



Instructions

Report Property damage or maintenance with a link on a computer

Overview

This page explains how to use a computer to report a property issue such as a broken window or leaking roof.

This process allows anyone to report an incident or concern just by clicking a link and typing some details on their computer. **You do not need a username or password to do this.**

The aim is to provide a simple process for everyone to use easily while providing enough information to allow for follow up action.

Scope

The reporting process can be used by everyone including hall hirers, church members and visitors to Uniting Churches across the Queensland Synod.

What you will need

You will need:

- A computer

Link

Click the [link to report new incident](#).

The incident report form will open on your computer.

There are three sections to complete:

- Details
- Safety Assessment
- Property.



Instructions

Details

Enter details for:

- **Your name** – the person reporting the incident.
- **Contact Number** – so someone can follow up with you if required.
- **Email address** – if you include an email address, the system will send you a confirmation email.
- **Location** – click in the field and start typing the name of your congregation e.g. *Bundaberg Uniting Church*. Choose your location once you see it appear. If you see a warning that the text doesn't match existing records, click into the next field and the message will disappear.
- **Incident type** - select **Incident – Something happened**.
- **Details** – describe what happened.
- **When did this happen** – include date and time.
- **Does this affect a** - choose **Property**.

The screenshot shows a web application interface for creating a new report. The top navigation bar includes links for MY TASKS, SYSTEM, BOW TIES, CENTRAL LIBRARIES, RISK MANAGEMENT, COMPLIANCE ATTESTATIONS, and MORE. The main heading is 'New Report Draft' with a 'Submit' button. Below the heading, there's a breadcrumb trail: 'Registers | New Report | 1026413'. A summary bar shows 'CORE', 'ID 1026413', 'Business Unit Program Management', 'Last Modified by Scott McClement on 05/06/2024 04:39:01 PM', and 'Created by Scott McClement on 05/06/2024 04:39:01 PM'. The 'Details' section is expanded, showing the following fields:

- Your name**: Jane Newton
- Contact Number ***: 0408 278 120
- Email Address**: jnewton@mail.com
- Location - type location e.g. Bundaberg Uniting Church**: Bundaberg Uniting Church
- Report type**: ☒ Incident - Something happened, ☐ Hazard - Something could happen, ☐ Near Miss - Something nearly happened
- Details**: Broken window in hall.
- When did this happen?**: 14/03/2024, 04:00 PM
- Does this affect a**: ☐ Person, ☒ Property

Figure 1: Details section



Instructions

Safety Assessment

- **Is or was anyone in danger?** – was there a danger to anyone such as live electrical current or fire etc.?
- **How was the danger addressed?** – if there was such a danger, how did you deal with it?
- **Were other people removed from the situation?** – did you need to move anyone away from the danger?
- **Was an ambulance called?**
- **Were the police called?**

The screenshot shows a digital form titled "Safety Assessment" with a red header bar. The form contains five questions, each with a red label and radio button options for "Yes" and "No". The "No" option is selected for all five questions. Below each question is a light gray text input area. The questions are: "Is or was anyone in danger?", "How was the danger addressed?", "Were other people removed from the situation?", "Was an ambulance called?", and "Were the police called?". At the bottom, there is a section labeled "Other information" with a larger light gray text input area. The form is displayed within a window with a standard operating system border.

Figure 2: Safety Assessment section



Instructions

Property

- **What has been damaged** – describe the affected property.
- **Images** – if you have photos of the damage, you could upload them here. Either drag the photos onto the left pane or click + and navigate to select them from your computer.
- **Did it cause a safety risk** – did the damage cause any risk?
- **Did it cause a security issue** – does the damage make it easy to break in?
- **Has it been secured?** – Has the security been sorted out now?
- **Does anything need to be done to prevent further damage?**

Property

What has been damaged?

The window on the western wall next to the door.

Images

Filter: 

Drop files here to upload or [select](#).
(Maximum file size is 20 MB)



Broken hall wi...
4.3 MB

Does it cause a safety risk?

☐ Yes ☒ No

Does it cause a security issue?

☒ Yes ☐ No

Has it been secured?

☒ Yes ☐ No

Does anything need to be done to prevent further damage?

☐ Yes ☒ No

Thank you

Your information will be assigned for action. If you provided an email address, you will receive an email confirmation.

Figure 3: Property section



Instructions

Save

Click **Save**.

Figure 4: Save your incident report

Follow up

If you have included an email address in the *Details* section, the system will send you a confirmation email.

Contacts for serious incidents

You can call the Synod Office on the numbers below instead of using the above process or if your incident is more urgent or serious.

- Injury and illness – 07 3377 9870
- Synod after hours urgent matters – 07 3377 9706

Revisions

Document number					
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
2.0	01.07.2026	Program Manager (Insurance, Inspection and Support)	01.07.2026	General Manager – Risk & Insurance	Program Manager (Insurance, Inspection and Support)
Next scheduled review		01.07.2028			