

Medical Emergency & Incident Reporting Policy

Combination of two policies:

Medical Emergency Policy: Approved by Committee: December 2017 Next Review: 2021

Incidents and Reporting Policy: Approved by Committee 23 November 2018. Review 2021

Version: 1.0 Final	Approved by the Board on: 23/6/2025
Author: Policy Officer	Scheduled review date: 2028 (Every three years)

1. POLICY PURPOSE

U3A Inner North Inc recognises that:

- 1.1. The health and safety of its members and others participating in its approved program of activities, wherever those activities are held, is important. This includes activities held in public or private places, including member/volunteer's homes.
 - 1.1.1 Any approved program of activities held in member/volunteer's homes has U3A Inner North Inc expectation that it is a safe place as far as is reasonably practicable.
- 1.2. Although all risk cannot be totally avoided, its members and others participate at their own risk. Activities chosen should suit individual interest, fitness and ability. Injuries or illnesses that arise or result from medical emergencies, accidents or incidents during its activities should be reported and investigated to minimise the risk of occurrence.
 - 1.2.1. 'Incident' refers to any event that caused, or could have caused, any injury or illness or medical emergency. Such events include (but are not limited to) fire, explosion, non-compliance with environmental regulatory requirements, vehicle accidents, equipment failure loss, theft or damage or an accident occurring in attendance at or travelling to or from its activities.
 - 1.2.2. 'Medical emergency' refers to any health matter that requires urgent action by a medical authority, such as an Ambulance. Examples of medical emergencies include • chest pain or chest tightness • sudden onset of weakness, numbness or paralysis of the face, arm or leg • breathing difficulties • unconsciousness • uncontrollable bleeding • sudden collapse or unexplained fall • suspected fracture • unexplained fitting in adults • severe burns. (This information should be used as a guide only).
- 1.3. Part of this policy is to call an ambulance as a duty of care if any member (or others participating in its activities) suffer a medical emergency; unless those involved are conscious, direct those present not to call an ambulance and make their own arrangements.
 - 1.3.1. Members (and others participating in its activities) are advised to ensure they have adequate personal Ambulance Insurance to cover any call-out costs and to ensure

their Emergency Contacts are aware of their medical needs. While the Volunteer Protection Act 2001 gives legal protection from personal liability to volunteers doing voluntary work for an incorporated community organisation, it doesn't cover personal injury.

2. POLICY PROCEDURE

2.1. Members Emergency Contacts and Medical Information procedure is available on the U3A Inner North Inc Tutor portal for all classes for tutors/activity leaders to print and bring to each of their sessions and used only in an emergency as it is confidential.

2.1.1. It is the responsibility of members to ensure their Emergency Contacts and medical information in their profile on the U3A Inner North Inc Member Portal are kept up to date.

2.2 Risk Management procedure: in the current *Tutor Handbook: Information for Tutors, Leaders, Coordinators and Presenters*, class/activity members are given general advice by the tutor/activity leader on how to minimise risk to themselves during class activities where a potential risk has been perceived, and in the management of physical activity, class evacuations and medical emergencies.

2.2.1. Tutors/activity leaders are to keep the records and statistics on class attendance for various reasons, in accordance with the instructions in the current *Tutor Handbook: Information for Tutors, Leaders, Coordinators and Presenters*.

2.3 Accident / Incident Reporting:

2.3.1. All U3A Inner North Inc accidents and/or incidents and medical emergencies must be reported whenever there is a problem such as damage or an accident or medical emergency occurring in the class/activity, or travelling to or from it.

2.3.2. Even the most minor accident/incident should be detailed on the Incident form. Tutors/activity leaders should have a form for every class/activity.

2.3.3 Incident forms can be found in the drawer adjacent to the kitchen sink by Meeting Room 2 and on the organisation's website: go to Downloads then Forms: <https://www.u3ainnernorth.org.au/downloads/>

2.3.4. Forms should be completed at the time of the accident/incident when all the people involved are present to ensure that no details are inadvertently missed. It is preferable that there are three signatories: tutor/activity leader, affected member and witness. If the affected member is unable to sign, the tutor/activity leader and another witness will suffice.

2.3.5. A photo of a scanned copy of the completed Incident Form is to be sent to the Administration Officer at admin@u3ainnernorth.org.au and the President at president@u3ainnernorth.org.au immediately. The original Incident Form is to be provided to the Administration Officer as soon as possible.

2.3.6. Copies of the completed Incident Form are to be provided by the Administration Officer to:

- (a) the Affected Member (may be the person completing the report)
- (b) U3A Inner North Inc President who will investigate and, if required, forward to

- (c) the U3A South Australia State Secretary at u3asouthaustralia@gmail.com for any insurance claim. (Claims or queries must be directed through the Secretary U3A South Australia as U3A Inner North is a Member Organization and does not go directly to the insurer itself).
- (d) Enfield Community Centre Coordinator (if the accident/incident occurred on the centre site).

2.3.7. The President must keep a copy of the completed Incident and Investigation forms in the Incident Report file on Google Drive, along with any associated correspondence.

2.3.8. Where an incident / accident results in a death or serious injury:

- a) Emergency Services will be notified immediately (telephone 000)
- b) The President will be notified immediately
- c) The site of the incident / accident will be secured until a Police Officer arrives unless disturbance to the site of a fatality is for the purpose of aiding a person injured in the incident /accident
- d) The President will notify the U3A South Australia State Secretary for insurance purposes

2.3.9 Within one week of an injury / illness being reported, the President (or Executive or Board) will determine the cause and or how to prevent a recurrence of the incident and then implement remedial actions arising from any Incident /Accident Report as soon as possible and that this be recorded in the official minutes.

2.4. Serving/providing/cooking food and drinks at U3A Inner North Inc activities.

Members/ Volunteers who assist in supervising and serving food and drinks at U3A Inner North activities must take all reasonable measures not to handle food (or surfaces likely to come in contact with food) in a way that is likely to contaminate the food and cause a medical incident or emergency (See Information Kit developed by the Department of Health South Australia to assist charities and community groups:

[information kit for charities and community groups](#)

2.5. U3A Inner North Inc activities conducted in member/volunteer's homes.

Any approved program of activities held in member/volunteer's homes has U3A Inner North Inc expectation that it is a safe place as far as is reasonably practicable.

This includes:

- (a) Put control in place to mitigate any hazards or risks of people entering the home as is reasonably practicable (e.g. electrical cords will be out of the way to prevent trip hazards, animals will be kept out of the house during tutoring, seats will be checked for sturdiness, consider access requirements for people with ambulatory difficulties, provide toilet facilities etc.).

3. RESPONSIBILITY

3.1. The U3A Inner North Inc Board is responsible for the implementation and review of this policy.

3.2. All U3A Inner North Inc members, volunteers and other personnel are responsible for adhering to this policy.

4. REFERENCES

Risk management and insurance South Australia Government:

<https://www.sa.gov.au/topics/family-and-community/community-organisations/managing-a-community-organisation/risk-management>

U3A Waverley Victoria:

<chrome-extension://efaidnbmnnnibpcajpcgiclfindmkaj/https://u3awaverley.org.au/wp-content/uploads/2018/04/Policy-Health-and-Safety.pdf>

U3A Southern Highlands New South Wales:

<chrome-extension://efaidnbmnnnibpcajpcgiclfindmkaj/https://sohiu3a.org.au/wp-content/uploads/2023/09/Health-and-Safety-Policy-1-September-2023-1.pdf>

U3A Inner North Information Tutor Manual: *Tutor Handbook: Information for Tutors, Leaders, Coordinators and Presenters*:

<https://www.u3ainnernorth.org.au/wp-content/uploads/2025/01/Tutor-Handbook-2025.docx.pdf>

5. ATTACHMENTS:

Attachment A: Incident Report Form and Attachment B: Incident Investigation Form

Attachment A: Incident Report Form Template

INCIDENT REPORT FORM

This form/report must be completed when an accident or incident involving a person has occurred in relation to any U3A Inner North course or activity, whether at the U3A Inner North rented premises or elsewhere.

The report can be prepared by the person involved or another person who knows the facts (such as the group leader/tutor or a witness to the event). It should be completed as soon as possible after the event. The report will provide U3A Inner North with a record of the event in the case of any insurance claim arising from the accident or incident.

Date, time and location of the accident/incident	
Name, contact details and signature(s) of person(s) involved in the accident/incident	
Describe fully the nature of the accident/incident	
What first aid, medical or other assistance, if any, was given following the accident/incident	
Names and contact details of two people who witnessed the accident/incident	1. 2.
Name, contact details and signature of person preparing this report	
Date of this report	
Suggested follow-up action for U3A Inner North to mitigate against such an occurrence in the future (if applicable)	

PLEASE ARRANGE FOR THE COMPLETED FORM TO BE GIVEN TO THE PRESIDENT, U3A INNER NORTH,

OR EMAILED ASAP TO admin@u3ainnernorth.org.au



Attachment B: Incident Investigation Form Template

INCIDENT INVESTIGATION FORM

This form/report must be completed when an accident or incident involving a person has been reported to U3A Inner North in relation to any U3A Inner North course or activity, whether at the U3A Inner North rented premises or elsewhere.

The investigation report can be prepared by the person delegated by the President to oversee the investigation to its. It should be update when any contact, new information, or conclusion occurs between all parties concerned. The report will provide U3A Inner North with a record of the actions taken in the case of any insurance claim arising from the accident or incident.

Date, time of the accident/incident (as per original Incident Form)	
Name, contact details of person(s) involved in the accident/incident	
Date Incident Report was received by Admin/Secretary	
Oversight of Investigation Assigned to:	

<u>Actions/Outcomes:</u>	
Day/Date/ Time	Detail

Incident Investigation Completed On:	
Name of President:	
Signature President:	

THIS FORM IS TO BE UPLOADED AND MAINTAINED ON THE U3A INNER NORTH GOOGLE DRIVE