

INCIDENT MANAGEMENT POLICY

For the Samford & Districts Progress & Protection Association (Samford Progress)

Version	1.0	Date approved by Management Committee	14 October 2024
Responsible person	Leah Hudson (President)	Scheduled review date	14 October 2027

1. INTRODUCTION

- 1.1 Samford Progress (the association) has a range of responsibilities to consider when an 'incident' occurs that may involve the association. Such incidents typically occur in the areas of personal conduct, health & safety, security, finances, property, the environment, data or information.
- 1.2 The Samford Progress Management Committee (the Management Committee) recognises the importance of properly addressing incidents, including appropriate record-keeping so that the association can:
- implement any responsive actions needed
 - meet its social responsibility and community expectations
 - take any lessons from incidents to help make improvements and/or manage risks
 - ensure insurance needs and any legal obligations are met.
- 1.3 The purpose of this Policy is to outline Samford Progress's position and minimum requirements for managing incidents.

2. POLICY POSITION

- 2.1 Samford Progress has a process in place for managing incidents involving the association. This includes reporting incidents into an 'incident register' which will be maintained and undergo periodic management review.

3. DEFINITIONS

- 3.1 **Incident** means an event or occurrence that that results (or could result) in an unwanted outcome such as injury, harm, damage, loss, costs, or legal action. Note, this includes 'near-miss, incidents where serious outcomes were avoided 'this time'.

An incident is usually of a concerning nature and (i) may need to be further investigated; (ii) should have its details recorded; and (iii) is likely to trigger some responsive action.

Examples of incidents:

- an accident at an association event resulting in someone being injured
 - intentional damage or theft of association property
 - a privacy breach or misuse of internal association information
 - a defamatory social media post about members of the association
 - a complaint received about offensive behaviour at an association meeting
 - an observed serious breach of the association's code of conduct
- 3.2 **Incident Register** means an electronic register (e.g. table, spreadsheet or database) containing fundamental information about incidents and responsive actions, structured in a consistent format for ease of review and reporting.

4. APPLICATION

- 4.1 This policy applies to all members, staff and volunteers of Samford Progress.

5. POLICY REQUIREMENTS

5.0 All members, staff and volunteers of Samford Progress are expected to meet the following requirements when involved in the association's activities. The general process for managing incidents is shown in **Appendix 1**.

5.1 Initial reporting of incident

- When aware of an incident take any action necessary to ensure people's immediate safety e.g. notify authorities, remove hazards, secure the area, etc. `
- Take note of relevant details about the incident (e.g. names, time, date, location, description, etc), including pictures or recordings.
- Complete an Incident Report Form (the form) provided in **Appendix 2**. If unsure whether an incident has occurred or not, still complete the form.
- Submit the form to the Secretary together with any additional information.
- Note: volunteers who become aware of an incident should liaise with the member who is their point of contact with the association. e.g. a sub-committee Chair.

5.2 Management Committee Assessment

- The Secretary will initially review the details provided, including seeking further information if needed.
- The Management Committee will then assess the details and decide:
 - (a) whether the incident is to be recorded in the Incident Register; and
 - (b) what responsive actions may be needed by the association.

5.3 Incident Register

- The association will maintain an up-to-date Incident Register. **Appendix 3** provides the minimum information fields for a suitable register.
- The Secretary will record provided details, including any actions (already undertaken or proposed) on the association's Incident Register.
- Note, the register is an internal document of the association and is only available upon request via the Secretary. Access to personal, private or confidential information on the register will be limited.

5.4 Review and progress reporting

- The Management Committee will periodically (at least annually) review the Incident Register, including reviewing the implementation progress of any proposed actions.
- Members will be briefed as necessary at General Meetings or through a communique.

6. KEY RELATED DOCUMENTS

- Constitution of the Samford and Districts Progress and Protection Association Inc.
- Code of Conduct
- Risk Management Policy
- Complaints Management Policy
- Grievance Policy

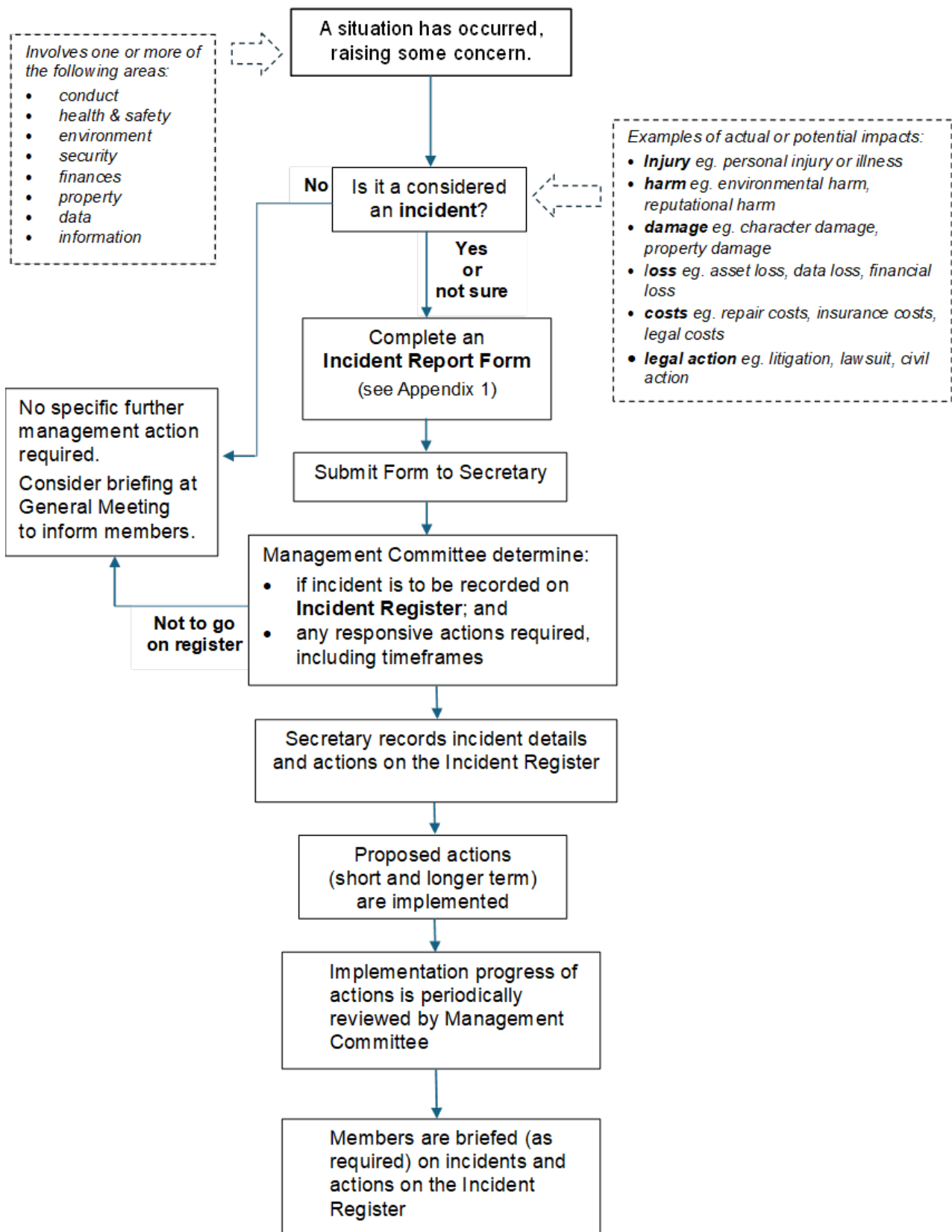
7. APPENDICES

Appendix 1 – Incident Management Process

Appendix 2 – Incident Report Form

Appendix 3 – Incident Register fields

Incident Management Process



INCIDENT REPORT FORM

In the event of an 'Incident' please complete this Form (plus any other additional information you may attach) and forward to the Secretary of Samford Progress at secretary@samfordprogress.org.au

Date	Time	General location <i>e.g. SCHUB, John Scott Park, street, etc</i>	
Association Activity or Event (if any) <i>e.g. Christmas, volunteer event, office tasks, media, etc</i>			
More specific location <i>e.g. Room 123, Toilet block, main stage, creek, carpark, Facebook page, etc</i>			
Category(s) <small>(please tick)</small> <input type="checkbox"/> Conduct (Behaviour) <input type="checkbox"/> Health & Safety <input type="checkbox"/> Environment <input type="checkbox"/> Security <input type="checkbox"/> Finances <input type="checkbox"/> Property (Assets) <input type="checkbox"/> Data <input type="checkbox"/> Information <input type="checkbox"/> Other <i>(Please describe)</i>			
Incident Description: (if more space is needed, please attach more pages) <div style="text-align: right; margin-top: 10px;"><input type="checkbox"/> <i>additional info is attached</i></div>			
Any immediate action taken? (provide details)			
Have any immediate risks been addressed? (if yes, describe how)			
Names of people directly involved:			
Names of any witnesses:			
Any authorities involved: <i>e.g. Police, Emergency Services, Council Officers etc</i>			
Any other relevant information: <i>e.g. vehicles, photos or videos, possible causes, etc</i>			
Submitted by: (Name and contact details)			Date:
Administration use only			
<i>Received:</i>		<i>Further investigation required ?</i>	
<i>Management Committee advised ?</i>		<i>For Incident Register ?</i>	

APPENDIX 3

INCIDENT REGISTER (Minimum Data Fields)

Data Field Name		Examples <i>(Note, these are fictitious entries)</i>
Administrative information		
1	Record Identifier Code	2024-01
2	Received Date	1-07-20xx
3	Incident Report Form author	Bill Smith 0410 123 456 bsmith@intel.com.au
4	Management Committee advised?	Yes, follow-up actions agreed.
Incident Information		
5	Date	29-06-20xx
6	Time	Between 10:00pm and 8:00am
7	General Location	Samford Community Hub (SCHUB)
8	Event or Activity	No activity
9	Specific Location	SCHUB carpark
10	Category(s)	Conduct, Security, Property
11	Incident Description	Signage has been vandalised. It was totally covered in spray painted graffiti, including nazi swastikas.
12	Additional information provided	Photos provided.
13	Immediate action taken	Council and Police notified.
14	Any immediate risks addressed	Sign covered in plastic tarp, to avoid people being offended.
15	Names of people directly involved	Bill Smith
16	Names of witnesses	Jane Jones, Kate Brown
17	Any authorities involved	City of Moreton Bay Council, Ferny Grove Police
18	Other relevant information	Police are familiar with the tags used in the graffiti and may know who the culprit is. Likely a random act, no link to Samford Progress or SCHUB users.
Resulting actions		
19	Further investigation needed?	Police investigation.
20	Findings of any investigation	Police have now laid charges.
21	Any further responsive actions needed?	1. Re-check lease for SCHUB, and re-check relevant Insurance Policies 2. Consider investigating security cameras
22	Progress status of responsive actions	1. Lease and insurances have this sort of incident well-covered. No need for changes. 2. Medium priority task. Expected completion Oct.
Further useful information		
23	Additional comments or information	Members were briefed at General Meeting and supported the responsive actions taken by Management Committee.