



## INCIDENT REPORTING AND INVESTIGATION POLICY

Procedure area	Work Health and Safety
Document type	Policy
Applicable to	Centacare Community Services
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Approved by	General Manager, Service Support
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Procedure sponsor	Senior WHS Risk Advisor, Service Support
Related policies:	Archdiocese Incident Notification Policy Archdiocese Work Health and Safety Policy Statement Archdiocese Managing Work Health and Safety Risks Policy CCS Duty of Care Policy CCS Abuse, Neglect and Exploitation – Response and Prevention Policy CCS Critical Incident Policy
Authority:	Work Health and Safety Act 2011 Work Health and Safety Regulation 2011 Workplace Injury and Disease Recording Standard AS1885.1-1990

### PURPOSE

The purpose of this policy is to assist in ensuring that Centacare Community Services (CCS) recognises and meets its legal obligation that all accidents and incidents are reported, recorded and investigated. As such corrective and preventive actions are taken where necessary to eliminate or minimise injuries in the workplace.

This obligation also includes the requirement under the legislation to notify Workplace Health and Safety Queensland (WHSQ) of the death of a person, serious injury or illness, or a dangerous incident arising out of work carried out or undertaking in the workplace.

### SCOPE

This policy applies to all Centacare Community Services workers, clients, visitors and other persons entering onto or into any premises, facility or service.

This policy covers Centacare Community Services properties (workplace) where work and business undertaking are performed which are classified as:

- Owner-occupied by Centacare Community Services;
- Owned by Centacare Community Services and tenanted to a third party;
- Occupied by Centacare Community Services under a lease or negotiated agreement;

- To be acquired or disposed of by Centacare Community Services;
- Non-Centacare Community Services owned and or leased properties, where workers perform work activities e.g. in clients homes or in the community; and
- All vehicles operated by CCS workers for the purpose of transporting clients and means of transport to and from work.

## **POLICY DESCRIPTION**

Centacare Community Services will maintain an Incident/Hazard Register and will allocate competent staff to be responsible for the Incident Reporting Management Register, including the appointment of a Site Emergency Responsible Person.

All accidents and incidents must be reported and recorded on the Incident/Hazard Register, including:

- Dangerous Incidents or 'near misses';
- Hazards;
- Non-notifiable incidents;
- Notifiable incidents;
- Serious injury or illness

## **Responsibility**

The following personnel will have specific responsibilities in ensuring successful implementation of the CCS Incident Reporting and Investigation Policy:

- Directors;
- Managers;
- Workers

To ensure the safety of all staff, employee induction training including site specific training in Incident Reporting and investigation will be provided.

Where a change of site management occurs, a formal handover of the site WH&S Folder ('The Green Folder') will be provided to the incoming Service Manager, by the Workplace Safety team.

## **Records**

All records relating to the Incident Reporting and Investigation Policy and procedure will be retained for a minimum of seven years and will be located at the Site.

## **Incidents and Hazards**

Hazards will be reported and managed in accordance with this policy.

**Audit**

Quarterly internal audits will be conducted by the Service Manager to confirm implementation and compliance with this policy.

Random periodic internal audits will be conducted by the Work Safety Officer to confirm implementation and compliance with this policy.

**SUPPORTING DOCUMENTS**

Related processes and procedures include:

- Incident/Hazard Report Form
- Incident/Hazard Register
- Incident/Hazard Reporting Flowchart
- Work Safety Unit – Systems Audit Checklist
- Quarterly Office Audit Tool
- Quarterly In-Home Audit Tool
- Observational Safety Walk
- CCS Critical Incident Reporting Procedure

**COMPLIANCE**

Deliberate breaches of this policy will be dealt with under Centacare’s misconduct provisions, as stated in the Employment Guidelines *Code of Conduct*.

**IMPLEMENTATION**

The Directors, Stream Managers, Regional Managers, Service Managers and Coordinators are responsible for implementing and monitoring compliance with this policy.

**DEFINITIONS**

<b>Dangerous Incident (commonly referred to as “near misses”)</b>	<p>Means an incident which exposes a worker or any other person to a serious risk from an impending exposure to:</p> <ul style="list-style-type: none"> <li>• an uncontrolled escape, spillage or leakage of a substance</li> <li>• an uncontrolled implosion, explosion or fire</li> <li>• an uncontrolled escape or a pressurised substance</li> <li>• electric shock (does not include static electricity, low voltage, or defibrillator shock)</li> <li>• the fall or release from a height of any plant, substance or thing</li> <li>• the collapse or partial collapse of a structure</li> <li>• the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be licensed or registered</li> <li>• the collapse or partial collapse of a structure, including an excavation or tunnel</li> <li>• the interruption of a main system of ventilation in an underground excavation or tunnel</li> </ul>
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<b>Hazard</b>	Is any agent, source or situation with the potential to cause injury, damage or loss or adverse environmental impact
<b>Hierarchy of Control</b>	<p>The hierarchy of control is a sequence of options which offer you a number of ways to minimise or eliminate exposure to hazards. The options at the top of the list are more effective, as they address the hazard (the thing that could cause harm), rather than just reduce the risk (the harm that the hazard could cause).The hierarchy of controls is as follows:</p> <ol style="list-style-type: none"> <li>1. Eliminate the hazard altogether.</li> <li>2. Substitute the hazard with a safer alternative.</li> <li>3. Isolate the hazard from anyone who could be harmed.</li> <li>4. Use engineering controls to reduce the risk.</li> <li>5. Use administrative controls to reduce the risk.</li> <li>6. Use personal protective equipment (PPE).</li> </ol>
<b>Property</b>	Any property that is attached directly to land, as well as the land itself. Property includes buildings and other structures, rights and interests.
<b>Reasonably Practicable</b>	<p>This means that a duty-holder must meet the standard of behaviour expected of a reasonable person in the duty-holder's position and who is required to comply with the same duty.</p> <p>There are two elements to what is 'reasonably practicable'. A duty-holder must first consider what can be done - that is, what is possible in the circumstances for ensuring health and safety. They must then consider whether it is reasonable, in the circumstances to do all that is possible.</p> <p>This means that what can be done should be done unless it is reasonable in the circumstances for the duty-holder to do something less.</p> <p>This approach is consistent with the objects of the WHS Act which include the aim of ensuring that workers and others are provided with the highest level of protection that is reasonably practicable.</p>
<b>Risk</b>	Means the possibility that harm (death, injury, illness including physical and psychological) may occur when exposed to hazards.
<b>Serious Injury or Illness</b>	<p>Means an injury or illness which requires:</p> <ul style="list-style-type: none"> <li>• Immediate treatment as an in-patient in a hospital</li> <li>• Immediate treatment for an amputation, serious head or eye injury, serious burn, separation of skin from underlying tissue (e.g. de-gloving or scalping) , spinal injury, or loss of bodily function, serious laceration</li> <li>• Medical treatment with 48 hours of exposure to a substance</li> </ul>
<b>Workplace</b>	A place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.
<b>Worker</b>	<p>A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as—</p> <ol style="list-style-type: none"> <li>(a) an employee; or</li> <li>(b) a contractor or subcontractor; or</li> <li>(c) an employee of a contractor or subcontractor; or</li> <li>(d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or</li> <li>(e) an outworker; or</li> <li>(f) an apprentice or trainee; or</li> <li>(g) a student gaining work experience; or</li> <li>(h) a volunteer;</li> </ol>