

Checklist – what to do when an injury, incident or accident happens



Checklist for community organisations

When an injury, 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 injury, incident or accident 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 injury, 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.



For more information, see [our fact sheet on negligence](#).

Injuries, accidents or incidents could include:

- an injury sustained in a discrete event
- an injury sustained over a period of time, including disputes between staff
- property damage (malicious, accidental or due to natural events)
- an incident or accident at an event being hosted by your organisation, or
- an incident or accident on your organisation's premises

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



Steps your organisation can take when accidents and incidents occur could include:

- properly investigating and documenting the injury, accident or incident
- taking appropriate steps to minimise the chance of the injury, accident or incident happening again
- keeping a register of injuries, accidents and incidents, and considering reporting on them 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 injuries, incidents and accidents



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

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

What should your organisation do when an injury, incident or accident occurs?

When an injury, incident or accident occurs, make sure your organisation:

- Prepare 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, accident or incident occurred or any property damage if possible.
- Get witness statements from anyone who saw the injury, 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 injury, 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 injury, accident or incident and act accordingly.



For more information on how to respond to injuries, 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 on our [disputes webpage](#).