

# Checklist: what to do when an incident or accident happens

Legal information for community organisations

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

## Note

This checklist provides general information about steps a community organisation can take when an incident or accident occurs. This information is intended as a guide only and is not legal advice. If you or your organisation has a specific legal issue, you should seek legal advice before deciding what to do.

Please refer to [the full disclaimer](#) that applies to this checklist.

## 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

## It's important for your organisation to take appropriate steps when accidents and incidents occur.

### These steps can include:

- properly investigating and documenting the incident
- taking appropriate steps to minimise the chance of the incident happening again
- keeping a register of incidents, and considering reporting on accidents or incidents to the board
- responding to any complaints or allegations of liability or negligence appropriately (you may need to get legal advice)
- notifying insurers if necessary
- meeting any workplace health and safety requirements
- notifying any other people who are required to be notified (this may be in a contract), and
- implementing and reviewing policies and procedures around incidents and accidents



### More information

The best way is to avoid incidents happening in the first place is by conducting a risk assessment.

For further information see our [risk management and insurance guide](#).

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

### In the event of an incident 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 and damage.
- Take photographs of where any injury or 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.
- Place the incident report on a register of incidents.
- Make any obvious or necessary changes to the building or your organisation's procedures to avoid such an incident or accident happening again.
- Tell your insurer and Worksafe** where required and seek legal advice if you are concerned about legal issues
- Decide whether the board (or committee) should be notified of the incident and act accordingly.



### More information

For more detailed information on how to respond to incidents and accidents, see the resources available on Work Health and Safety available on our [WHS webpage](#).

If a dispute arises, you can find out information on how to respond using the resources available on our [disputes webpage](#).