

Checklist: What to do when an incident or accident happens

Legal information for community organisations

When an accident or incident occurs at your organisation, it can be hard to know what to do. There are certain practices that may help protect your organisation from ongoing expenses and litigation if an incident occurs or to assist claims being quickly and fairly processed.

Accidents or incidents could include:

- disputes between staff
- incidents involving clients or members of your organisation
- property damage (malicious, accidental or due to natural events)
- an incident or accident at an event being hosted by your organisation, or
- an accident on your organisation's premises.

When an accident or incident occurs, make sure you do the following:

IN THE EVENT OF AN ACCIDENT OR ACCIDENT

- Draft an incident report as soon as possible. If someone has been injured or property damaged include a description of how this occurred and details of the injury/damage.
- Take photographs of where any injury/incident occurred or any property damage if possible.
- Get witness statements from anyone who saw the incident or accident. Your insurer may be able to assist with this.
- Make any obvious and/or necessary changes to the building or your organisation's procedures to avoid such an incident/accident happening again.
- Tell your insurer and / or Worksafe** where required and seek legal advice if you are concerned about legal issues

RELATED RESOURCES

- ▀ [Disputes and Conflict](#)
- ▀ [Risk and Insurance](#)



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