

Incident Reporting Procedure

Document Control

Procedure owner: CEO

Committee responsible: People and Culture Committee

Approved by: CEO

Effective from: 22 May 2026

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Applies to: Directors, employees, contractors, consultants, volunteers, temporary staff and any other person carrying out ASA work or participating in ASA activities
Related documents: Work Health and Safety Policy; Emergency Procedure; Working from Home Policy; Code of Conduct; Incident Report Form; ASA record-keeping requirements

Version: 1.0

ASA is committed to reporting all incidents and near misses, maintaining accurate records, and learning from incidents to improve its systems and better safeguard ASA people.

1. Purpose

This procedure sets out how ASA will respond to and manage work-related incidents, injuries, illnesses, hazards and near misses. It is intended to support a safe workplace, prompt escalation of serious matters, timely support for affected people, and compliance with applicable work health and safety obligations.

2. Scope

This procedure applies to conduct, events and circumstances arising out of, or in connection with, ASA work, including work performed at ASA offices, off-site meetings, member events, conferences, travel, working from home arrangements and other locations where ASA activities are carried out.

3. What must be reported

The following must be reported under this procedure as soon as practicable:

- any injury, illness or medical event that occurs at work or in connection with ASA work
- any unsafe incident, hazardous situation or near miss, even where no injury occurs
- property damage, security incidents or threats that could affect health or safety

- aggressive, violent or abusive behaviour, including conduct that creates a risk of physical or psychological harm
- psychosocial hazards or work-related factors that may create a risk to health and safety
- any event that may require notification to a regulator, insurer, landlord or venue operator.

4. Immediate response

A person who becomes aware of an incident must:

- take reasonable steps to protect health and safety
- ensure any injured person is promptly attended to
- stop work and move people to safety where necessary
- call the relevant emergency services (000) where required
- contact building management or follow the Emergency Procedure where applicable.

Serious incidents must be reported immediately by phone or in person to the relevant manager and the CEO or, if unavailable, the most senior available delegate.

5. Reporting timeframes and method

Matter	Timeframe
Serious or urgent incidents	Report immediately
All other incidents, hazards and near misses	Report as soon as practicable and, where possible, on the same day
Written incident report	Complete within 24 hours, or as soon as reasonably practicable after the person is safe and able to do so

Written reports must be completed using the ASA incident report form or another approved reporting method and provided to the CEO or delegate for secure recording in the incident register. ASA will maintain an incident register of reported matters and corrective actions.

6. Information to be recorded

The incident report should record, so far as known:

- the date, time and location
- the people involved and any witnesses
- what happened and the immediate impact
- any injury, illness, psychological harm or property damage
- the immediate actions taken, including first aid or emergency response
- whether the site has been made safe and whether further controls are required.

7. Notifiable incidents and regulator reporting

Where an incident may be notifiable under applicable work health and safety law, the CEO or delegate must promptly assess the matter and, if required, notify the relevant regulator immediately after becoming aware of the incident.

Pending that assessment, the incident site must be preserved so far as reasonably practicable, except to assist an injured person, remove a deceased person, make the site safe, minimise the risk of a further notifiable incident, or comply with a direction from police or the regulator.

Because notification requirements may differ between jurisdictions and may change over time, ASA must check the requirements of the relevant regulator for the state or territory in which the incident occurred.

8. Investigation and corrective action

ASA will assess each reported matter and determine the appropriate response. This may include immediate corrective action, a local review, a formal investigation, referral to another policy or process, or notification to an external authority.

The purpose of an investigation is to understand what happened, identify contributing factors, assess whether controls were adequate, and decide what corrective or preventative action is required.

Corrective actions may include changes to systems, work practices, supervision, training, equipment, workload, communications, event arrangements or physical premises.

9. Support for affected persons

ASA will take reasonable steps to support any person affected by an incident. This may include arranging medical attention, adjusting duties, directing a person home, arranging transport, modifying work arrangements, or providing access to employee assistance or other appropriate support where available.

A person who reports an incident or participates in an investigation will not be disadvantaged or subjected to victimisation.

10. Privacy and confidentiality

Incident information will be handled sensitively and shared only on a need-to-know basis, subject to legal obligations and the need to investigate, manage risk, support affected persons, and comply with insurer or regulator requirements.

11. Roles and responsibilities

All workers and other persons covered by this procedure are responsible for reporting incidents, hazards and near misses, following reasonable safety directions, and cooperating with any investigation.

Managers are responsible for responding promptly, escalating serious matters, ensuring reports are documented, supporting affected persons, and implementing corrective action.

The CEO is responsible for oversight of significant incidents, regulator notifications, external escalation where required, and monitoring the implementation of corrective actions.

12. Records and review

Incident reports, investigation records, the incident register and corrective action logs must be retained securely in accordance with ASA record-keeping requirements.

This procedure will be reviewed periodically and after any serious incident, material near miss, identified control failure or significant change in ASA operations.