Procedure 6.03.2 Gathering Information

Directorate | Business & Governance
Responsible Officer | Executive Manager

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Documentation / Council and External References

- Statewide best practice manual – Gathering Information
- BVSC Risk Management Strategy

Appendix’s

- Appendix 1—Information Types
- Appendix 2—Incident procedure flow chart for field staff in attendance
- Appendix 3—Incident procedure flowchart for employees
- Appendix 4—Incident investigation proforma

Background

Council will be faced with various types of incidents, including complaints that may result in a claim against council. These incidents can cover Public Liability, Professional Indemnity, or Workers Compensation claims.

This procedure provides the minimum data standards for the gathering of information. It is aimed at reducing the information supplied by Council to its legal panel members that is currently inadmissible, together with either information or data that is not detailed or unwanted additions that may render the information of little value in the defence of a potential claim. The Appendix’s (1–4) should be used to ensure that all the appropriate data is gathered and contains the appropriate information. Listed Information Source documentation from the checklist must be appropriately recorded and archived in accordance with the State Records Act 1998.

Types of Incidents

It is essential that Council has a systematic process in place that can respond to these incidents in a uniform and co-ordinated manner, irrespective of type of incident. Listed below are some examples of types of incidents or complaints that may result in a claim against council.

Workplace Health and Safety

- Work-related injury or illness to council employees, volunteers, contractors.

Public Liability

- Traffic incident at council controlled road works.
- Traffic incident on council controlled road network.
- Injury or illness to member of the public at council controlled facility or infrastructure.
- Injury, illness, loss or damage suffered by member of the public as a result of actions or activities of council staff, volunteers or contractors.

Professional Indemnity

- Loss or damage suffered by member of the public as a result of a Development Application determination.
- Loss or damage suffered by member of the public as a result of issue of a Certificate.
- Loss or damage suffered by member of the public as a result of technical design or advice supplied by council.
Property

- Any occurrence of a workplace emergency
- Any occurrence of implementation of the Business Continuity Plan
- Any failure of plant or equipment.
- Any loss or damage to fleet, equipment or property asset from actions of staff, volunteers, contractors, visitors or members of the public.

Legislative Compliance

- Any failure in legislative compliance.

Environmental

- Any incident involving an environmental spill at council controlled facility or workplace.

Financial

- Any occurrence of fraud or misappropriation.
- Any occurrence of major cost over-run.
- Any occurrence of failure in debtor, creditor and investment control systems.

Governance

- Any occurrence of failure in Code of Conduct.
- Any occurrence of fraud or misappropriation.
- Any occurrence of significant reputation loss.
- Any occurrence of project management failure.
- Any occurrence of Privacy Principles failure.
Types of Claims

*Workers Compensation Claim*
Covers work related injury or illness suffered by council staff.

*Public Liability Claim*
covering injury, illness, loss or damage suffered by a member of the public resulting from council negligence, commission or omission.

*Professional Indemnity Claim*
covering injury, illness, loss or damage suffered by a member of the public resulting from council negligence, commission or omission in technical advice or professional design or service delivery.

*Property Claim*
covering damage or loss to council fleet, equipment or property assets.

Incident Recording

The starting point to the establishment of a best practice procedure on Gathering Information and Incident Management is to understand the incident recording process. The flow chart is not intended to define the total process in dealing with a report of an incident or complaint, irrespective of type, but rather it deals with the process of claims administration.
Information gathering flow chart

Internal source

Matter reported to Council and recorded via Customer Request Management System (CRMS)

Referred to Risk and Insurance Officer to determine liability; open claim file. Notify WH&S Officer as appropriate

External source

Notify Statewide Claims Officer & Account Manager

Is there a suggestion that liability or WorkCover will rest with Council?

NO

Open claim file and acknowledge receipt of incident

If nil liability is determined; matter is closed, with evidence/documentation being electronically filed

Comply with any request/s from Insurer

YES

Insurer is provided with preliminary notification

Matter is investigated; with staff / claimant being interviewed and photographic evidence being collected

Final report provided to Senior Management and Insurer; with evidence/documentation being electronically filed

TRIM ref: F11/537
Flow Chart Explanatory Notes

1. **Incident Notification**
   Council can be notified about an incident or complaint by a variety of sources, both external and internal. The imperative is to record the incident or complaint into a system where the future processing and treatment actions can be traced.

2. **Appropriate Officer**
   The Insurance Officer must be notified if the incident or complaint has the potential to result in a Public Liability or Professional Indemnity Claim. If the incident is related to staff Workplace Health and Safety, then the WHS Officer must be advised. If work related injury or illness has occurred the Return to Work Officer will also become involved.

3. **Claim or Liability**
   NO - Even if there appears to be no potential for a claim to arise in the future, all associated facts, records and documents should be collated and placed on a File and stored indefinitely. YES – Council must advise their relevant Claims Officer and Account Manager. All associated facts, statements, records and documents are to be collated and placed on a Claim File.

4. **Investigations**
   Any investigations, Factual or Discovery Order compilation must be undertaken. Council may choose to inform their Legal Advisor, certain records of council may be subject to Legal Privilege. If legal privilege is exercised then strict record confidentiality must be maintained to preserve that privilege.

5. **Reporting**
   Any reports complied, either internally or externally are to be treated as confidential information and placed on the appropriate file and stored indefinitely.

Minimum Data

It must be recognised that preparing the necessary documentation is of little use if it does not contain the minimum data to make it acceptable in court. While this varies from document to document (see Appendix 1), each document should include as a minimum:

- The date on which it was created
- The version number (if there’s going to be more than one version)
- The name and, where appropriate, the signature of the author

Many documents will need to contain additional data, for example photos should have written on the back:

- the date on which they were taken
- a description of the scene shown in it
- signed by the photographer, with printed Name and Position within Council.

If the photos are digital or a video they should be downloaded to a CD with the following note attached:

- On (date) I attended (location) and took the photographs on the CD attached to this statement.
- The photographer should set out his/her name, position and name of council and sign the document.
Appendix 1

Information Types

Table 1 Internal Information - List of Internal Information, Uses and Minimum Data Requirements

<table>
<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Works Program</td>
<td>A strategic document that prioritises works, linking timeframe and resources for individual capital works projects and/or maintenance activities.</td>
<td>Used to highlight Council’s level of commitment to its infrastructure relative to its financial strength. Could be used to defend a statement claiming inaction by Council.</td>
<td>Financial year and date of preparation Version number and date of preparation Council minute of change (if appropriate).</td>
<td>Management Plan and Operational Plan</td>
</tr>
<tr>
<td>2. Work or version request</td>
<td>A document requesting work to be completed by Council as a result of a potential risk found by an employee or a member of the public.</td>
<td>Used to highlight Council’s identification of risks programme. Could be used to defend a statement claiming inaction by Council.</td>
<td>Date Name of originator Specific location Unique identifier Referred to Priority Action taken Date action taken Name and signature of person completing action</td>
<td>Customer Request Management System</td>
</tr>
<tr>
<td>Information source</td>
<td>Description</td>
<td>Typical use</td>
<td>Requirements</td>
<td>Council Document &amp; Contact</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
</tbody>
</table>
| 3. Inspection record | A pro-forma document used by Council Officers to report on the general condition of the infrastructure and assets of Council. | Used to highlight Council’s identification of risks programme. Could be used to show that Council was there, has inspected and made recommendations including repair, thus able to defend a statement claiming negligence by Council. | Date  
Name of inspecting officer  
Signature of inspecting officer  
Inspecting details  
Unique identifier  
Recoverable  
List of recommendations |                                                                                           |
| 4. Maintenance Management System (MMS) | MMS is used for the planning, organising, directing and controlling of maintenance work. | Work scheduling can be used to defend a statement claiming inaction by Council. The system can also record the type of maintenance activity performed at any given time and location. This data could be used to defend a statement claiming inaction or negligence. | Daily running sheet recoverable  
Date  
Name and signature of originator  
List of employees in gang  
Activity  
Number of employees  
Work achieved  
Location  
Audit trail |                                                                                           |
| 5. Environmental due diligence programs | A strategic document, dealing primarily with environmental management issues that prioritises works and sets out a timetable for completion. | Used as a defence in the case of a breach under the EOP Act or a third party action claiming negligence or inaction by Council. | Date  
Name of originator  
Signature of originator  
Endorsed by Council  
Action plan with timetable for completion |                                                                                           |
<table>
<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
</table>
| 6. Time and plant sheets | System of recording and allocating labour and plant costs, primarily for the purpose of payroll and project costing. | Useful in verifying the location of staff and resources on a particular day. Can assist in defending a statement claiming negligence by Council. | Date  
All changes crossed out are to be initialed  
Signature of employee  
All relevant data to be completed | Pay Records for last seven years at rear of records |
| 7. Diary entries | Diary entries are often used to record details of the scene of an incident and are regularly the basis of the “Initial Council Report”. They can be a source for information such as weather, times, locations etc as well as staff attendances. | Used for evidence of staff attendances and actions taken or not taken. Could be used to defend a statement claiming negligence by Council. | Name  
Date  
Department  
Unique identifier  
Black Ink (preferable)  
Photocopy should show book binding  
Legible writing  
All entries signed and dated (full date dd/mm/yy)  
All activities noted | Stored at Maher Street Depot |
| 8. Work practices / procedures | Written procedures produced by Council used to standardise Council’s response to a particular task. | Used in verifying that the work undertaken by Council is routine and is performed to a prescribed level of quality. Could be used to defend a statement claiming negligence by Council. | Details of implementation  
Dates | Relevant Policies and Procedures |
| 9. Photographs | Pictures of specific locations or job. | Used to provide evidence of the physical appearance of a defect or work at a particular point in time. Could be used to defend a statement claiming negligence by Council. | Date taken recorded preferably on the photograph  
Photographer and signature  
Claim Number  
Location and direction facing at location  
Colour  
35 mm or digital | |
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**Issued:** 18 June 2014  
**Next review:** November 2019

<table>
<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
</table>
| 10. Training records | A detailed record of the training activities of all members of staff. | Used to verify Council’s commitment to ensuring that staff is well trained. Could be used to defend a claim of negligence. | Name of employee  
Name of trainer  
Employer of trainer  
Date of training  
Title of course(s)  
Brief course outline  
Duration of course  
Indication of successful completion  
Any results, certificates, licenses etc | Training Coordination |
| 11. Standards / specifications | A predetermined “benchmark” by which results or performance is measured. The “benchmark” can be set either by the particular industry or Council. | Used to highlight Council’s commitment to best practice within its resources. Could be used to defend a statement claiming negligence by Council. | Name of standard  
Citation number of standard  
Name of issuing standards organisation  
Date standard approved/implemented  
Full copy of standard |  |
| 12. Site visits | Routine site inspection documented by the inspecting officer, noting conditions found at the site. | Used to produce a detailed description of the condition of the site at a given point in time. Could be used to defend a statement claiming negligence and/or inaction by Council | Date of visit  
Location, address of site  
Name of inspector  
Names of any additional inspectors, escorts etc  
Field notes, photographs, diagrams all to be dated, signed |  |
<table>
<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
</table>
| 13. Interviews    | As a result of a claim a recorded discussion between the relevant Council employees and the interviewing officer. | This is used to extract fact which dictates the course of the investigation. Could be used to defend a statement claiming negligence and/or inaction by Council. | Name of interviewer  
Name of individual being interviewed  
Job title of staff being interviewed  
Date of interview  
Time of interview  
Location interview taken  
Witness to interview  
Typed format for interview notes | Operational Plan and Budget – Finance Manager |
| 14. Statements    | Is a first party testimony of fact.                                           | It can be used as a record of an individual’s account of the event. Could be used to defend a statement claiming negligence and/or inaction by Council. | Name of individual making statement  
Job title of staff making statement  
Date of statement  
Time of statement  
Location statement taken  
Witness to statement  
Signature (black pen) of person making statement  
Signature of person taking statement and witness  
Typed format for statement |  |
| 15. Annual budget | A financial statement that details the projected income and expenditure for a financial year. It indicates the amount of financial resources able to be allocated to each function/project of Council. | Used to highlight Council’s level of commitment to its infrastructure relative to its financial strength. Could be used to defend a statement claiming inaction by Council. | Date of report  
Version of report  
Financial year of report |  |
<table>
<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
</table>
| 16. Drawings or plans | A graphical representation of the work area, work method or location of the incident. | Visually shows evidence of the work planned. Shows standards to which the work is to be performed. Could be used to defend a statement claiming professional negligence, inaction or design failure. | Legible format (size)  
A legend indicating name of draftsman, architect, company etc  
Reference to related drawings  
Total number of drawings in set  
Index number of drawing  
Direction of north recorded on drawing  
Drawing scale | Staff Field folders |
| 17. Maps | Defines the exact location of the event. | Visually shows the location of the incident. Could be used to defend a statement claiming responsibility for an event where Council may not even be liable | Date map was made  
Person/organisation drafting map (source)  
Direction of north recorded on map  
Scale of map  
Area depicted by map  
Legible format | Forms part of Gathering Information Process |
| 18. Phone logs | Chronological record of calls made or received by Council officers. | Used as a record of proceedings, conversations and advice given over the phone. Could be used to defend a statement claiming negligence and/or inaction by Council. | Contained in book with binding  
Date of call  
Time of call  
Name of caller  
Name of log book user  
Summary of call  
Page numbers | Customer Request Management System. Index normally covers name date and subject. |
| 19. Medical reports | Is a written summary from an attending physician summarising the patient’s condition. | Used to establish the degree of injury and disability and thus challenge punitive damages. | Name of examining physician  
Date of examination  
Reason for examination  
Type written format  
Signed by attending physician |  |
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<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
</table>
| 20. Loss adjustor reports | A written formal independent summary of the facts of the claim. | Used to verify the facts. Could be used in the determination of liability and negligence. | Name of loss adjusting firm  
Name of loss adjuster  
Claim reference number  
Date of all inspections  
Names and dates of all interviews  
Numbered pages in report  
Clear annotations to document, photographs, etc | |
| 21. Expert reports | A written formal summary of certain circumstances of the claim, prepared by a specialist in the field of the incident. | Used to verify the specific facts of the incident by an expert with the relevant experience. Could be used to justify action or inaction. | Name of expert  
CV of expert  
List of publications by expert  
Reference number  
Signature of expert  
Date of investigation | |
| 22. Weather reports | A record of the weather conditions that prevailed at a given time and location. | Used to verify the conditions at the time of the incident. | Date of event  
Date of inquiry  
Name of weather service  
Symbol of authority (letterhead, stamp)  
Contact telephone number of issuing authority | |
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<table>
<thead>
<tr>
<th>Information source</th>
<th>Description</th>
<th>Typical use</th>
<th>Requirements</th>
<th>Council Document &amp; Contact</th>
</tr>
</thead>
</table>
| 23. Emails         | Records of requests or details made or received by Council Officers. | Used as a record of proceedings, conversations and advice received by e-mail. Could be used to defend a statement claiming negligence and/or inaction by Council. | Date and Time sent  
Name of person sent from  
Name of person sent to  
Name of person copy sent to  
Subject summary/title  
Details | Customer Request Management System contains such details. |
Appendix 2

Incident procedure flow chart for field staff in attendance

1. Incident/Accident
2. Ensure site is safe
3. Notify engineering and insurance office
4. Emergency authority notified if appropriate

Record relevant details on time sheets.

Note:
- Any changes to be initialed
- Diary entries (may record weather, times, locations, relevant information) preferably in black ink and signed (refer to checklist)
Appendix 3

Information gathering employee’s checklist

The flow chart below outlines the procedure to be followed by an employee at an accident / incident site.

1. **Incident / Accident site**
   - **Ensure site is safe**
   - **Notify supervisor**
   - **Organise for site to be inspected. Record relevant details/photographs (refer to information recording checklist)**
   - **Undertake repairs if required**
   - **Provide report of outcome to manager**
   - **Report to Corporate Services section**

2. **Notify Corporate Services section**
   - **Notify other authorities (eg, Telstra, WorkCover) if appropriate**
Appendix 4

Incident investigation proforma

INCIDENT INVESTIGATION REPORT
(PROPERTY or PERSON)

This form is to be completed by the BVSC Insurance/Risk Officer when any Injury/incident/near
miss occurs to a member of the public which results in a letter of demand or possible legal action.
Please ensure that you contact the person who reported the incident within a timely manner.
Please refer to BVSC Procedure (5.03.2) Gathering Information when conducting the investigation.

The following Risk Assessment Matrix should be used to determine what follow up actions are required as
a result of this incident or injury.

<table>
<thead>
<tr>
<th>BVSC Public Liability Risk Assessment Table</th>
<th>Level</th>
<th>Negligible</th>
<th>Minor</th>
<th>Moderate</th>
<th>Major</th>
<th>Severe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost certain</td>
<td>5</td>
<td>Medium</td>
<td>High</td>
<td>High</td>
<td>Very High</td>
<td>Very High</td>
</tr>
<tr>
<td>Probable</td>
<td>4</td>
<td>Medium</td>
<td>Medium</td>
<td>High</td>
<td>High</td>
<td>Very High</td>
</tr>
<tr>
<td>Possible</td>
<td>3</td>
<td>Low</td>
<td>Medium</td>
<td>Medium</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>Unlikely</td>
<td>2</td>
<td>Very Low</td>
<td>Low</td>
<td>Medium</td>
<td>Medium</td>
<td>High</td>
</tr>
<tr>
<td>Rare</td>
<td>1</td>
<td>Very Low</td>
<td>Very Low</td>
<td>Low</td>
<td>Medium</td>
<td>Medium</td>
</tr>
</tbody>
</table>

BVSC Management Actions and Responses to Risk Assessment Levels

The higher the overall level of risk the greater level of management attention is required to reduce its probability.

| Very High: | Must be managed by one or more members of the LEG, External Investigator and legal assistance to be utilised. |
| High:      | LEG oversight and monitoring of progress with all investigation techniques to be incorporated to obtain Best possible gathering information outcomes for Council. |
| Medium:    | Identify management responsibility, monitor and review response action as necessary. Risk Manager to bring specific incident to attention of LEG. Investigation process to be at level that LEG is satisfied with |
| Low:       | Manage through existing processes and procedures details and note on Location Map |
| Very Low:  | Note only |

TRIM ref: F11/537
### Basic Likelihood Table for Public Liability Outcomes

<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Description</th>
<th>Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Almost certain</td>
<td>The Incident is expected to occur in most circumstances.</td>
<td>When the specific environmental aspect and the human interaction combine in this event, an incident will occur in &gt;75% of the time.</td>
</tr>
<tr>
<td>4</td>
<td>Probable</td>
<td>The Incident may occur at some time.</td>
<td>This event will occur &gt; 50% of the time.</td>
</tr>
<tr>
<td>3</td>
<td>Possible</td>
<td>The Incident is not expected to occur.</td>
<td>This event may occur up to 25% of the time.</td>
</tr>
<tr>
<td>2</td>
<td>Unlikely</td>
<td>The Incident is likely to occur only in exceptional circumstances.</td>
<td>This event will only occur in &lt;10% of the time.</td>
</tr>
<tr>
<td>1</td>
<td>Rare</td>
<td>The Incident is highly unlikely to occur in the foreseeable future.</td>
<td>This event is only likely to occur in 5% or less of the time.</td>
</tr>
</tbody>
</table>

### BVSC Consequence Table (Public Liability)

<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>People</th>
<th>Property and Finance</th>
<th>Reputation</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Severe</td>
<td>Single fatality, and/or severe PERMANENT disability to one or more persons</td>
<td>Destruction or damage to property or unbudgeted expenditure $50m to $100m</td>
<td>Sustained national media attention</td>
</tr>
<tr>
<td>4</td>
<td>Major</td>
<td>Moderate PERMANENT disability or impairment or severe injury to one or more persons.</td>
<td>Destruction or damage to property or unbudgeted expenditure $1m to $50m</td>
<td>Media attention including local television news</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>Injury or reversible impairment to one or more persons requiring hospital treatment.</td>
<td>Destruction or damage to property or other unbudgeted expenditure $100k to $1m</td>
<td>Sustained Local newspaper and electronic media</td>
</tr>
<tr>
<td>2</td>
<td>Minor</td>
<td>Injury to one or more persons requiring non-hospital medical treatment.</td>
<td>Destruction or damage to property or unbudgeted expenditure $10k to $100k</td>
<td>Dedicated Article (newspaper report)</td>
</tr>
<tr>
<td>1</td>
<td>Negligible</td>
<td>Minor injury with no treatment required</td>
<td>Destruction or damage to property or unbudgeted expenditure up to $10k</td>
<td>editorial or reference and hearsay type comments.</td>
</tr>
</tbody>
</table>
## Details of injury or incident

### Details of injury or incident

<table>
<thead>
<tr>
<th>Claim No:</th>
<th>Nature of injury/incident</th>
<th>Date:</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location of injury/incident (incl GPS)</th>
<th>Was Injury/incident reported to Council</th>
<th>Date:</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes ☐ No ☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Was a letter of demand sent</th>
<th>Did letter of demand include quotes and/or photographs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes ☐ No ☐</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Was there a prior history of complaints for this type of incident</th>
<th>What was the underlying cause(s) for this incident/injury?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Details of injured or affected party

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Address</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Was any person injured?</th>
<th>Was a medical report provided?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes ☐ No ☐</td>
<td>Yes ☐ No ☐</td>
</tr>
</tbody>
</table>

Describe the type of injury - including where on the body the injury is and what medical treatment was given and by whom?
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**Issued:** 18 June 2014  
**Next review:** November 2017

<table>
<thead>
<tr>
<th>Describe any damage of property</th>
<th>Damaged front left hand side window of vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>What Contact has been made with the Claimant to date?</td>
<td></td>
</tr>
<tr>
<td>Telephone Call</td>
<td>Letter</td>
</tr>
<tr>
<td>E-Mail</td>
<td>Other (Specify)</td>
</tr>
<tr>
<td>Notes/Comments</td>
<td></td>
</tr>
</tbody>
</table>

**Details of witnesses or other parties involved**

<table>
<thead>
<tr>
<th>Were any other people/party involved or injured?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>List names of other people or witnesses - indicate if they were injured or merely observed incident/injury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Were any other organisation involved? i.e. Telstra, Essential Energy e.t.c</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Any other organisations infrastructure responsible for the incident/injury?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Notes/Comments</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Were the Police notified of this</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Event No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Police Report:
**Incident?**

**Additional Notes**

---

**Corrective Actions**

**Has Council done anything to eliminate or reduce severity of the hazard?**

- [ ] Yes
- [ ] No

**Describe the corrective actions taken to date - include the date and who completed the corrective action**

**Describe the corrective actions still required and/or long term solution to this issue?**

---

**Insurance/Risk Officer Additional Actions, Comments or Notes**

**Was this incident reported to JLT Claims Officer?**

- [ ] Yes
- [ ] No

**Claim Number:**

**Recommended Risk Assessment Level**

**Additional information attached**

- [ ] Statements
- [ ] E-Mail
- [ ] Letter
- [ ] Photographs

- [ ] Sketches
- [ ] Replies from Claimant
- [ ] Other (Specify) Email from clients

**Notes/Comments**

**Name**

**Signature**
### Organisational Development Coordinators Comments or Notes

<table>
<thead>
<tr>
<th>Council/LEG Decision in relation to this incident/injury</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes/Comments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**LEG Comments or Notes** *(if deemed to have a risk assessment level of high to very high)*

<table>
<thead>
<tr>
<th>Notes/Comments</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**General Manager Comments or Notes** *(if deemed to have a risk assessment level of)*

<table>
<thead>
<tr>
<th>Notes/Comments</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
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