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# Breakfast Point Estate Incident Reporting **Policy**

April 2026

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Policy owner:	CA Committee
Approved by:	CA Committee
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	Annually, unless otherwise required

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## **Breakfast Point Estate Incident Reporting Policy**

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## 1.0 Welcome

This policy applies to all Community Property and facilities owned and managed by the Community Association. It explains how to report incidents promptly and accurately to ensure appropriate action is taken.

## 1.1 Our commitment to safety

The safety, security, and wellbeing of all residents, community members, visitors, and staff is our priority. Reporting incidents helps us maintain a safe and enjoyable environment.

## 1.2 User Responsibilities

Users of the Estate and facilities must:

- Follow Estate and facility rules, policies, and regulations
- Report incidents or hazards promptly
- Treat staff, and community members with respect

## 1.3 What is an incident?

An incident is any unexpected event that causes, or could cause, harm, risk, disruption, or damage.

Examples include:

- Injury, illness, or medical emergencies
- Slips, trips, or falls
- Damage to property or equipment
- Aggressive, threatening, or inappropriate behaviour
- Near misses
- Theft or fire
- Breaches of Estate or facility rules

## 1.4 What to do if an incident occurs?

### Immediate Danger:

- Call 000
- Notify Community Association staff as soon as possible via Country Club: 02 8765 6900 or Facility Manager: 0437 835 714

### Non-Urgent Incidents:

Report within 24 hours by:

1. Visiting the Reception Desk for staff assistance in completing an incident report, OR
2. Emailing details to [caexec@breakfastpoint.org.au](mailto:caexec@breakfastpoint.org.au)

## 1.5 What to include in your report

Provide as much detail as possible:

1. Date, Time, and Location – When and where it happened
2. Description – Clear sequence of events
3. Photos or Evidence – Images, videos, or documents
4. Weather Conditions – Rain, heat, wind, etc.
5. Other Contributing Factors – Equipment, hazards, or environmental conditions
6. Witness Information – Names and contact details
7. Injuries or Damage – To people, property, or equipment
8. Immediate Action Taken – First aid or safety measures applied

Use this [\*\*link\*\*](#) to access and complete the online incident report. Complete details help us manage incidents safely and efficiently.

## 1.6 After reporting an incident

- Initial Review: Management acknowledges reports within 2 business days
- Further Information: May be requested from relevant parties, including in-person meetings
- Witness Involvement: Witnesses may be contacted within 2 days and statements requested within 3 days
- CCTV Review: Footage checked if available and relevant
- Assessment & Outcome: Management determines appropriate action
- Risk Prevention: Reports analysed to identify and reduce future risks
- Written Outcome: Formal response may be provided where appropriate

## 1.7 Privacy and Confidentiality

All reports are treated confidentially and shared only with those who need to know or as required by law.

## 1.8 Questions or Assistance

If unsure about reporting an incident or need help, contact Reception or call 02 8765 6900.



## History of revisions

### Policy amendment history and version details

Amendment history	Details
<b>Original approval authority details</b>	Community Association Committee 22 April 2026