

Checklist – responding to injuries, incidents and accidents



This checklist outlines steps your organisation can take after an injury, incident or accident..



Note

This checklist provides general about responding to an injury, incident or accident. It is a guide only and is not legal advice. If your organisation has a specific legal issue, seek legal advice.

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

Injuries, accidents or incidents may include: physical or psychological injury, property damage, incidents at your organisation's premises, activities or events, or other events that cause, or could have caused, harm.

Steps to take after an incident

When an injury, incident or accident occurs, check whether your organisation needs to take the following steps.

Respond to immediate needs

- Arrange first aid, medical treatment or emergency assistance where needed. ☐
- Make the area safe and address any immediate or continuing risk. Avoid disturbing the area more than necessary if it may need to be inspected. ☐

Record what happened

- Prepare an incident report as soon as practicable. Record what happened, when and where it occurred, who was involved, and details of any injury or property damage. ☐
- Take photographs of the location, relevant equipment and any property damage, where appropriate. ☐
- Record the names and contact details of witnesses and obtain witness accounts where appropriate. Your insurer or lawyer may advise you about how formal witness statements should be collected. ☐



- Add the incident to your organisation's incident register. ☐

Preserve relevant information

- Keep relevant documents, photographs, correspondence and electronic records, including any available CCTV footage. ☐
- Store incident records securely and limit access to people who need the information. Incident reports may contain personal or sensitive information. ☐

Make required notifications

- Check whether the incident must be reported to the police, emergency services or a regulator, including the relevant work health and safety regulator. ☐
- Check whether another notification is required under child safety, workers' compensation or other applicable laws. ☐
- Notify your insurer as required under the relevant policy. Do not delay notification because all the facts are not yet known. ☐
- Check whether any funding agreement, lease or other contract requires notification. ☐

Manage legal and insurance issues

- Seek legal advice if the incident could lead to a claim, investigation or regulatory action. ☐
- When communicating about the incident, describe the known facts accurately and avoid making admissions about legal responsibility without advice from your insurer or lawyer. ☐

Prevent similar incidents

- Address hazards and make any necessary changes to premises, equipment, activities or procedures. ☐
- Review whether the incident identifies a need for changes to policies, risk controls, training or supervision. ☐

Report within the organisation

- Consider whether the board or management committee should be told about the incident and any action taken in response. ☐
- Monitor agreed corrective action and record when it has been completed. ☐



Regular risk assessments can help reduce the likelihood of injuries, accidents and incidents.

For more information, see our [risk management and insurance guide](#), [fact sheet on negligence](#), [work health and safety resources](#) and [resources on managing conflict and disputes](#).