




PUBLIC LIABILITY CLAIM PROCEDURES

It is vital to provide the right response to incidents in or around your store – be they minor or serious.



PUBLIC LIABILITY POSTER
The Manager is to display these procedures in a position prominent to all employees (but out of sight of customers).
ACCIDENT REPORTING AND INVESTIGATION
It is the responsibility of employees to report promptly to the Manager all accidents and incidents involving third parties, including -
<ul style="list-style-type: none"> • All serious bodily Injury Incidents; • Any injury involving a fractured/broken bone; • Concussion; • Any injury requiring serious medical attention, i.e. stitches; • Any incident requiring an ambulance to be called; • Any incident involving an aggressive customer who makes mention of taking the matter further, regardless of the severity of injury.
The Manager must investigate the matter and complete and return a full Incident Report within 24 hours of the accident.
WHAT IF THE INCIDENT OCCURS WITHOUT MY KNOWLEDGE?
Your customers should be informing you of incidents that occur in areas that are your responsibility. It is the Manager's responsibility to have a method of capturing your customers' incidents. Any incident that potentially could result in liability to you needs to be reported to Proclaim for immediate assessment.
FIRST AID AND WHAT SHOULD YOU DO AFTER A CUSTOMER INCIDENT
Provide a high standard of care and response. If you have staff members trained in first aid ensure they assist to the extent possible.
If requested by the injured person call for a supervisor, a person experienced in first aid, a doctor/ambulance, or the injured person should be accompanied to the nearest medical surgery/hospital. Call an ambulance or doctor for serious injuries.
*While you should not admit liability, that is not an excuse for not providing a high standard of care. *
INCIDENT REPORT
<ul style="list-style-type: none"> • Complete the Incident Report/Customer Injury form as soon as the injured person departs • Witnesses should be identified on the Incident Report • Ensure you have accurate detail of the injured person (including contact details) and have recorded details of the injury • If it is a slip or fall injury, inspect the area the incident occurred for reasons for the fall. Also note the customer's footwear or any other factor that may have contributed to the incident (intoxication, skylarking, lack of supervision)
FOLLOW UP!
The person who attended to an injured customer should work with Proclaim as they will follow up within a week to ensure the customer is OK. Any complaints should be recorded and communicated to Proclaim .

WHAT IF THEY ASK ME TO PAY BILLS?
<ul style="list-style-type: none"> • Any request for payment of medical bills or compensation should be directed to our accident management team at Proclaim
HOW DO I COMPLETE THE INCIDENT REPORT FORM?
<ul style="list-style-type: none"> • To complete an internet Incident Report Form go to: www.proclaim.com.au USERNAME: Aceirmvenues PASSWORD: Direct • or when completing a paper based form, fax it to: PROCLAIM at fax number: 1300 552 446
IT IS CRITICAL THAT THE INCIDENT IS NOTIFIED TO PROCLAIM WITHIN 24 HOURS
PLEASE COMPLETE AND SEND THE INCIDENT REPORT FORM <u>WITHIN 24 HOURS</u> OF THE INJURY OCCURRING TO:
 <p style="text-align: center;">Level 2, 134 Flinders Street Phone: 03 9660 5200 Fax: 03 9650 7044 PROCLAIM HELP DESK 03 9660 5200</p>
If you need urgent advice please call the Help Desk or if in doubt about these procedures call.
AUTHORISED _____
DATE _____
PROCLAIM OBJECTIVES:
<ul style="list-style-type: none"> • To promptly record incidents that occur on site so we can minimise exposure for you • To monitor progress of claims • To reduce the risk of such incidents re-occurring • To provide risk management information • To minimise public liability premiums

