### Critical Incidents (Other than all assaults)

Officers are to use this Appendix to enable correct classification and categorisation of incidents. In the event superintendents are unsure as to whether the incident meets the criteria of a Critical Incident, contact should be made with the Duty Operations Contact for guidance.

<table>
<thead>
<tr>
<th>Critical Incident Type</th>
<th>Remarks</th>
<th>Categorisation to be Used in TOMS</th>
</tr>
</thead>
</table>
| 1-4 Assault (Critical or Non-Critical) | Refer Appendix 1A – Assaults – Critical and Non-critical | Where the result of an assault:  
TOMS Main Event Type: Assault - Physical  
Incident Type: Critical  
Category: Assault - Other  
Type:  
Assault Against Offender; or  
Assault Against Staff; or  
Assault Against Visitor |
| 5 Bodily Fluid Contact | Where a person comes into contact with another person’s bodily fluid resulting in bodily fluid to bodily fluid contact/exchange (e.g. through an open wound, needle stick (or other sharps) injury, bite or spitting in eye/mouth or open wound etc). Bodily fluids include: blood, urine, saliva, faeces and/or semen. | Where not the result of an assault:  
TOMS Main Event Type: Health  
Incident Type: Critical  
Category: Health  
Type: Bodily Fluid Contact/Exchange (where not the result of an assault) |
<table>
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</table>
| 6 Bomb Threat         | A bomb threat is defined as a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, or injury, whether or not such a device actually exists. Bomb threats are typically delivered by telephone, however, bomb threats may also include the detection of a suspicious article/object at any prison that requires further investigation by external emergency services. | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Bomb Threat |
| 7 Break-In or Attempted Break-In | Includes:  
- A break-in or attempted break-in of a prison building. This may include buildings outside the prison perimeter but still on gazetted prison property.  
- The breach or attempted breach of a prison perimeter fence by an external party. | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Break-in/Attempted Break-in |
| 8 Civil Demonstration | Demonstrations are a form of activism, taking the form of a physical gathering of people which takes place on prison property by persons other than prisoners. | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Civil Demonstration |
| 9 Contraband          | Any item that may have a significant impact on the good order and security of a prison, for example:  
- firearms or ammunition  
- devices constructed or modified for the purpose of firing ammunition  
- significant weapons (ie sword, machete, spear gun etc)  
- large amount of drugs or alcohol  
- mobile phones/data devices  
- any item that could reasonably aid an escape from custody  
- any other item that may place the security of the prison or any person under significant risk. | TOMS Main Event Type: Contraband  
Incident Type: Critical  
Category: Contraband  
Type: Select the most relevant option from the drop down list. |
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| 10 Death of a Prisoner (or any other person) | Applies when there is a:  
- death of a prisoner in legal custody  
- death of any other person in a prison facility or on prison property  
- death of any person who at the time of death was carrying out official prison duties. | TOMS Main Event Type: Death  
Incident Type: Critical  
Category: Death  
Type: Select the most relevant option from the drop down list. |
| 11 Detained in Error | Where a prisoner has been detained in custody beyond the date he/she was lawfully entitled to be released, as a result of administrative error.  
Generally follows discovery of:  
- miscalculated term detail (includes expiry of Sentence or Fine default period)  
- release document (Parole, or Bail release orders).  
Note: Does not include lawful detention to complete a punishment under s.32, an overnight stay where authorised under Regulation 42 or any other lawful continuing detention. | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Unlawfully Detained |
| 12 Discharge of a Firearm | Applies when there is a:  
- unlawful or negligent discharge of a firearm  
- legal/authorised discharge of a firearm in the course duty (training excluded). | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Discharge of Firearm |
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| 13 **Environmental Incident** | An incident or event that results in the loss of essential services or serious damage to prison infrastructure. For example:  
- Natural disasters (earthquake, flood, cyclone, bush fire)  
- Loss of power that may result in a significant impact to the security of the facility  
- Explosion or release of airborne contaminant (ie gases/toxic fumes)  
- Fire in a building or cell that requires external assistance.  
- Breached/damaged water mains affecting water supply to the prison  
- Blocked/damaged sewerage lines disrupting the disposal/removal of human waste (this does not include incident of a blocked toilet). | TOMS Main Event Type: Environment  
Incident Type: Critical  
Category: Environment  
Type: Select the most relevant option from the drop down list. |
| 14 **Escape** | An escape occurs when a prisoner breaches physical security; flees from an authorised escort; or flees from any facility, hospital or location whereby they are lawfully meant to be.  
Examples of an escape is when a prisoner flees from a:  
- Maximum, medium or minimum security facility  
- Court complex  
- Public hospital  
- Secure escort vehicle  
- Leave of absence whilst under guard  
- Authorised activity whilst outside the main prison facility (ie. s 95 activity, workcamp). | TOMS Main Event Type: Unlawful Absence  
Incident Type: Critical  
Category: Unlawful Absence  
Type: Escape |
| 15 **Escape (Attempted)** | An attempted escape is an attempt to escape as defined above.  
**Note:** All attempts of escape, regardless of success, are to be reported as critical. This includes situations where an attempt has been terminated before the perimeter has been breached. Preparation to escape is also to be recorded as an Attempted Escape where planning appears to be well progressed. | TOMS Main Event Type: Misconduct  
Incident Type: Critical  
Category: Misconduct  
Type: Apparent Attempted Escape |
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</table>
| 16 Hostage            | Where a person is held against his/her will. | TOMS Main Event Type: Assault - Physical  
Incident Type: Critical  
Category: Assault  
Type: Serious Assault Against Offender; or Serious Assault Against Staff; or Serious Assault Against Visitor |
| 17 Injury (Serious)   | A serious injury can be defined as an injury to a person (prisoner/staff/visitor) which requires external medical assessment or treatment and/or overnight hospitalisation as a result of an industrial accident (workplace injury), an unnatural occurrence/accident (ie. falling out of bed, building defect etc), or a suspicious injury.  
**Note:** Where the serious injury is the result of a serious assault, the incident is to be reported as a serious assault. | TOMS Main Event Type: Health  
Incident Type: Critical  
Category: Health  
Type: Apparent Accidental Injury |
| 18 Illness (Serious)  | Where an illness occurs requiring external medical assessment or treatment and/or overnight hospitalisation as a result of sudden deterioration of health (heart attack, stroke, drug overdose) or as a result of a acquiring a communicable disease.  
**Note:** Health Services staff are not required to report under this section unless the illness is suspicious or cardiopulmonary resuscitation is required. In the event that there is a serious or imminent threat to life, (whether the person is in prison or an external medical facility) the superintendent is to be advised immediately by Health Services to enable him/her to consider the requirement of an incident report. Additional action shall be taken in accordance with Policy Directive 82 – Prisoner Movements in regards to the completion of notifications to the Superintendent Administration regarding the hospital admittance, and the consideration of notification to the next of kin. | Where not the result of an assault:  
TOMS Main Event Type: Health  
Incident Type: Critical  
Category: Health  
Type: Apparent Sudden Illness |
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</table>
| 19  Industrial Action   | Any work stoppage caused by the mass refusal by staff to perform work.   | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Industrial Action |
| 20  Prisoner Disturbance| Where multiple prisoners are involved in an apparent organised demonstration of disobedience or opposition to a lawful direction. | TOMS Main Event Type: Misconduct  
Incident Type: Critical  
Category: Misconduct  
Type: Incite Others to Riot/Misconduct |
| 21  Released in Error   | Where a prisoner has been released from custody prior to the date he is lawfully entitled to be released, as a result of an administrative error.  
Generally follows discovery of:  
• a warrant not entered  
• miscalculated term detail  
• release without signing release order, etc. | TOMS Main Event Type: Unlawful Absence  
Incident Type: Critical  
Category: Unlawful Absence  
Type: Unlawfully Released |
| 22  Roof Top Incident   | Any incident where a prisoner unlawfully climbs onto the roof of a prison building. | TOMS Main Event Type: Misconduct  
Incident Type: Critical  
Category: Misconduct  
Type: Roof Top Ascent |
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| 23 Security Equipment  | Security equipment encompasses any item(s) deemed to threaten the good order or security of a prison if lost, stolen or removed without authorisation. Security equipment may include, but is not limited to:  
• keys (ie operational/security key bunches)  
• digital radios  
• any instrument of restraint (ie batons, chemical agents, hand/ankle-cuffs etc). | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Loss/Theft/Removal without Authorisation  
Security Equipment |
| 24 Security System Failure | Where the failure of a prison’s security system seriously compromises the security of the prison (e.g. entire electronic security system failure). This excludes false alarms. 
Security systems include: prisoner cell call; perimeter CCTV; ground, fence and perimeter sensor detection systems; internal or external lighting; electronic door lock failure or other security systems deemed to be integral to the maintenance of a secure prison. | TOMS Main Event Type: Risk Management  
Incident Type: Critical  
Category: Risk Management  
Type: Security System Failure |
| 25 Serious Self-Harm or Attempted Suicide of a Prisoner | Self-harm includes self-injury and self-poisoning and is defined as the intentional, direct injuring of body most often done without suicidal intentions.  
**Serious self-harm** relates to the act of self-harm that requires either:  
• overnight hospitalisation in a medical facility (including prison clinic/infirmary)  
• ongoing medical treatment.  
**Note:** Self-harm which does not fall under the definition of serious self-harm is to be categorised as a Non-Critical incident, Injury (Self-Harm), Self-Harm.  
**Attempted Suicide** is the act of self-harm whereby a person attempts to take their own life. Attempted suicides include such examples as attempted hanging, attempted drug overdose, attempted poisoning (other than drugs), serious self-harm (ie extensive mutilation of ones own body) and/or jumping from an elevated platform where the intent of the act was to cause self-harm or death. | TOMS Main Event Type: Injury (Self-Harm)  
Incident Type: Critical  
Category: Injury (Self-Harm)  
Type: Serious Self-Harm; or Apparent Attempted Suicide |
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</table>
| **Use of Force**       | Use of force is the application of DCS approved control, restraint and physical force techniques to maintain security and good order (in line with Policy Directive 5 – Use of Force). Critical Incident reporting is required when, during the use of force, any of the following applies:  
  - Chemical agent is deployed  
  - A baton is used  
  - A TASER is deployed  
  - Planned use of force (ie cell extraction) is conducted  
  - Restraints bed is utilised  
  - A staff member or prisoner receives an injury requiring external (to the prison) medical assessment or treatment and/or overnight hospitalisation.  
  
  **Note:** The planned routine use of restraints for movement purposes is not a reportable incident. | TOMS Main Event Type: Use of Force  
Incident Type: Critical  
Category: Use of Force  
Type: Use of DCS Approved Control  

**Note:** The above categorisation is to be used only in the event that force is required to control an incident considered otherwise to be a Non-Critical Incident (ie. non-compliant prisoner (planned use of force), prisoners fighting). |
| **Voluntary Starvation** (Stage 2 – 3) | On rare occasions, prisoners may use voluntary starvation (refusal to eat and/or drink) as a way of expressing feelings, views, or as a means of protest.  
Policy Directive 31 - Voluntary Starvation outlines the general management stages for prisoners undergoing voluntary starvation and the necessary internal notifications required when a prisoner embarks on voluntary starvation outside of the process defined in this Policy Directive.  
Stage 1: Management in prison mainstream (non-critical)  
Stage 2: Observation in Prison Infirmary (critical)  
Stage 3: Removal to a Health Department Hospital (critical) | TOMS Main Event Type: Injury – Self Harm  
Incident Type: Critical  
Category: Injury – Self Harm  
Type: Hunger Strike |
<table>
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<tbody>
<tr>
<td>28</td>
<td>Other</td>
<td>TOMS Main Event Type: Select the most relevant option from the drop down list.</td>
</tr>
<tr>
<td></td>
<td>Any incident that is not readily classifiable under a specific category within the matrix that:</td>
<td>Incident Type: Critical</td>
</tr>
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<td></td>
<td>• may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders</td>
<td>Category: Select the most relevant option from the drop down list.</td>
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<td></td>
<td>• poses a significant threat to the good order and security of a prison or any person.</td>
<td>Type: Select the most relevant option from the drop down list.</td>
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<td></td>
<td>• relates to any current media or political issues relating to the Department specifically, or the government generally.</td>
<td></td>
</tr>
</tbody>
</table>
Approval

Commissioner or delegated authority as per PD 41:

Signature: [Signature]

Date: 14 January 2014

Policy sponsor

Assistant Commissioner Custodial Operations

Contact person

The following person/s may be approached on a routine basis in relation to this policy:

Superintendent Administration - Adult Custodial
Duty Operations Contact (for reporting of incidents after hours) – Telephone 0419 942 654

Amendment history

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved</th>
<th>Effective from</th>
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</thead>
<tbody>
<tr>
<td>1. First published</td>
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<td>18 June 2003</td>
</tr>
<tr>
<td>2. Amended</td>
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<td>1 April 2009</td>
</tr>
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<td>3. Amended</td>
<td>4 October 2010</td>
<td>11 October 2010</td>
</tr>
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<td>4. Amended</td>
<td>31 December 2010</td>
<td>7 February 2011</td>
</tr>
<tr>
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<td>14 January 2014</td>
<td>29 January 2014</td>
</tr>
</tbody>
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