



INCIDENT REPORTING AND INVESTIGATION PROCEDURE

Procedure area	Work Health and Safety
Document type	Procedure
Applicable to	Centacare Community Services
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Procedure sponsor	Senior WHS Risk Advisor, Service Support
Related policies:	Work Health and Safety Archdiocesan Policy Statement Archdiocese Incident Notification Policy 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 procedure 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 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 procedure applies to all Centacare Community Services workers, clients, visitors and other persons entering onto or into any premises, facility or service.

This procedure covers Centacare Community Services properties (workplace) that 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 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

PROCEDURE DESCRIPTION

To achieve these objectives, all CCS management will ensure as far as is reasonably practicable that the following are applied:

- Allocation of sufficient resources to ensure effective implementation of this policy;
- A risk management approach is applied to the findings of accident and incident investigations so that any hazards identified are eliminated or, where that is not reasonably practicable, minimised by the application of the Hierarchy of Control;
- Agreed preventative and corrective actions are implemented, monitored and reviewed for effectiveness;
- The privacy and confidentiality of personal and health information pertaining to an injured person is maintained and managed in accordance with the requirements of privacy legislation;
- Incident/hazard and near miss reporting forms will be made available to all employees and contractors, who will fill in the initial reporting form requirements;
- All incident reports will be completed within 24 hours and submitted to management;
- Investigations will be commenced as soon as practicable;
- Records are to be kept of all injuries and incidents and especially incidents that are reportable to statutory authorities;
- Investigations will be evaluated by the Service Managers to ensure appropriate corrective actions are completed within allocated timeframes.

Responsibilities

All workers, volunteers and contractors

- Workers, volunteers and contractors respond to incident immediately;
- Administer first aid where applicable;
- During business hours, verbal notification to Coordinator/Manager immediately if required;
- Outside of business hours, verbal notification as soon as possible by worker to their After Hours/On Call Service. The After Hours service will notify the Coordinator/Manager in writing at the start of the next business day;
- Incident determined as critical by Coordinator/Manager;
- Manager to engage Critical Incident Reporting process if incident is determined to be a Critical Incident; and
- Within 24 hours an incident report is completed and submitted to the Coordinator/Manager.

Coordinator/Service Manager

- Incident report received by Coordinator/Manager;
- Preventative action determined by Manager, in consultation with Coordinator;
- Preventative action communicated and recorded on report;
- In the event of a client incident, assess whether notification to a client's family or decision maker is required;
- Incident/Hazard Register updated;
- Each service emails their Incident/Hazard Register to Work Safety Unit, by the 2nd business day of the following month.

Directorate Leadership Team (DLT)

- Work Safety Unit generates a monthly report outlining Directorate trends and statistics;
- Work with and feedback remediation actions to Work Safety Unit; and
- Approve modifications to policy and procedures.

Work Safety Unit

- Work Safety notifies incidents, following approval from the Senior Director, as per guidelines under the WHS Act, to WHS Queensland with 48 hours;
- Work Safety receives Services' Incident Register;
- Work Safety collates and analyses submitted Registers;
- Work Safety sends trends and statistics reports to the Executive Director and the DLT monthly;
- Senior WHS Risk Advisor updates Risk Register with DLT feedback to ensure actions are closed out;
- Senior WHS Risk Advisor presents Risk Register at DLT monthly meeting.

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

<p>Dangerous Incident (commonly referred to as "near misses")</p>	<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"> • an uncontrolled escape, spillage or leakage of a substance • an uncontrolled implosion, explosion or fire • an uncontrolled escape or a pressurised substance • electric shock (does not include static electricity, low voltage, or defibrillator shock) • the fall or release from a height of any plant, substance or thing • the collapse or partial collapse of a structure • the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be licensed or registered • the collapse or partial collapse of a structure, including an excavation or tunnel • the interruption of a main system of ventilation in an underground excavation or tunnel
<p>Hazard</p>	<p>Is any agent, source or situation with the potential to cause injury, damage or loss or adverse environmental impact</p>
<p>Hierarchy of Control</p>	<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"> 1. Eliminate the hazard altogether. 2. Substitute the hazard with a safer alternative. 3. Isolate the hazard from anyone who could be harmed. 4. Use engineering controls to reduce the risk. 5. Use administrative controls to reduce the risk. 6. Use personal protective equipment (PPE).
<p>Property</p>	<p>Any property that is attached directly to land, as well as the land itself. Property includes buildings and other structures, rights and interests.</p>
<p>Reasonably Practicable</p>	<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</p>

	include the aim of ensuring that workers and others are provided with the highest level of protection that is reasonably practicable.
Risk	Means the possibility that harm (death, injury, illness including physical and psychological) may occur when exposed to hazards.
Serious Injury or Illness	Means an injury or illness which requires: <ul style="list-style-type: none"> • Immediate treatment as an in-patient in a hospital • 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 • Medical treatment with 48 hours of exposure to a substance
Workplace	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.
Worker	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— <ol style="list-style-type: none"> (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer;