

## Reporting & Investigating Incidents and Hazards Procedure

### 1. Purpose

The purpose of this document is to ensure that:

- A healthy and safe environment is provided for workers and visitors
- Workers and supervisors know their responsibilities and the procedures for reporting incident and hazards
- Reasonable steps are taken to prevent a recurrence of the reported incident and to rectify reported hazards

All workers are encouraged to report incidents and hazards to their supervisor or the Workplace Health and Safety Representative (WHSR), so that these issues can be addressed in a timely manner.

### 2. Scope

This procedure applies to all workers at Unidus Community Centre (UCC).

### 3. Related Documents

- Incident/ Hazard Report and Investigation Form
- Notification of Incidents to Workplace Health and Safety Queensland (WHSQ) Procedure
- UCC Work Health and Safety Manual

### 4. Definitions

#### ➤ Incident

An incident is any unplanned event resulting in, or having a potential for injury, ill-health, damage or other loss [1].

#### ➤ Hazard

A hazard is a source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these [1].

#### ➤ Notifiable incident

Notifiable incidents are incidents of any person at the workplace which result in a fatality (death of a person) or serious injury or illness requiring hospitalization or a dangerous incident [2], [3] or a serious electrical incident or a dangerous electrical event [4]. (Please see "Notification of incidents to WHSQ Procedure for list of notifiable incident")

#### ➤ Worker

A person who carries out work in any capacity as an employee, a contractor or subcontractor, an outworker, an apprentice or trainee, work experience student, or a volunteer [5],[2], or a person conducting a business or undertaking (PCBU) if he or she works for the business [5].

#### ➤ Supervisor

The supervisor is a manager, coordinator or team leader, who is responsible for the day-to-day supervision of a worker [6].

#### ➤ WHSR

A Workplace Health and Safety Representative (WHSR) is a worker who has been elected by a work group to represent workers on health and safety issues [5].

#### ➤ Investigation

The process of determining the root cause(s) of an incident with implementations in terms of control measures aimed at preventing the recurrence of that incident [6].

### 5. Responsibilities

#### Person Conducting a Business or Undertaking (PCBU) and Employers

- The law requires PCBUs and employers to take reasonable steps to ensure the health and safety of their workers and everyone in the workplace [2].

#### Workers and Visitors

- Report incident or immediate safety hazards to their supervisor
- For notifiable incidents, if supervisor is not available, report to WHSR
- Fill out an "Incident/ Hazard Report & Investigation form", Part A, Section 1-4, as soon as possible
- Submit the completed form to supervisor
- Where required, assist supervisor in investigation of the incident or hazard
- Aid supervisor in determining what corrective action is required
- Implement any corrective actions assigned to them within the agreed time frame

- Provide feedback to WHSR on the effectiveness of any corrective actions taken by supervisors [6]

#### **Injured/ill Worker**

- Report the injury or illness as soon as possible to their supervisor
- For serious injuries or illness, if supervisor is not available, report to WHSR
- Fill out an "Incident/Hazard Report & Investigation form", Part A, Section 1 to 4, after their injury/illness or let someone else fill it on their behalf as soon as possible
- Submit the completed form to supervisor
- Where required, assist supervisor in investigation of the incident or hazard
- Aid supervisor in determining what corrective action is required
- Provide feedback to WHSR on the effectiveness of any corrective actions taken by supervisors [6]

#### **Supervisors**

- Inform workers of the process for reporting incidents and hazards and encourage them to do so
- When an incident occurs, and someone is injured, assist WHSR in isolating the area until investigation can take place.
- Notify WHSR of notifiable incidents and assist WHSR in reporting notifiable incidents to regulator (WHS) within the required time (usually 48 hours)  
[Please refer to Notification of incidents to WHSQ Procedure and WHSQ Incident Notification form for details]
- Receive the "Incident/hazard report & investigation form" that is completed
- Notify the worker who submitted the Incident/Hazard report in writing (mail, memo or email) that the report has been received
- Fill out "Incident/hazard report & investigation form" Part A, Section 5 and 6, and Part B, Investigation Section 1 to 6, as soon as possible
- Investigate the incident within 48 hours for notifiable incidents, and within 20 working days for all other incidents and hazards in accordance with the general process
- Develop appropriate and agreed corrective actions and assign them to the right officers
- Notify the worker who has submitted the Incident/Hazard report in writing of the findings of the investigation and any corrective action to be taken
- Implement any corrective actions assigned to themselves within the agreed time frame
- Submit the completed form to WHSR or WHSC

#### **Workplace Health Safety Representative (WHSR)**

- When a major incident occurs, and someone is seriously injured, contact the appropriate emergency services (000 - ambulance, fire brigade, or police) immediately
- Isolate area until investigation can take place
- Report notifiable incidents to WHSQ immediately by the fastest possible means  
[Please refer to Notification of incidents to WHSQ Procedure and WHSQ Incident Notification form for details]
- Investigate incident within 48 hours for notifiable incidents, and within 20 working days for all other incidents and hazards in accordance with the general process
- Receive the "Incident/hazard report & investigation form" that is completed
- Follow up on whether all the corrective actions have been completed.
- Obtain feedback from workers on effectiveness of corrective action
- Take any further action as required [6]

#### **Workplace Health and Safety Committee (WHSC)**

- Maintain a central register of injuries
- Assist supervisors and WHSRs in determining corrective actions
- Provide advice on possible corrective actions
- Review investigations and corrective action
- Assist WHSR in dealing with WHSQ
- Provide statistical information on reported incidents and hazards and their outcomes [6]

#### **6. General Process for Reporting & Investigating an Incident or Hazard**

Please refer to 'A3 diagram - Reporting & Investigating an Incident or Hazard'

**7. Reporting a Notifiable Incident**

Incidents which result in a fatality (of any person at the workplace), or hospitalization of a worker must be reported to the WHSQ [6].

Refer to: 'Notification of Incidents to WHSQ Procedure' for further instructions.

**8. Reporting an Incident or Hazard (by any worker)**

1. Report the incident or hazard by completing Part A of the 'Incident/Hazard Report & Investigation form.'
2. Forward a copy of this form to your supervisor, and to the WHSR ([safety@unidus.org.au](mailto:safety@unidus.org.au)).
3. Your supervisor must notify you in writing that your report has been received and is being investigated [6].

**9. Investigating an Incident or Hazard (by a supervisor/ WHSR)**

1. Use Part B of the Incident/Hazard Report & Investigation form to document the investigation and the corrective action(s) required.
2. Assess the level of risk after any immediate action(s) have been taken. This is done by rating the likelihood and its consequences using the Risk Matrix on the form to determine the risk rating. If the risk rating is "high", then further corrective action must be taken immediately.
3. Identify the root cause(s) of the incident or hazard by working through the sections on behavioural and physical causes of the incident. This must be done in consultation with the WHSR and the person who reported the incident or hazard [6].

**10. Corrective Actions (by a supervisor/ WHSR)**

1. Determine what corrective action is to be taken to prevent a recurrence of the incident or to address the hazard. This must be done in consultation with the person who reported the incident or hazard and the WHSR. Recommendations for corrective actions should follow the "hierarchy of controls" (see table below). This is an accepted listing of control measures in order of priority of implementation. A combination of controls may also be used.

Type of Control	Action
Elimination	Cessation of use of process/product altogether
Substitution	Replacement with a lower risk product/process
Engineering	Engineering solutions
Administrative	Procedures, training, supervision, signage
Personal Protective Equipment	Determine what personal measures of protection are required

2. Assign responsibility for each of the corrective actions and determine an agreed time frame for completion of corrective actions.
3. Determine an agreed time frame for review of effectiveness of corrective actions.
4. Re-assess the level of risk using the risk matrix. The risk rating should be lower as a result of the corrective action(s).
5. Notify the person who submitted the report of findings of investigations and corrective actions.
6. Forward a copy of the investigation to the WHSC [6].

**11. Review of Corrective Actions (by WHSC)**

1. Follow up on the status of corrective actions with the person responsible and the person who lodged the incident report.
2. Record the outcome of the review on Part C of the Incident/hazard report & investigation form.
3. Notify the supervisor who investigated the incident if the corrective action taken is not effective [6].

**12. Register of Injuries**

The WHSC will maintain a Register of Injuries for all workers. A copy of the register will be made available on request to appropriate parties which complies with the Hope Church Privacy Policy [6].

**13. Records**

These records must be kept securely for 5 years.

- Incident/hazard report & investigation form
- WHSQ Incident Notification form

**14. Related documents and websites**

Associated Form(s) and procedures	Incident/hazard report and investigation form WHSQ Incident Notification form Notification of Incidents to WHSQ procedure
Standard	AS/NZS 4804:2001 Occupational health and safety management systems - specification with guidance for use [1]
Associated legislations	Work Health and Safety Act 2011 (Current as at 22 April 2016) [2] Safety in Recreational Water Activities Act 2011 [3] Electrical Safety Regulation 2013 (Current as at 1 July 2016) [4]
Associated official website	Definitions. <a href="https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/definitions">https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/definitions</a> [5]
Example procedure	WHS PRO 018 Reporting and investigating Incidents and hazards (Australian Catholic Bishop's Conference)[6] <a href="https://employmentrelations.catholic.org.au/index.php/procedures/work-health-safety/procedures">https://employmentrelations.catholic.org.au/index.php/procedures/work-health-safety/procedures</a>