Incident Reporting and Response Procedure

1. Overview

Purpose	The purpose of this procedure is to outline the steps for reporting and responding to any incident that arises in relation to any of Fullife Foundation's legal or regulatory obligations.
Who does this policy apply to?	This policy applies to: 1. any person wishing to make a complaint, or report an incident or a disclosure 2. Fullife Foundation Directors or any person taking an incident report from another person in relation to Fullife Foundation operations.
Policy Changes	The Fullife Foundation Board will review this Policy every 2 years or earlier if warranted.

Version Control Table

Version	Date	Changes	Created by	Authorised by
0.1	27.09.24	Initial draft	Janelle Murley	
0.2	17.01.26	Updates to section 2.1 reporting channels	Janelle Murley	
1.0	15.02.26	Final version to be approved by Board 27.02.26	Janelle Murley	Fullife Foundation Board

2. Procedure

At any time, if there is suspicion that a person is at risk of immediate harm or the victim of a criminal offence, contact the police on 000 or the relevant emergency contact in the area. Fullife Foundation may refer the incident to the police or relevant criminal judicial authority at any point.

2.1. Any person must, as soon as practicable, report any suspicion that an incident has taken place, may be taking place, or could take place, by reporting to:

2.1.1. Our Board Directors via feedback@fullifefoundation.com

2.1.2. The appropriate representative of Fullife Foundation when travelling in Ethiopia

2.1.3. Anonymously to our third party contact Mark Lock via mark@apoth.com.au

2.2. The person receiving the report of an incident must:

2.2.1. Reassure the person making the report that you are there to help them and will take the matter seriously

2.2.2. Notify a Director (usually the Risk and Governance Chair) who will be responsible for managing the incident

2.2.3. Keep the matter confidential as much as is practicable

2.3. Upon being notified of the incident, the Director will:

2.3.1. Ensure that all people are safe

2.3.2. Explain the process you will follow

2.3.3. Obtain as much information as possible and document on the Incident Report

2.3.4. Capture the incident on the Incident Register

2.3.5. Take appropriate action, which may include (but not limited to) the following:

2.3.5.1. Take no action, if warranted

2.3.5.2. Disciplinary action, which may include dismissal

2.3.5.3. Civil legal action

2.3.5.4. Report the matter to the police or any other relevant authority

2.3.5.5. Cease partnership with relevant project partner

2.3.6. Only make information available to people who need to know

2.3.7. Report to other parties as follows, if appropriate:

2.3.7.1. Report any suspicion of a criminal offence, including any suspicion of physical harm, to the police or the relevant criminal judicial body

2.3.7.2. Report any qualifying matter to the ACNC

2.3.7.3. Report to the relevant project partner

2.3.8. Investigate the incident fairly and objectively

2.3.9. Ensure support is provided to those involved as appropriate

2.3.10. Provide regular updates, keeping in mind the need for confidentiality

2.3.11. Follow any other policy requirements that may be applicable

2.4. The Director will ensure secure records are kept of the incident that show:

2.4.1. All information as per the Incident Report (see next page)

2.4.2. Lessons learned to improve the way Fullife Foundation manages incidents in the future

3. Privacy and data protection

3.1. All personal information considered or recorded will respect the privacy of the individuals involved unless there is a risk to someone's safety.

3.2. Fullife Foundation will protect personal information as per the Fullife Foundation Privacy Policy

Incident Report

1. Reported by:	
a. Name:	
b. Date:	
2. Investigated by:	
a. Name:	
b. Date:	
3. Incident Details	
a. Date of Incident:	
b. Location:	
c. Description of incident:	
4. People Involved	
a. Person 1:	
b. Contact Information:	
c. Person 2:	
d. Contact Information:	
5. Response	
a. Immediate actions/decisions taken:	
b. Evidence collected:	
c. External reporting (if applicable):	
d. Follow up actions/decisions (if applicable):	
6. Report Completed	
a. Completed By:	
b. Date:	