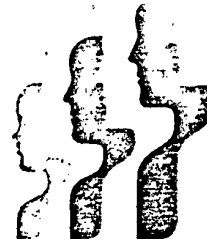


our ref
contact
for further
information

Tommy

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D/O
R Services



Department of
Community Welfare Services
Victoria

DIRECTOR'S CIRCULAR

#83-1

THE INCIDENT REPORTING SYSTEM

55 Swanston Street
Melbourne 3000
Telephone (03) 654 4222
Telex 32636 'Premvic'

In order to meet increased departmental information and accountability requirements, a new incident reporting system has been introduced for a trial period of three months.

The key features of the new system are the introduction of:

- (i) an after hours telephone message recording service
- (ii) a standardised incident report form
- (iii) an incident classification criteria.

The new Incident Reporting System (IRS) has been designed to provide for the efficient conveyance of accurate and concise information on all major incidents to the appropriate Manager, Supervisor, Director, Director-General and Minister.

- (i) **The Telephone answering service:**
Has been installed and is now available to record all after hours calls to the Incident Reporting Service on Melbourne (03)6536226. Reports of incidents during business hours should continue to be directed to the relevant Supervisor.
- (ii) **The Standardised Incident Report Form:**
Has been completed and is to be used as a guide for the reporting of information to the Incident Reporting Service as of the 1st June 1983.
A copy of this form is attached.
This proforma will be used at Head Office to record telephone messages dictated to the Incident Reporting Service.
- (iii) **The Incident Classification Criteria:**
This final feature of the new system will be completed and distributed to all facilities before July 1983.

Any queries or concerns about the new system will be discussed at the September 21st meeting of Superintendents.

J M OLIJNYK