

Strive for a Five

CONTRACT TEMPLATE H

Incident & Damage Report

Australian edition

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Free to use — please read first

These templates are free, and they're a starting point, not a finished contract. They are general information only. They are not legal advice, and Strive for a Five is not a law firm.

Laws differ between states, territories and countries, they change over time, and every cleaning business and every client is different. A template can't know your situation.

Before you use, sign or send any of these documents, please have them reviewed by a qualified legal practitioner where you work. In Australia that's a solicitor or lawyer with a current practising certificate. Your state or territory law society can point you to one.

By downloading, you agree that you use the templates at your own risk and that, to the extent the law allows, Strive for a Five isn't liable for any loss that comes from using them.

Template H: Incident & Damage Report

Template notice. This is a template only. It is not legal advice. It is a record-keeping form to help you document what happened.

When to use this: Straight after any damage, breakage, injury, near-miss, security issue or unusual finding at a property.

Fill it in the same day, attach photos, and keep a copy. It's your evidence if there's ever a question later.

1. Report details

- Report number: _____
- Date and time of incident: ____ / ____ / ____ at ____ am/pm
- Date and time of report: ____ / ____ / ____ at ____ am/pm
- Property and room: _____
- Reported by: _____ Phone: _____
- Business / company: _____

2. Type of incident (tick one or more)

- Damage found on arrival (already there) ☐
- Damage caused during cleaning ☐
- Breakage or loss ☐
- Stain, mould or pest found ☐
- Lost property found ☐
- Injury or near-miss ☐
- Chemical spill or exposure ☐
- Security issue (broken lock, forced entry, key or code loss) ☐
- Guest-related issue ☐
- Other: _____ ☐

3. What happened

Describe the facts in plain words: what you saw, what you did, in order. Stick to what you know.

4. Item or area affected

- Item / area: _____
- Brand / model / age (if known): _____
- Condition when you arrived: _____

- Condition now: _____
- Estimated repair or replacement cost (if known): \$ _____

5. Photos and evidence

- Photos taken: _____ (before ☐ after ☐ close-up ☐ wide shot ☐)
- Where saved: _____
- Arrival photos from this clean available? Yes ☐ No ☐
- Messages, logs or other evidence: _____

6. Who was there

- Cleaner(s) on site: _____
- Other people present (guests, staff, others): _____
- Witnesses: _____

7. If someone was hurt

- Name of person: _____
- Injury and first aid given: _____
- Medical help sought? Yes ☐ No ☐ Details: _____
- Told supervisor / Host at (time): _____
- Check your state or territory work health and safety regulator for whether the incident needs to be notified to them.

8. Action taken

- Immediate action: _____
- Host / Operator told by: phone ☐ message ☐ email ☐ at _____ am/pm
- Area made safe or secured? Yes ☐ No ☐
- Insurance contacted? Yes ☐ No ☐ Claim reference: _____

9. Follow-up

- What needs to happen next: _____
- Who will do it, and by when: _____
- How the Host or Operator responded: _____

10. Declaration

I confirm this report is true and complete to the best of my knowledge.

Reported by: _____ Date: ____ / ____ / ____

Received by (Host / Operator): _____ Date: ____ / ____ / ____

Receiving this report means it has been seen. It doesn't mean either party accepts responsibility.