**Reporting incidents**

**What was the workplace issue?**

A company found that incident report forms were either not completed, completed inaccurately or not completed with enough information.

**What was the impact of the issue on the workplace?**

Incomplete or inaccurate information made it difficult to identify exactly what the incident was, how it happened and what could be done to improve practices to reduce the risk of it reoccurring.

**What was the Foundation skills gap?**

Workers lacked the confidence and skills to write about the incident, and also didn’t understand the importance of filling out an incident form, and what happens to the information in the form.

This gap is covered by the ACSF skill of Writing at levels 2 and 3.

**What is a possible solution?**

A possible solution is to:

1. Ensure that workers understand how the information from incident reports can contribute to making the workplace safer
2. Explain the layout of the form at your workplace and how it can be completed
3. Provide workers with sample completed forms that include a variety of terms and phrases appropriate for describing typical incidents.

*‘Give ‘em examples! What’s wrong with that? Give learners three or four completed forms so that they have a range of words and phrases to draw on when they need to complete a particular form. There’s absolutely nothing wrong with that – providing models is a well established writing support strategy. And it works! You try it!’* said an experienced foundation skills trainer.

**How could the solution change practices?**

Providing support to workers to improve their writing (vocabulary, grammar, punctuation, spelling and hand writing and/or computer based writing) skills to capture workplace incidents correctly and thoroughly, can assist with generally building writing skills appropriate for work.

**Resources**

Sample – Incident report form