



INCIDENT / ACCIDENT POLICY

It is a requirement of the service that any incident, accident or illness caused by your volunteer work be recorded in the Incident/Accident book provided by the service.

Any events or injuries such as falls, illness, cuts, bruising, any verbal or physical abuse* of either a client, yourself, another volunteer or staff member, should be recorded and signed off by the service's responsible officer.

If you are unable to fill out the incident/ accident form you must provide the following information **in writing** to the organization within 24 hrs.

- Your name and your volunteer position;
- The date and time the injury/incident or illness occurred;
- Your exact location when the accident/incident/illness happened;
- How the injury/incident/illness happened;
- The nature of the injury or illness what part(s) of your body were affected (if any);
- Names of all people involved in the accident/incident, and details of any injury you observed to others;
- Names of any witnesses to the injury or illness;
- Any damage to property that occurred;
- The date you informed the service;

If you are unable to notify the service someone else can give notice on your behalf, by providing the above information and his or her name.

The service should acknowledge in writing that they have been notified of your injury or illness.

*

- Verbal abuse includes shouting, name calling, insults.
- Physical abuse includes hitting, pushing, restraining.
- Sexual harassment - verbal or physical