

# Incident Report Form Guide

All Industries - Equine, Leisure, and Adventure  
(Use this Guide when using the Incident Report Form)



## INTRODUCTION:

The purpose of this Incident Report Guide is to assist you the provider in the timely reporting of incidents and thereby facilitating the processing of any claims arising from the incident.

Incident reporting is an element of AIB's good practice model, Pillar 4 - Emergency Response and Incident Reporting.

## Guidance Notes for Providers

### Who are providers and participants?

A '**provider**' is the business or organisation that provides services to their participants (customers).

A '**participant**' is a customer who receives a provider's services on or at the providers place of business.

A '**severe incident**' is a bodily injury requiring hospitalisation, the likelihood of an insurance claim or media involvement due to an unscheduled event or threat.

## FREQUENTLY ASKED QUESTIONS:

### Q1. What is an incident?

An incident is where bodily injury, property damage or media involvement, Worksafe investigation has or may have occurred. If in doubt, contact your Affinity in office.

### Q2. When is an incident reported to AffinityIB?

ALL severe incidents MUST be reported to AffinityIB.

### Q3. When is the AIB Incident Report Form used?

It MUST be completed for ALL incidents and retained by the provider for analysis and improvement (if needed).

It MUST be submitted, as soon as practicable to AffinityIB for ALL SEVERE incidents. A delay in submitting the AIB Incident Report Form is likely to delay the processing of claims (if applicable).

### Q4. Who completes the AIB Incident Report Form?

Ideally this will be the staff member in charge at the incident site.

### Q5. Is verbal reporting sufficient?

Verbally notifying or requesting advice from the AffinityIB office SHOULD BE made as soon as practicable. Especially when emergency services, work safe and or media reporting is involved or anytime you are uncertain about Incident Reporting.

AffinityIB contact: (03) 8587 7777

## Pre - Event Checklist for Providers

- Populate Incident Report Form with the providers business name and contact information on page 1. Ensure that the correct company/business name is used to identify the provider. Have sufficient pre-populated copies in store.

## Event Checklist for Providers

- For ALL incidents ensure that an Incident Report Form is completed and filed. Assist inexperienced staff who were in charge at the time of the incident to complete the Form. Ensure ONLY THE FACTS are used in the report. DO NOT speculate or make assumptions.
- Ensure that a separate Incident Report Form is completed for EACH injured person. **Be aware that other injured may involve those who were not physically injured by traumatized by the incident.**
- Check that attachments are included with Incident Report. DO NOT include personal notes you or others may have made.
- Check that the Form is signed and dated.
- For SEVERE INCIDENTS send a copy of the completed Form to the AffinityIB office and follow up to ensure they received the incident report and any additional information that they may require. This assists in processing your insurance claim (if applicable).
- File a copy of ALL INCIDENT REPORTS after addressing remediations or lessons learned are actioned.