

Don't Forget My Pet Foundation – Incident Reporting Procedure & Form

Purpose:

To ensure all incidents, near misses, or safety concerns are reported promptly and managed effectively to protect our people, animals, and community.

1. When to Report

- Injury or illness (human or animal)
- Unsafe or hazardous condition
- Behavioural concerns with foster animals
- Vehicle accidents or property damage
- Online harassment, data breach, or privacy issue
- Any situation that “didn't feel right” but could have caused harm

2. How to Report

Complete the Incident Reporting Form

If you are unable to complete the online form, contact your Team Leader or email hello@dontforgetmypet.org.au for assistance.

3. What to Include

- Your name and role (volunteer, partner, etc.)
- Date, time, and location of the incident
- Description of what happened
- Any injuries or damage
- Actions taken immediately after the incident
- Names of witnesses or other people involved
- Suggestions for preventing future incidents

4. What Happens Next

1. The Safety Team will review your report within 48 hours.
2. You may be contacted for further details.
3. Corrective actions will be identified and implemented.
4. If serious, the matter will be escalated to management and relevant authorities.
5. You will receive confirmation when your report has been reviewed and closed.

5. Confidentiality

All reports are handled confidentially and respectfully. Personal information will only be shared with those necessary to manage the incident.