

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Work Health and Safety - Incident Management, Investigation and Reporting Procedure
TYPE OF DOCUMENT	Procedure
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REVIEW DATE	November 2020
FORMER REFERENCE(S)	SESLHNPD/94 - Occupational Health and Safety – Incident Management, Investigation and Reporting
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KEY TERMS	Incident, injury, investigation, cause identification, reporting, risk assessment and preventative action plan
SUMMARY	This procedure provides Managers and Workers with instruction on the managing, reporting and investigation of workplace incidents with the aim of preventing them reoccurring. The requirements for incident manage this are outlined by WHS Legislation and MoH Policies.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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1. POLICY STATEMENT

This procedure has been developed in line with [NSW Health PD2013_050 Workplace Health and Safety: Better Practice Procedures](#), the WHS Act and Regulation and outlines reporting and managing Work Health and Safety incidents.

2. BACKGROUND

This procedure has been developed to assist managers and workers to minimise the potential for incidents to escalate or re-occur and to develop appropriate planned responses should an incident occur. The procedure also outlines the legal responsibilities in relation to reporting of Notifiable Incidents.

Although this procedure gives general instructions for incident management, workers need to be aware and trained in their local and facility emergency procedures.

2.1 DEFINITIONS

Claim injury - means personal injury arising out of or in the course of work where a claim for compensation is or maybe payable.

Notifiable incident (WHS Act 2011, Section 35) means:

- a) the death of a person, or
- b) a serious injury or illness of a person, or
- c) a dangerous incident.

Serious illness or injury (WHS Act 2011, Section 36) means that the person requires:

- Immediate treatment as an in-patient in hospital (overnight stay)
- Immediate treatment for:
 - Amputation of any part of a body
 - Serious head, eye or burn injuries
 - Separation of skin from the underlying tissue e.g. degloving or scalping
 - Spinal injury
 - Loss of bodily function
 - Serious laceration or
 - Medical treatment within 48 hours of exposure to a substance*.

Note – The immediate care given to the worker after exposure to blood borne pathogens ie flushing the site or showering, is not considered treatment for the purposes of notification to WorkCover. Refer MoH information sheet [Blood Borne Pathogens - Reporting exposures under the new Work Health and Safety Act 2011](#).

Dangerous incident (WHS Act 2011, Section 37) often referred to as a “Near miss” is an incident in the workplace that exposes a worker or any person to a serious risk to the person’s health or safety from an immediate or imminent exposure to:

- Uncontrolled escape, spillage or leakage of a substance
- Uncontrolled implosion, explosion or fire
- Uncontrolled escape of gas or steam
- Uncontrolled escape of a pressurised substance
- Electric shock
- Fall or release from a height of any plant, substance or thing,

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- Collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use by the Regulations
- Collapse or partial collapse of a structure.

Preserve the site: The person with management or control of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

Under specific circumstances the site can be disturbed when:

- SafeWork NSW Inspector has given permission
- Assisting someone that is injured and when emergency services attend
- To remove a deceased person
- Making the site safe so that further injury does not occur
- Disturbance is related to a Police investigation.

3. RESPONSIBILITIES

3.1 Employees will:

- Implement emergency procedures immediately when an incident or emergency is identified
- Report the incident to their line manager as soon as is safe to do so
- Follow safety instructions provided by their manager or other response workers
- Participate in incident investigations as requested by Management / WHS Coordinator.

3.2 Line Managers will:

- Ensure workers have been trained in the department's emergency duress response and incident management procedures
- Implement department's emergency procedures when notified of an incident or emergency
- Report notifiable incidents to the site manager immediately for possible reporting to external authorities (NSW Health, WorkCover, Police etc)
- Register and complete the incident in the Incident Information Management System(IIMS)
- If required, complete and process any Injury Notification Form
- Undertake an incident investigation and complete the Incident Investigation Form for all dangerous incidents, work injuries or where a worker's compensation claim is made
- Report to their line manager the outcomes of the incident investigation including the corrective actions required to prevent reoccurrence of the incident within 30 days
- Preserve the work area, so far as reasonably practicable (where a notifiable incident occurs).

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3.3 Senior Managers will:

- Ensure as soon as practicable that an incident notification in IIMS is completed
- For all incidents where an injury has occurred confirm the incident investigation is completed and subsequent controls are adequate to prevent a recurrence
- Ensure that the corrective action plans are implemented in a timely manner
- Determine if incident is a notifiable incidents and ensure it is reported to the appropriate external authorities (NSW Health, SafeWork NSW, Police etc)
- Notify the Sector Workforce Safety and Injury Management (WSIM) Manager if a notifiable incident has occurred
- Consult with other Senior Managers and Persons Conducting a Business or Undertaking (PCBU) to ensure they are aware of incident management procedures and action regarding the incident.

3.4 Chief Executive will:

- Ensure WHS and IM procedures are in place to achieve our WHS policy objectives.

3.4 Medical staff will:

- Implement emergency procedures immediately when an incident or emergency is identified
- Report the incident to the manager of the workplace as soon as is safe to do so
- Follow safety instructions provided by the manager of the workplace or other response workers.

4. PROCEDURE

4.1 WHS Incident management and investigation. Refer [Appendix 1 – WHS Incident Management and Investigation Flow Chart](#)

- a. Workers must be trained in the department's emergency duress response and incident management procedures and should be prepared to implement them in the event of an incident.
- b. As soon as is safe to do so workers must report the incident to their line manager. The manager and workers must consider at what stage it is necessary to implement an emergency alert code as per the [Emergency Procedures Flip Chart](#) and [Facility Emergency and/or Disaster Procedures](#).
- c. The manager (person in charge of the area) when notified of an incident will immediately implement the incident/emergency procedures.
- d. Check the area is safe and prevent further injury/damage if it is safe to do so:
 - Care for any victims
 - Call for assistance as required
 - Secure the site
 - Determine if this is a notifiable incident and if so preserve the scene for WorkCover and report the incident ASAP to the appropriate line manager (who will escalate as required).

- e. Once the incident has been controlled or passed on to others as outlined in the facilities emergency plans and safe to do so the manager will:
- Assist with collecting evidence
 - Ensuring an IIMS is raised
 - Refer staff to Injury Net if appropriate
 - Complete if required and process any injury notification forms
 - Conduct [Incident Investigation](#) and complete the form for all dangerous incidents, work injuries or where a worker's compensation claim is made
 - Within 30 days report to their line manager and their WHS Co-ordinator the outcomes of the [Incident Investigation](#) and provide a copy of the investigation outlining the corrective actions required to prevent reoccurrence
 - Consult with the workers regarding, investigations, action plans and recommended improvements (where this will not breach confidentiality).
 - Close IIMS.

Note – The investigation process should review historical incident data trends to identify if it is part of a negative trend which may require more detailed investigation in consultation with an appropriate consultant to develop higher level control measure.

4.1.2 Completion of investigations

The senior manager will confirm the incident investigation is completed and subsequent controls are adequate to prevent a recurrence. The senior manager must also ensure that the corrective action plans are implemented in a timely manner.

4.1.3 Reporting a notifiable incident

The most senior manager on duty should seek assistance from the Sector WSIM Manager (where possible) to determine if the incident of injury is a notifiable incident (see quick reference [Appendix 2 - Guide to Determining if an Incident is Notifiable to SafeWork NSW](#)).

If it is determined to be a notifiable incident the senior manager must;

- Ensure SafeWork NSW is notified immediately by phone on **13 10 50** this can delegate to WSIM Manager is applicable
- Once SafeWork NSW have been notified, engage the Sector WSIM Manager to assist with the record keeping and any written notice of the incident.

Note – Records relating to the notifiable incident must be kept for minimum 5 years.

4.2 Incident management and investigation procedure (Internal to Workforce Safety and Injury Management Service)

4.2.1 Upon receipt of the injury notification form Workers Compensation Administration emails the appropriate Rehabilitation case manager and Workforce Safety and Injury Management Service Manager the injury notification.

4.2.2 Where the Workers Compensation Claims Advisers identify multiple claims from an employee or a department they will notify the Sector WSIM Manager.

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4.2.3 Sector WSIM Manager reviews workers compensation claims and:

- Delegates investigation to WHS Coordinator where applicable
- Reports investigation non-compliance to the relevant senior manager.

4.2.4 WHS coordinator:

- Makes contact with manager and ensure an investigation is completed and corrective actions are implemented
- Reports non-compliance to Sector WSIM Manager, (If no investigation report received within 30 days of Injury Notification)
- Where required, reviews department manager's investigation and corrective actions in consultation with the Rehabilitation case manager.

4.2.5 Sector WSIM team meetings to review:

- Investigations/findings
- Injury trends
- Corrective action plans progress
- Determine if a 'Lessons Learnt Brief' is required- forward to the Health Safety and Wellbeing unit where identified.

4.2.6 Where the Sector WSIM team identify hazards or issues which have the potential to affect other services they will notify the Health Safety and Wellbeing unit who will issue a Safety Alert in accordance with [Work Health Safety Alert Broadcast System](#)

4.2.7 District Health Safety and Wellbeing unit issues a Safety Alert with recommended risk controls to affected work areas.

5. DOCUMENTATION

- [F117 - Incident Investigation](#)
- [F007 - Injury Notification](#)
- [F118 - WHS Hazard Register](#)
- [Risk Assessment Form](#) (appropriate to the incident type)

6. AUDIT

This procedure will be audited through the WHS audit every two years.

7. REFERENCES

External

- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2017](#)

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Ministry of Health

- [PD2013_050 Workplace Health and Safety: Better Practice Procedures](#)
- [PD2013_006 Injury Management and Return to Work](#)
- [PD2014_004 Incident Management Policy](#)

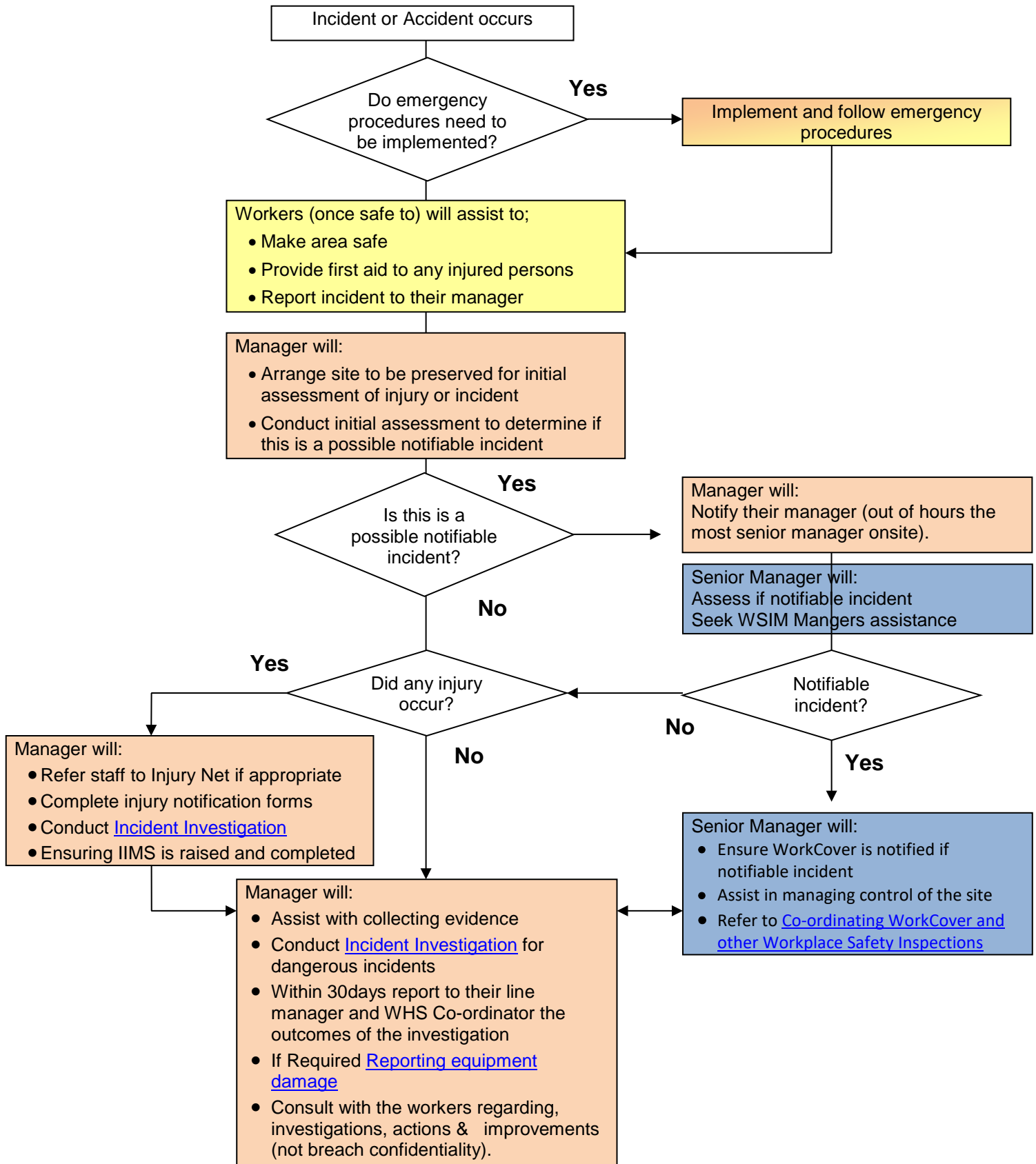
Internal

- [SESLHDPD/265 Emergency Management Policy](#)
- [SESLHDPR/212 Work Health and Safety - Risk Management Procedure](#)

8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
January 2014	0	Revised by WHS Officer, Health Safety & Wellbeing
July 2014	1	Approved by District Executive Team 24 July 2014
August 2017	2	Desktop Revision and Links Update - John Parkinson, WHS Consultant
October 2017	2	Updates endorsed by Executive Sponsor

Appendix 1 – WHS Incident Management and Investigation Flow Chart



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Appendix 2 - Guide to Determining if an Incident is Notifiable to SafeWork NSW

