

WHS009 Incident Reporting and Investigation.

Legal Applications: As per WHS Act 2011 s.27(5)(d) the 'officer', as part of their due diligence requirement should ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way.

WHS Act 2011 Part 3 s.35-39 details those incidents that are 'notifiable' to SafeWork. Due diligence obligations in s.27 requires officers to ensure the undertaking has adequate processes to receive and consider information regarding incidents and to respond to such information.

Reference Documents:

- SafeWork Australia: How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork NSW: Incident Near Miss Investigation Form
- SafeWork NSW: WHS Incident Notification – Fact sheet
- SafeWork Australia: Incident Notification Factsheet (2013)
- SafeWork NSW: Managing Psychosocial hazards at work – Code of Practice

Purpose

To ensure that every incident is handled in the correct manner and to ensure that incidents are investigated as part of the risk management process to identify causes and establish controls to minimise reoccurrence.

Scope

This procedure encompasses all incidents, accidents, injuries and 'near misses' that occur within the workplace.

Responsibilities

Management have the responsibility to:

- ensure reporting and investigations are undertaken into incidents
- depending on the severity of the incident:
 - ensure notification of the incident to Hospitality Industry Insurance Workers Compensation Insurer is completed, where an employee has been injured
 - ensure notification of the incident to your public liability insurer is considered where the incident involves members of the public
 - notifying SafeWork NSW if the incident is severe and deemed 'notifiable' under the legislation.
- ensure all incidents are recorded in the Incident Report module of HII Safe.

Workers have the responsibility to:

- notify/report to management of any WHS related incident, whether it results in an injury or not
- cooperate fully with the investigation process, including consultation
- follow the instructions within this procedure.

Procedure

- Whenever there is an incident, it will be reported to management. This may include incidents that include employees, contractors, members of the public, visitors and guests.
- If there is an injury, the injured person will be provided with first aid and medical attention as soon as possible. Note that because the Goulburn Club is staffed entirely by volunteers, it cannot be guaranteed that a first aid trained person is on the premises at all times.
- Hospitality Industry Insurance (**Clubs Employers Mutual** (www.clubemployersmutual.com.au)) will be notified of the injury within 48 hours for an injury related to an employee (see Workers Compensation and Return to Work Procedure WHS011).
- Our public liability insurer (**AON**) may need to be notified for circumstances where an injury involves members of the public.
- Depending on the severity of the injury or incident SafeWork NSW will be notified immediately (see 'notifiable incidents' below).

The Goulburn Club Board is responsible for both strategic and operational management of the club. Therefore the Goulburn Club Board covers all roles covered by the following terms: a Person Conducting a Business or Undertaking ('PCBU'), Officers and Directors, Managers as well as workers.



- An investigation of the incident will be carried out to find out why it occurred and what if any corrective actions and control measures need to be taken and implemented.
- The incident will be recorded in the Hazard and Incident Report module of HII Safe or in a separate manual register of injuries book
- An investigation may be carried out and risk assessment completed to evaluate the circumstances and implement corrective actions to avoid further incidents. If the incident involves issues psychological in nature, extra considerations around consultation and disclosure of sensitive or personal information must be taken. If there is a grievance, misconduct or disciplinary actions also being taken, following other existing systems (eg HR policies and procedures) to appropriately and effectively manage the investigation is required.

Notifiable Incidents

SafeWork NSW will be notified 'immediately' by telephone **13 10 50** if any of the following types of incidents occur:

- Death
- A "serious" injury
- A "dangerous" occurrence

Serious Injury is one that needs:

- Immediate inpatient at hospital
- Immediate treatment for:
 - Amputation.
 - Serious head or eye injury e.g. fractured skull, possible sight loss.
 - Serious burn e.g. potential for skin graft or worse.
 - Degloving or scalping (separation of skin to the underlying tissue).
 - Spinal injury (not gradual onset or minor L4/5 type disc problem).
 - Loss of bodily functions e.g. loss of consciousness (not fainting).
 - Serious lacerations e.g. cut tendons, nerves with possible loss of function.
- Medical treatment within 48hrs of exposure to a hazardous substance.

Dangerous Incident is:

- electric shock
- uncontrolled escape or spillage of hazardous substance
- uncontrolled explosion or fire
- uncontrolled escape of gas or steam or pressurised substance
- construction related incidents such as fall of plant from height, failure /collapse of plant, collapse of excavation.

First Aid: Please refer to WHS010 – First Aid procedure. All incidents requiring the person to receive first aid will require the person/treating party to fill in the details of First Aid given on the First aid register in HII Safe within the Hazard and Incident Report module.