



# WHS-PRO-031

## WHS Incident Management Procedure

WHS-PRO-031 Incident Management Procedure					
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## PURPOSE

The purpose of this procedure is to ensure all WHS incidents are reported, investigated to determine the root cause, corrective actions are implemented and analysis performed to establish system failures and to ensure injuries, illnesses and incidents are notified to the WHS Regulatory Authorities in the format and time frame required by legislation.

## SCOPE

This procedure details the requirements associated with the reporting and investigation of incidents including fatalities, injuries, occupational illnesses and damage to property, equipment or the environment.

This procedure also details the requirements associated with the notification and reporting to the State Regulatory Authorities of accidents, injuries as defined, occurring at the organisation involving workers, contractors and visitors.

## REFERENCES

- AS/NZS 4801:2001 Occupational health and safety management systems – 4.5.2 Incident Investigation, Corrective and Preventative Action
- WHS Act - Part 3 Incident notification

## DEFINITIONS

### **Accident**

An unplanned sequence of events which may result in injury/illness or damage to property or which had the potential to do so.

### **Incident**

An unplanned sequence of events which resulted in injury/illness or damage to property or had the potential to do so. In simple terms, this has incorporated the traditional definition of accidents and near miss.

### **First Aid Injury**

A work injury, which is treated by approved first aid techniques (whether applied by a first aider, nurse or medical practitioner) at the time of the injury.

### **Medical Treatment Injury**

A work injury treated by a medical practitioner which is beyond the scope of normal first aid at the time of the injury.

### **Lost Time Injury**

An event resulting in a fatality or permanent disability, or where time lost from work is one day/shift or more.

### **Occupational Disease**

Is a disease caused by exposure to environmental factors associated with employment work related disability includes such ailments as silicosis, pneumoconiosis, tenosynovitis, bursitis, and loss of hearing. Even through there is no traumatic injury in such disabilities, if they are work related, they are considered work-related injuries.

### **Near Miss**

A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so.

### **Notifiable Injury or Illness**

A work injury or illness that is required to be reported to Comcare

### **Public Incident Occurrence (PIO)**

A Public Incident Occurrence (PIO) is an incident involving a member of the public due to their own behaviour, behaviour of others or a health issue where assistance by the Harbour Trust may be required.

## **FORMS**

### Forms

- WHS-FOR-031.1 Incident/Accident Report
- WHS-FOR-031.2 Incident/Accident Investigation Report

## ACTIONS AND RESPONSIBILITIES

### Incident Response

- When an incident occurs, the following actions shall be taken:
  - Attend to the injured and notify emergency services if necessary.
  - Enlist assistance if required.
  - Make the site safe to prevent further injury, accident or incident.
  - Secure the site of the incident to ensure that it is not disturbed.
  - Incident response coordination is assumed by the Site Manager or his delegate.
- At all times during an emergency the following needs to be observed:
  - Remain calm - do not put yourself in danger.
  - Ensure all personnel are clear of the danger area and the area is cordoned off and controlled.
  - Administer first aid to injured personnel where necessary
- Contact the necessary emergency services as follows:
  - FIRE DEPARTMENT: fire, explosion, chemical spill
  - AMBULANCE: medical emergency
  - POLICE: arson, bomb threat, hold-up, theft.
  - Utilities, if required.

### Incident Notification

- Notify the Manager of the hazard or incident immediately or as soon as safe to do so.
- The Manager to whom the hazard or incident is reported must immediately notify the Director of serious hazards or incidents as previously defined on the same day
- The Director will provide information as to the appropriate personnel to and provide advice on keeping the site undisturbed until the investigation is complete, unless necessary to prevent further injury, loss or contamination.

### Incident Reports

- All Incident Reports shall be completed as soon as possible after the accident or in any case within 24 hours and recorded on **WHS-FOR-031.1 Incident/Accident Report**
- The **WHS-FOR-031.1 Incident/Accident Report** should be completed by the person involved in the incident or the person reporting the hazard whether they are staff, contractors or visitors;
- Where this is not possible, it is the responsibility of the Manager to complete the report.
- The Manager shall submit the completed **WHS-FOR-031.1 Incident/Accident Report** to the WHS Officer within 48 hours where possible.
- Hazard or incident reports containing issues of a confidential nature (e.g. stress-related or unacceptable behaviour) or details of a 'notifiable incident' should be forwarded directly to Director or HR Manager.

### WHS Statutory Authority Notification

- The Chief Legal and Risk Officer shall notify the statutory authority (Comcare) of all notifiable hazards and incidents as an urgent investigation may be needed. The incident site shall be preserved until an Inspector attends (or the inspector or regulator directs otherwise).
- If there is a serious injury or illness, a death or a dangerous incident, it shall be reported immediately within 48 hours.
- A 'notifiable incident' as outlined in the WHS Act is:
  - the death of a person
  - a 'serious injury or illness', or
  - a 'dangerous incident' arising out of the conduct of a business or undertaking at a workplace.
- Notification to the statutory authority (Comcare) is required where a hazard or incident at a workplace or equipment site results in:
  - death
  - serious injury
  - medical treatment within 48 hours following exposure to a substance
  - immediate treatment as an in-patient in a hospital
  - immediate treatment for:
    - amputation;
    - serious head injury;
    - serious eye injury;
    - serious burn;
    - separation of skin from underlying tissue (de-gloving or scalping);
    - electric shock;
    - spinal injury;
    - loss of bodily function, including loss of consciousness; and
    - serious lacerations.
- Notification is also required of situations that expose a person in the immediate vicinity to an immediate health and safety risk through incidents including:
  - collapse, overturning, failure or malfunction of, or damage to, items of plant required to be licensed or registered;
  - collapse or failure of an excavation or the shoring supporting of excavation;
  - collapse or partial collapse of a building or structure;
  - implosion, explosion or fire;
  - escape, spillage or leakage of substances; and
  - objects or substances falling from a height.

### Escalation of Incident Reporting & Signatories

- It is the responsibility of the person who is required to sign the incident report to ensure all information is correct and fully completed as per the incident report requirements. Each incident report is to be reviewed and signed according to the incident classification and complexity of the event. The signatory will be accountable for the incident and corrective actions applied to that incident.
- Below is the reporting structure and escalation when reporting an incident and the signatory level required:



- Below is the escalation of the Harbour Trust reporting structure and accountability for a work-related incident and/or injury. Depending on the level of the risk and consequence of the incident (insignificant, minor, moderate, major, severe) as to the level or reporting required:



### Occurrence Involving Public or Visitor

- When a member of the public who is visiting a Harbour Trust parkland or facility has an injury or occurrence, the Ranger is to be notified immediately.
- A **WHS-FOR-031.1 Incident/Accident Report** Form is to be completed by the Ranger or a Harbour Trust staff member and sent to the WHS Officer for processing.
- It is the responsibility of the Harbour Trust to ensure, as far as practical, a safe environment for all members of the public who visit a Harbour Trust parkland or facility.
- An incident report for an occurrence with a member of the public is not required unless the Ranger deems it necessary and a Significant Incident (SI) report is only required where there is a reportable serious injury, incident or death.

### Incident Involving Tenants

- Where a tenant of the Harbour Trust has an incident, the Ranger is to be notified where required.
- It is the tenant's responsibility to ensure they have an Injury Management and Incident Reporting process in place.
- An Incident Report for a tenant is not required unless the Ranger deems it necessary.

### Incident Investigation

- All accidents resulting in a lost time injury or medical treatment injury and all incidents or first aid injuries which had the potential to be a lost time or medical treatment injury shall be investigated within 24 hours of their occurrence.
- The investigation shall be recorded on **WHS-FOR-031.2 Incident/Accident Investigation Report**.

### Corrective/Preventive Action

- Following an incident, it is the responsibility of the Manager to take steps to correct the problem and to prevent a recurrence by implementing the recommendations arising out of the investigation.
- In accordance with **WHS-PRO-034 Corrective and Preventative Action Procedure**, when any corrective and preventative actions are required the details shall be recorded in the Corrective Actions Register and in Pinnacle where appropriate.

### Incident Register

- All **WHS-FOR-031.1 Incident/Accident Reports** shall be sent to the WHS Officer who shall file the report in the relevant file.
- The WHS Officer shall prepare a report on a quarterly basis for review by the Executive Director and Board in accordance with the requirements of **WHS-PRO-035 Management Review**.