves.	Minor	[Person] threatened to self-harm by [describe threat]. As a result [describe action taken].



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Sexual Assault / Rape	Any person who performs an unwanted sexual act by force or threat.	Critical	[Person] sexually assaulted [alleged victim] by [brief description], which resulted in [describe any injuries]. [Police] were notified at [time] and arrived at [time]. [Person] was [describe actions taken] by Police.
Substance Abuse	A person is found to have engaged in substance abuse.	Minor	[Person] has engaged in [brief description], which has resulted in [describe action taken]
Theft	Any person alleges property is stolen or taken without owners consent.	Minor	[Person] claims to have [items] stolen.
Threat of harm	Any person makes a statement of intention to kill, injure or harm another.	Minor	[Person] threatened [describe behaviour], which resulted in [describe impact].
Vehicle Accident	A vehicle accident that occurs at the Regional Processing Centre or involves person associated with the centre whilst on duty.	Major <ul style="list-style-type: none"> <li>Incident results in injuries requiring medical attention; or</li> </ul> Critical <ul style="list-style-type: none"> <li>Incident involves injuries which are life threatening; or</li> </ul>	[Vehicle] collided with [brief description]. This resulted in [describe any injuries] requiring [describe action taken].
Wilful & Malicious Damage	Any person who deliberately destroys or damages property	Minor <ul style="list-style-type: none"> <li>Property damage that does not impact on the ongoing operation of the centre.</li> </ul> Major <ul style="list-style-type: none"> <li>Property damage impacts the ongoing operation of the centre.</li> </ul>	[Person] deliberately damaged [property] by [brief description].



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### Incident Reporting Timeframes

#### Minor

Must be reported in WORS  
within 24 hours

#### Major

Must be verbally reported to DIBP as  
soon as practicable, but within 1 hour,  
with a written report emailed to DIBP  
by the control room within 6 hours

#### Critical

Must be verbally reported to DIBP as  
soon as practicable, but within 30  
minutes, with a written report emailed to  
DIBP by the control room within 3 hours