

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

Incident Reporting Policy and Procedure (IRP)

Public-facing process for reporting incidents, near misses, hazards and safety concerns

Property of Glenfield Community Centre Incorporated

Last reviewed April 2026 | Next review April 2029 | Version 2026.1

1 Purpose:

The purpose of this policy and procedure is to make it easy for people to report incidents, near misses, hazards and safety concerns connected with Glenfield Community Centre Incorporated (GCC), and to ensure those reports are recorded, assessed, escalated and followed up in a consistent and proportionate way.

Prompt reporting helps GCC protect people, meet health and safety duties, respond to risk, maintain safe facilities, learn from events, support affected people, meet legal and insurance obligations, and improve services.

This document is public-facing so that staff, volunteers, contractors, tenants, hirers, members, visitors, service users and the wider community know what to report and how to report it.

2 Scope:

This policy and procedure applies to incidents, near misses, hazards and safety concerns connected with GCC buildings, grounds, carparks, entrances, walkways, rooms, kitchens, toilets, events, programmes, meetings, room hire, tenancy use, contractor work, volunteer activity, governance activity and other Centre operations.

It applies to Governance Group members, officers, staff, volunteers, contractors, tenants, hirers, members, visitors, service users, event organisers, programme providers and any other person entering, using or working at GCC property.

This document covers health and safety incidents, injuries, illness linked to Centre activities, hazards, near misses, property damage, contamination, spills, unsafe behaviour, threatening conduct, security concerns, emergency events, and other matters that may affect the safety of people or the safe operation of the Centre.

This document does not replace emergency services, medical advice, public health directions, Police action, WorkSafe notification requirements, insurance instructions, employment processes, privacy-breach management, protected-disclosure processes, or the GCC Complaints and Feedback Policy where a matter is primarily a complaint rather than a safety issue.

Where a matter is both an incident and a complaint, GCC may record and manage it under both this procedure and the Complaints and Feedback Policy. Where personal information is involved, the Privacy and Confidentiality Policy applies.

This policy and procedure must be read consistently with the GCC Constitution, including the Society's Principles, Objects, Governance Group powers, employment responsibilities, decision-making requirements, dispute-resolution provisions, financial-gain provisions and Appendix A values.

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

3 Policy Statement:

GCC encourages prompt, honest and practical reporting of incidents, near misses, hazards and safety concerns. Reporting is intended to support safety, care, accountability and improvement, not blame.

GCC will take reasonable and proportionate steps to respond to reported incidents, reduce immediate risk, support affected people, preserve relevant information, identify corrective actions, and learn from recurring or serious issues.

GCC will prioritise immediate safety. In an emergency, people must call 111 before contacting GCC. Where urgent medical attention, Police, Fire and Emergency New Zealand, ambulance support or another emergency response is required, emergency services take priority over internal reporting.

GCC will maintain an incident record or register sufficient to support health and safety management, legal compliance, insurance, privacy, employment, contractor management, tenant and hirer management, Governance oversight and organisational learning.

GCC will assess whether a report requires escalation to the Centre Manager, Chair, Governance Group, WorkSafe New Zealand, Police, emergency services, Auckland Council, a public health authority, insurer, landlord, contractor, tenant, hirer, privacy officer or another relevant party.

GCC will handle personal information connected with incidents carefully. Information will be collected only where needed for a legitimate GCC purpose, accessed only by authorised people, and disclosed only where lawful, necessary and proportionate.

GCC will not discourage reasonable reporting or penalise a person for making a genuine report. Knowingly false, malicious, abusive, discriminatory, threatening, vexatious or unsafe conduct may be managed under the relevant GCC policy, agreement or lawful process.

The GCC Constitution prevails where it prescribes a process for Governance decision-making, member complaints, member rights, financial stewardship, constitutional records or dispute resolution. If there is any inconsistency between this policy and the Constitution, the Constitution prevails unless Governance determines that the Constitution itself requires amendment to comply with law.

4 Definitions:

Incident: An unplanned event or situation connected with GCC that causes, or could have caused, injury, illness, harm, property damage, service disruption, security concern, environmental concern, hygiene concern, public health risk or another significant safety or operational issue.

Near Miss: An event or situation that did not cause injury, illness, harm or damage, but could reasonably have done so.

Hazard: A source or situation with the potential to cause harm, including unsafe physical conditions, equipment, substances, behaviour, activities, environmental conditions, security issues or work practices.

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

Safety Concern: A concern about an unsafe or unhealthy situation, behaviour, condition or activity connected with GCC that may require assessment or action.

Serious Incident: An incident that involves death, serious injury or illness, urgent emergency response, violence or threat, significant property damage, significant service disruption, suspected criminal behaviour, significant privacy risk, media or reputational risk, regulatory notification, or another matter requiring prompt escalation.

Notifiable Event: A work-related death, notifiable injury or illness, or notifiable incident that must be notified to WorkSafe New Zealand or another relevant health and safety regulator under the Health and Safety at Work Act 2015.

First Aid: Immediate and temporary assistance given to a person who is injured or becomes unwell until they recover or further medical assistance is available.

Reporter: A person who reports an incident, near miss, hazard or safety concern.

Affected Person: A person who has been injured, made unwell, exposed to risk, directly affected by an incident, or otherwise involved in a reported matter.

Corrective Action: A step taken to eliminate, isolate, minimise, repair, prevent, manage or monitor a risk or issue identified through an incident report.

5 Roles and Responsibilities:

Governance Group responsibilities include:

- approving this policy and receiving reports on significant incidents, trends, risks and corrective actions;
- maintaining oversight of health and safety, legal, financial, reputational, privacy, employment and constitutional risk;
- ensuring that serious incidents and recurring risks are considered as part of governance oversight and resource planning;
- ratifying urgent or interim controls where required by the Policy and Procedure Framework or Governance direction; and
- ensuring incident reporting remains consistent with GCC's charitable purposes, community role and Appendix A principles.

Chair responsibilities include acting as the primary governance contact for serious incidents requiring urgent governance attention, media or public statements, or liaison with Governance between meetings.

Centre Manager responsibilities include:

- receiving and assessing incident reports;
- ensuring immediate risks are addressed as far as reasonably practicable;

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

- recording or arranging recording of incidents, near misses, hazards and safety concerns;
- deciding whether a matter requires investigation, corrective action, external notification, insurance notification, privacy assessment, complaint management or governance reporting;
- communicating with affected people, staff, tenants, hirers, contractors, emergency services, regulators or other parties where appropriate;
- maintaining the incident register or other approved record system;
- tracking corrective actions and closing reports where appropriate; and
- reporting significant incidents, trends, unresolved actions and systemic risks to Governance.

Staff and volunteers are responsible for taking immediate reasonable steps to protect safety, reporting incidents promptly, recording relevant details, preserving relevant evidence where safe and lawful, and following instructions from the Centre Manager or emergency services.

Contractors, tenants and hirers are responsible for managing their own activities safely, reporting incidents connected with GCC property or their use of GCC facilities, cooperating with reasonable enquiries, and following GCC health and safety instructions, hire conditions, tenancy obligations or contract requirements.

Visitors, members, service users and the public are encouraged to report incidents, hazards, near misses and safety concerns as soon as practicable, especially where urgent action may be required.

6 Procedure / Implementation:

6.1 Immediate safety response:

- If there is an immediate threat to life, serious injury, serious illness, fire, violence, criminal behaviour or another emergency, call 111 first.
- Provide first aid only if trained, safe and appropriate to do so.
- Move people away from immediate danger if this can be done safely.
- Do not disturb a serious incident scene unless necessary to protect people, prevent further harm, assist an injured person, or as directed by emergency services or a regulator.
- Notify GCC staff or the Centre Manager as soon as practicable after immediate safety needs have been addressed.

6.2 What should be reported:

- injury, illness or medical event occurring at GCC or connected with GCC activity;
- slips, trips, falls, burns, cuts, strains, collisions or other injuries;
- near misses where someone could have been harmed;
- hazards such as broken fittings, unsafe surfaces, blocked exits, leaks, electrical concerns, sharp objects, damaged equipment or unsafe room conditions;
- threatening, violent, abusive, discriminatory or unsafe behaviour;
- security concerns, suspicious activity, theft, vandalism or unauthorised access;

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

- spills, contamination, unsafe waste, hygiene issues, pest issues, bodily fluids or infectious disease exposure concerns;
- damage to GCC property, tenant property, hirer property or contractor equipment;
- fire, smoke, alarm activation, evacuation, earthquake, flood, weather event or other emergency;
- concerns involving children, vulnerable people or higher-risk users, where relevant; and
- any matter that may require WorkSafe, Police, public health, privacy, insurance, Auckland Council, contractor, tenant, hirer or Governance follow-up.

6.3 How to report:

- Report urgent matters immediately to GCC staff, the Centre Manager or emergency services as appropriate.
- For non-urgent matters, report the issue to the Centre office, by email, by phone, or through any incident reporting form or website process made available by GCC.
- Provide enough detail to allow GCC to understand what happened, where it happened, who was affected, whether urgent action has been taken, and what follow-up may be required.
- Anonymous reports may be considered where there is enough information to assess risk, but GCC may be limited in its ability to investigate, respond or provide follow-up.
- People should not delay reporting because they are unsure whether the matter is serious. GCC would rather assess a report than miss a preventable risk.

6.4 Information to include where known:

- date and time of the incident or concern;
- location, room, event, booking, tenancy, activity or area involved;
- what happened or what risk was observed;
- names and contact details of the reporter, affected people and witnesses, where appropriate;
- any injury, illness, damage, exposure or immediate risk;
- action already taken, including first aid, cleaning, evacuation, repair, isolation of area or emergency services contact;
- photos, CCTV reference, documents or other evidence, where lawful and appropriate;
- whether the matter may involve privacy, employment, complaint, contractor, tenancy, hire agreement, insurance, Police, WorkSafe or public health issues; and
- any follow-up requested or required.

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

6.5 Assessment and escalation:

The Centre Manager, or another authorised person, will assess the report and decide what action is required. This may include immediate controls, further information gathering, cleaning, repair, contractor action, communication with affected people, referral to a related policy, insurance notification, external advice, regulatory notification or governance reporting.

Serious incidents must be escalated promptly to the Centre Manager and, where appropriate, the Chair. Where the Centre Manager is unavailable and urgent governance or external action is required, the matter should be escalated to the Chair or another authorised Governance representative.

6.6 Investigation and corrective action:

- GCC will investigate incidents to the level proportionate to the seriousness, risk, available evidence and likelihood of recurrence.
- Investigation may include speaking with affected people, witnesses, staff, hirers, tenants, contractors or emergency services; reviewing photos, booking records, CCTV where lawful, maintenance records, correspondence or other relevant material.
- Corrective actions may include repair, cleaning, signage, changed room setup, contractor instruction, hirer guidance, tenant notice, staff training, equipment removal, access restriction, policy update, booking condition change, complaint process, employment process or escalation to another authority.
- Corrective actions should be assigned to a responsible person and tracked until completed or otherwise closed.

6.7 Communication and closure:

- GCC will communicate with affected people where appropriate, subject to privacy, legal, employment, insurance, investigation and safety considerations.
- The reporter may be advised that the matter has been received and actioned, but GCC may not be able to disclose personal, employment, disciplinary, security, insurance or confidential information.
- A report may be closed when immediate risks have been addressed, required notifications have been made, corrective actions have been completed or assigned, and any required governance or operational follow-up has been recorded.

7 Monitoring, Reporting and Breach Management:

GCC will maintain an incident register or equivalent record sufficient to support health and safety management, legal compliance, privacy compliance, insurance, contractor management, facility management, trend analysis, Governance oversight and organisational learning.

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

The Centre Manager will report significant incidents, notifiable events, recurring hazards, unresolved corrective actions, serious complaints linked to safety, privacy or security incidents, and relevant trends to Governance at least annually, and sooner where risk requires.

Incident records should be reviewed periodically to identify patterns, repeated hazards, training needs, contractor issues, room-use risks, equipment problems, maintenance needs, signage issues, user-group concerns or changes required to policy and procedure.

Failure by a person covered by this policy to report, cooperate with, or reasonably respond to an incident may be managed through guidance, training, booking conditions, cancellation or refusal of hire, contractor management, tenant action, employment processes, complaint management, health and safety action, cost recovery where permitted, or referral to another lawful process.

Where an incident involves a possible privacy breach, personal information must be managed under the Privacy and Confidentiality Policy. Where a privacy breach has caused, or is likely to cause, serious harm, GCC must assess whether it is a notifiable privacy breach.

Where a report alleges serious wrongdoing, retaliation, unlawful conduct, unsafe governance or another protected disclosure matter, GCC will consider whether the Protected Disclosures Policy applies.

8 Legal and Compliance Requirements:

This policy and procedure are intended to support compliance with current statutes, regulations, constitutional requirements, health and safety duties, privacy obligations, employment obligations, venue-use obligations, lease obligations, funding obligations, insurance requirements and recognised good-practice requirements relevant to incident reporting.

Relevant requirements include, but are not limited to:

- GCC Constitution;
- Health and Safety at Work Act 2015;
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016;
- Privacy Act 2020;
- Employment Relations Act 2000;
- Human Rights Act 1993;
- Building Act 2004 and fire safety requirements where applicable;
- Fire and Emergency New Zealand Act 2017 where applicable;
- Health Act 1956 and public health requirements where applicable;
- Accident Compensation Act 2001 where applicable;
- Auckland Council, Kaipātiki Local Board, lease, funding, insurance, venue-use and accountability requirements where applicable;
- WorkSafe New Zealand notification and notifiable-event requirements where applicable;
- Police, emergency services, public health, civil defence or other lawful authority requirements where applicable; and

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

- recognised good-practice guidance relevant to incident reporting, health and safety, public facilities and community services.

Where a notifiable event may have occurred, GCC must assess whether WorkSafe New Zealand or another relevant regulator must be notified, whether the incident scene must be preserved, and what records must be retained. Emergency services must be contacted first where urgent help is required.

9 Related Documents:

- GCC Constitution;
- Policy and Procedure Framework;
- Master Policy and Procedure Register;
- Health and Safety Policy;
- Health and Safety Requirements for Hirers;
- Room Hire Agreement and Room Booking Terms and Conditions;
- Privacy and Confidentiality Policy;
- Complaints and Feedback Policy;
- Protected Disclosures Policy;
- Infectious Disease and Pandemic Response Policy;
- Smoke-free, Alcohol and Drug-free Site Policy;
- Dogs / Animals on Site Policy;
- Waste Management and Minimisation Policy;
- Media Enquiries Statement;
- Service Standards Policy or guidance, if adopted;
- staff employment agreements and induction material;
- contractor, tenancy and service agreements where applicable;
- maintenance, cleaning, fire, evacuation, security, CCTV and contractor records where applicable; and
- Incident Report Form / Incident Register.

10 Document Management Control:

Prepared by	Centre Manager
Policy Owner	Centre Manager
Authorised by	Governance Group
Approved by	Governance Meeting Motion: [insert motion number]
Date issued	April 2026
Last reviewed	April 2026

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

Review frequency	Three-yearly, or earlier if legislation, governance, risk, incident pattern, public health, privacy, employment, insurance, funding, facility-use or operational requirements change
Next review	April 2029
Effective date	[insert date approved]
Version	2026.1
Visibility	Public - Website
Document ID	HSW-IRP

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

Appendix One - Public Incident Reporting Guidance:

The following short guidance may be used on the GCC website, in room-hire information, tenant communications, event information, induction material or signage.

Topic	Guidance
Emergency	If someone is in immediate danger, seriously injured, seriously unwell, threatened, or there is fire, violence or another emergency, call 111 first. Then notify GCC staff or the Centre Manager as soon as practicable.
Report promptly	Please report incidents, hazards, near misses and safety concerns as soon as possible. Early reporting helps GCC prevent harm and fix problems.
What to report	Injuries, illness linked to Centre activity, slips, trips, falls, hazards, near misses, unsafe behaviour, threatening conduct, security concerns, spills, contamination, property damage, fire, evacuation, hygiene issues and public health concerns.
How to report	Tell GCC staff, contact the Centre office, email or phone the Centre Manager, or use any incident reporting form made available by GCC.
What to include	What happened, where and when it happened, who was affected, whether anyone needs help, what action has already been taken, and your contact details if follow-up is needed.
Privacy	Only provide personal information that is necessary. GCC will manage personal information in accordance with its Privacy and Confidentiality Policy.
Complaints	If your concern is mainly about service, conduct, fairness or a decision, GCC may manage it under the Complaints and Feedback Policy. Safety matters may also be recorded as incidents.
No blame reporting	Genuine reporting is encouraged. Reports help GCC improve safety and service standards. Knowingly false, abusive or malicious reports may be managed under other GCC policies.

Appendix Two - Incident Response Checklist:

Step	Action
1. Make safe	Check for immediate danger. Call 111 if required. Provide first aid only if safe and appropriate. Move people away from danger if possible.
2. Notify internally	Tell GCC staff or the Centre Manager. Escalate serious incidents promptly to the Centre Manager and, where appropriate, the Chair.
3. Preserve information	Do not disturb a serious incident scene unless needed for safety or emergency response. Preserve photos, records, witness details or other evidence where lawful and appropriate.
4. Record report	Complete an incident report or register entry with date, time, location, people affected, description, immediate action and follow-up required.
5. Assess escalation	Consider WorkSafe, Police, emergency services, public health, privacy, insurance, Auckland Council, contractor, tenant, hirer, employment, complaint or Governance escalation.
6. Investigate proportionately	Gather information suitable to the seriousness and risk. Avoid unnecessary personal information collection or disclosure.
7. Apply corrective actions	Fix, isolate, clean, repair, signpost, brief, train, communicate, change process, restrict access or take another appropriate control.
8. Close and review	Confirm actions are complete or assigned. Report trends and significant matters to Governance. Use learning to improve systems.

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Incident Reporting Policy and Procedure	HSW-IRP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

Appendix Three - Incident Register Fields:

GCC may use the following fields for an Incident Report Form or Incident Register. Not every field will be required for every matter.

Field	Purpose
Reference number	Unique incident reference.
Date and time reported	When the report was received.
Date and time of incident	When the incident, near miss, hazard or concern occurred or was noticed.
Reported by	Name and contact details of reporter, where appropriate.
Affected person or group	Person, group, hirer, tenant, contractor, staff member, visitor or other party affected, recorded only as necessary.
Location	Room, area, event, booking, tenancy, carpark, entrance, kitchen, toilet, exterior area or other location.
Type of event	Incident, near miss, hazard, safety concern, injury, illness, property damage, security concern, hygiene issue, public health concern or other category.
Description	Brief factual description of what happened or what risk was observed.
Immediate action taken	First aid, emergency services, area isolated, cleaning, repair, warning signs, evacuation, contractor contacted or other action.
Witnesses or evidence	Witnesses, photos, CCTV reference, booking record, correspondence or other information, where lawful and necessary.
Risk rating / seriousness	Minor, moderate, serious, urgent, possible notifiable event, or other approved rating.
Escalation required	Centre Manager, Chair, Governance, WorkSafe, Police, FENZ, ambulance, public health, privacy, insurer, Auckland Council, contractor, tenant, hirer or other party.
Corrective actions	Action required, person responsible, target date and completion status.
Communication	Who has been informed and what can be disclosed, subject to privacy and confidentiality requirements.
Closure	Date closed, outcome, lessons learned and any further review required.
Notes	Any linked complaint, privacy, employment, contractor, tenant, hirer, insurance, funding, legal or constitutional considerations.