

OPERATIONAL PROCEDURE EXE/OP-3 INCIDENT REPORTING AND INVESTIGATION



PURPOSE

This purpose of this procedure is to ensure that all incidents are reported when they occur. This will assist to prevent the recurrence of similar events and have a proactive approach on hazard mitigation, risk control and injury prevention. It is mandatory that all incidents and near miss events are reported immediately, no matter how great or small a person may perceive the incident to be, to enable the facilitation of appropriate medical treatment, hazard mitigation and risk controls to be implemented.

This procedure applies to all employees, contractors, visitors and members of the public.

GUIDELINE/PROCEDURES

1. Reporting and Recording

An incident must be reported immediately (where practicable) to the direct line manager/supervisor. If a direct line manager/supervisor is unavailable, then the incident must be reported to the next line of management and so forth.

2. Incident Action

Following the notification of an incident, the line manager/supervisor must take the following action

- Ensure personnel and other bystanders are moved away from risk of injury or harm;
- Contact relevant emergency authorities (fire brigade, ambulance, and police);
- Ensure injured employees and other persons who may be injured receive appropriate medical attention;
- Secure area (if safe to do so);
- Take photos of the incident site and make notes of observations;
- Communicate with witnesses and obtain statements using the Witness Statement Form;
- In consultation with the emergency services, arrange for the area to be cleaned up if safe to do so, ensuring evidence is not destroyed or disturbed (where relevant); and
- When appropriate, discuss the event with the direct employee or other party and ensure the Incident Report Form is completed.

Related Policies:	OSH Policy	Related Procedure:	N/A
Responsible Department:	Executive Services	Reviewer:	OSH Officer
Initial Creation Date:	25/09/2019	Review Frequency:	Biannual
		Next Due:	2021
Review Version	Version Date:	Synopsis:	Synergy Record No.
Version 1	25/09/2019	New OP	NPP4211

OPERATIONAL PROCEDURE EXE/OP-3 INCIDENT REPORTING AND INVESTIGATION



3. Accident / Incident Report Form

The reporting employee must complete the Accident / Incident Report Form - Part A, Front Page. If two or more people were involved in the incident a separate form must be completed for each person. On completion of the investigation the line/manager supervisor must complete - Part B, Second page of the form. The OSH Officer will enter into the OSH tracker spreadsheet.

4. Witness Statement Forms

Where an incident has been witnessed, a Witness Statement form must be completed in full by the witness or witnesses. The Witness Statement Form shall be held on the central filing system and recorded in the Incident Register.

5. Investigation

Following the report of an incident, an investigation must occur within 24 hours of the reported incident, where practicable. The investigation is the tool to determine the causal factors which will assist in the mitigation of associated hazards.

The depth of the investigation may vary in magnitude depending upon the circumstances surrounding the event. For instance, if the incident resulted, or had the potential to cause a fatality, permanent disability, multiple injuries, disease, or major property/equipment damage then a comprehensive investigation must be carried out by senior management.

The investigation team for such events is to be approved by the CEO in consultation with the relevant manager. Some investigations may require the assistance of external experts, including the involvement of relevant government authorities. The departmental Safety & Health Representative, OSH Officer and Line Manager/Supervisor shall be in attendance should WorkSafe WA be present at an investigation.

Other less serious injuries and incidents would not necessitate the need for a formal large scale investigation. However, the investigation process should be completed within a reasonable timeframe of receiving the Accident / Incident Report form. This would normally be within a 24-hour period. On completion of the investigation the Supervisor and Safety Representative must sign the bottom of Part B of the form. The Line Manager and the Occupational Safety and Health Officer will sign the Accident/Incident form on completion of the investigation report being compiled.

Related Policies:	OSH Policy	Related Procedure:	N/A
Responsible Department:	Executive Services	Reviewer:	OSH Officer
Initial Creation Date:	25/09/2019	Review Frequency:	Biannual
		Next Due:	2021
Review Version	Version Date:	Synopsis:	Synergy Record No.
Version 1	25/09/2019	New OP	NPP4211

OPERATIONAL PROCEDURE EXE/OP-3 INCIDENT REPORTING AND INVESTIGATION



6. Corrective/Preventative Actions

Actions must be selected using the “Hierarchy of Controls.” This will ensure all possible treatment options are considered, with consideration given to ‘hard’ controls rather than ‘soft’ controls. When assigning actions, the SMART principal is to be used. The action must be Specific, Measurable, Achievable, Realistic and Timely. Prior to assigning actions, discussions must be held with those who are to be assigned the action to ensure the SMART criteria are met. All actions must be approved by the relevant department Manager.

Actions must also be evaluated after implementation to ensure they are effective and have not introduced any other hazards or risks.

7. Incident Investigation Report Form

The Accident / Incident Investigation Report Form is to be circulated to all parties listed on the bottom of the Accident / Incident Report Form (Part B). The suggested corrective action must be considered and correlated with the causal factors contributing to the accident/incident.

All completed forms are to be recorded for statistical purposes. Data collection aids in determining safety performance and identifying trends. This information is to be tabled at each Occupational Safety and Health Committee meeting

8. Post Incident Investigation meeting

A meeting will be called with the Occupational Safety and Health officer, the Safety Rep for the area involved and the direct Manager responsible for the workgroup. Items to be discussed will include;

- the proposed corrective actions from the Investigation report form;
- the acceptable timeline for implementation of each corrective action; and
- the responsible person for closing out each action item.

9. Managers Meeting

There will be situations when decisions cannot be made at the Post incident investigation meeting due to the following;

- determine funding mechanism for action items
- action items exceed allocated budget for the particular department;

Related Policies:	OSH Policy	Related Procedure:	N/A
Responsible Department:	Executive Services	Reviewer:	OSH Officer
Initial Creation Date:	25/09/2019	Review Frequency:	Biannual
		Next Due:	2021
Review Version	Version Date:	Synopsis:	Synergy Record No.
Version 1	25/09/2019	New OP	NPP4211

OPERATIONAL PROCEDURE EXE/OP-3

INCIDENT REPORTING AND INVESTIGATION



- action items shall impact on multiple departments throughout the organisation; and
- action items are identified as reoccurring factors involved with the incident and require management intervention.

9.1. The aim of the Managers meeting

- discuss and agree on items to be actioned;
- identify and assign responsible manager for implementation;
- agree on appropriate timelines for actioning

10. Incident Register

All details pertaining to the incident must be recorded on the Incident Register. This will provide a tracking mechanism for the Shire to ensure suggested actions are closed out in a timely manner.

11. Worksafe Incident Report

If there is a substantial injury e.g. loss of life, limb or any lost time injury in excess of 10 working days etc. these must be reported to WorkSafe WA immediately. The Occupational Safety and Health Officer will be required to report using the Worksafe reporting procedure.

12. Responsibilities

12.1. Chief Executive Officer

Responsible to enforce this procedure at all levels of the organisation, immediate notification of serious incidents, and is responsible for all media requests and approval/denial of corrective action beyond the relevant Managers level of delegation.

12.2. Management

Ensuring line management/supervisor's and employees are following this procedure, review of all Incident reports relevant to their area of control, inform the CEO, HR Manager and Occupational Safety and Health Officer of serious incidents, approval/denial of corrective action, gaining CEO approval for control mechanisms valued beyond the Managers level of delegation.

Related Policies:	OSH Policy	Related Procedure:	N/A
Responsible Department:	Executive Services	Reviewer:	OSH Officer
Initial Creation Date:	25/09/2019	Review Frequency:	Biannual
		Next Due:	2021
Review Version	Version Date:	Synopsis:	Synergy Record No.
Version 1	25/09/2019	New OP	NPP4211

OPERATIONAL PROCEDURE EXE/OP-3 INCIDENT REPORTING AND INVESTIGATION



12.3. Line Management/Supervisor/s

Implement this procedure. Conduct incident investigations for all reports detailing causal factors and the provision of corrective action mechanisms. Notify WorkSafe WA of notifiable injuries and diseases. Where practicable, transport the injured worker or injured person for medical assessment as required. Immediately notify the relevant Manager of serious incidents.

12.4. Employees (including all management)

Notifying and reporting all incidents to their direct line manager/supervisor both verbally and through utilisation of the Incident / Accident Report Form.

12.5. Safety & Health Representative/s

Review all Incident / Accident Report Forms from their work area, have input into corrective action and assist line manager/supervisor or Occupational Safety and Health Officer to conduct investigations.

12.6. Occupational Safety and Health Officer

Review all incidents at committee meetings. Develop, review and implement this procedure, review and approve all Incident / Accident Report forms. Facilitate investigations where serious incidents have occurred. Contact WorkSafe WA as per legislative reporting requirements. To co-ordinate appropriate injury management program where practicable.

12.7. Occupational Safety and Health Committee

Review all incidents at committee meetings and assist with decisions of appropriate corrective actions where a decision cannot be made at line management and management level. Assist CEO with decisions on safety controls where appropriate.

DEFINITIONS

Incident is an instance of something happening; an event or occurrence.

Formal Investigation Process is an investigation utilising the 5 Why's or I-Cam methodology when an incident resulted, or had the potential to cause a fatality, permanent disability, multiple injuries, disease, or major property/equipment damage.

LEGISLATION

- *Occupational Safety and Health Act 1984*
- *Occupational Safety and Health Regulations 1996*
- Worksafe WA Department of Commerce

Related Policies:	OSH Policy	Related Procedure:	N/A
Responsible Department:	Executive Services	Reviewer:	OSH Officer
Initial Creation Date:	25/09/2019	Review Frequency:	Biannual
		Next Due:	2021
Review Version	Version Date:	Synopsis:	Synergy Record No.
Version 1	25/09/2019	New OP	NPP4211