

Incident Reporting Policy

Magnetic Island Community Care Association Inc. (MI Care)

Location: 7 Apjohn Street, Horseshoe Bay QLD 4819

Status: Draft for Committee Review and Adoption

1. Purpose

This policy ensures that all incidents, near misses, hazards, and safety concerns at MI Care are reported, recorded, and responded to promptly and respectfully. It supports:

- the safety of members, volunteers, and visitors
- compliance with the Work Health and Safety Act 2011 (QLD)
- continuous improvement in MI Care's programs, transport, and community activities
- transparent governance and accountability

2. Scope

This policy applies to:

- all MI Care volunteers
- all members using MI Care services
- the Administrative Assistant
- the Management Committee
- all MI Care programs, events, vehicles, and facilities

3. What Must Be Reported

The following must be reported as soon as practicable:

3.1 Incidents

Any event that results in:

- injury or illness
- emotional distress
- property or vehicle damage
- unsafe behaviour

- conflict or aggression

3.2 Near Misses

Events that could have caused harm but did not.

3.3 Hazards

Anything that has the potential to cause harm, including:

- unsafe equipment
- environmental risks
- vehicle faults
- unsafe behaviour

3.4 Serious Incidents

Incidents involving:

- medical emergencies
- falls
- vehicle accidents
- threats or abuse
- mandatory reporting obligations (e.g., SIRS if applicable)

These must be escalated immediately to the President or Safety & Governance Subcommittee.

4. Responsibilities

4.1 Volunteers

Volunteers must:

- report incidents promptly
- complete an Incident Report Form (with assistance if needed)
- follow safety instructions
- support members calmly and respectfully

4.2 Administrative Assistant

Eliska will:

- receive and log incident reports
- notify the President of significant incidents
- maintain the Incident Register

- support volunteers in completing forms

4.3 Management Committee

The Committee will:

- review significant incidents
- ensure appropriate follow-up
- approve any required changes to procedures

4.4 Safety & Governance Subcommittee

The Subcommittee will:

- review trends and risks
- recommend improvements
- ensure compliance with WHS obligations

5. Reporting Process

Step 1 — Ensure Immediate Safety

- Check for injuries
- Call emergency services if required
- Provide first aid if trained and safe to do so

Step 2 — Notify MI Care

Report the incident to:

- the Administrative Assistant, or
- the President, or
- any Committee member

Step 3 — Complete an Incident Report Form

The form should include:

- date, time, and location
- people involved
- description of what happened
- contributing factors
- actions taken
- recommendations

Step 4 — Recording

The Administrative Assistant will:

- enter the incident into the Incident Register
- store the report securely

Step 5 — Review and Follow-Up

The Committee or Subcommittee will:

- assess the incident
- determine corrective actions
- communicate outcomes to relevant volunteers
- update procedures if needed

6. Confidentiality

All incident reports are confidential.
Information will only be shared with:

- the Management Committee
- the Safety & Governance Subcommittee
- emergency services (if required)
- insurers (if required)

Reports will be stored securely in accordance with MI Care's Privacy & Confidentiality Policy.

7. Non-Retaliation

Volunteers and members who report incidents in good faith will be:

- supported
- respected
- protected from reprisal

MI Care encourages a culture of openness and safety.

8. Review of this Policy

This policy will be reviewed:

- annually, or
- after any serious incident, or
- when legislation or operational needs change

