

Incident Investigation Procedure

Magnetic Island Community Care Association Inc. (MI Care)

Location: 7 Apjohn Street, Horseshoe Bay, Qld 4819

1. Purpose

This procedure outlines how MI Care investigates incidents to understand what happened, identify contributing factors, and prevent recurrence. It ensures fair, transparent, and timely follow-up after any reported incident.

2. Scope

Applies to:

- All incidents reported under MI Care's Incident Reporting Policy
- All activities, programs, transport services, and operations
- All Committee members, Volunteers, and the Administrative Assistant

Covers:

- Accidents and injuries
- Near misses
- Behavioural incidents
- Safety breaches
- Transport incidents
- Safeguarding concerns

3. Principles

- **Fair and respectful** — all parties are treated with dignity and impartiality
- **Timely** — investigations begin promptly after an incident is reported
- **Confidential** — details are shared only with those who need to know
- **Improvement-focused** — the goal is to learn and prevent future harm
- **Committee-led** — oversight remains with the Management Committee

4. Investigation Triggers

An investigation is required when:

- The incident involves injury, distress, or harm
- There is a safeguarding concern
- The incident could have legal, reputational, or financial consequences
- A Volunteer or Member requests follow-up
- The Committee deems it necessary

5. Investigation Steps

Step 1: Receive Incident Report

- Incident Report Form is submitted to the Administrative Assistant
- Form must include:
 - Date, time, and location
 - People involved
 - Description of incident
 - Immediate actions taken
 - Witnesses (if any)

Step 2: Assign Investigator

- The Committee assigns one or two members to lead the investigation
- May include the Chair, Secretary, or a delegated subcommittee
- Administrative Assistant may assist with documentation

Step 3: Gather Information

- Interview those involved (separately and respectfully)
- Collect any relevant documents, photos, or witness statements
- Review relevant policies and procedures
- Visit the location if needed

Step 4: Analyse

- **Identify:**
 - What happened
 - Why it happened
 - Any contributing factors (environmental, procedural, behavioural)
- Determine whether MI Care policies were followed
- Assess whether additional safeguards are needed

Step 5: Document Findings

- Prepare a short Investigation Summary including:
 - Factual findings
 - Root cause analysis

- Recommendations
- Any required follow-up actions
- Submit to the Committee for review

Step 6: Committee Review

- Committee discusses findings and decides on:
 - Policy or procedure changes
 - Volunteer or Member support
 - Training or supervision needs
 - Reporting to external bodies (if required)

Step 7: Close the Investigation

- Record outcome in the Incident Register
- Notify relevant parties of the outcome (respecting confidentiality)
- Schedule follow-up review if needed
- Store documentation securely

6. Roles & Responsibilities

Roles & Responsibilities

Role	Responsibilities
Administrative Assistant	Receives reports, supports documentation, maintains Incident Register
Committee	Assigns investigators, reviews findings, approves actions
Investigators	Conduct interviews, analyse incident, prepare summary
Volunteers	Cooperate respectfully, provide accurate information
Chair / Secretary	Ensure process is fair, timely, and documented

7. Confidentiality & Support

- All investigations are confidential

- Support is offered to those affected
- No retaliation or blame culture — MI Care focuses on learning and safety

8. Review of Procedure

This procedure will be reviewed:

- Every two years
- After any serious incident
- When legislation or best practice changes