

PROCEDURE: Incident Management and Investigation

1. PURPOSE

To outline the process to manage, record, notify and investigate health and safety incidents in accordance with legislation.

This procedure applies to staff, volunteers, contractors, subcontractors, visitors, students and anyone else at a BCE workplace.

2. RESPONSIBILITIES

All BCE employees are responsible for reporting hazards, incidents and near misses as soon as practical.

Contractors, volunteers and visitors are responsible for reporting hazards, incidents or near misses to their site contact (who should then enter the incident or hazard onto WSS).

The Health and Safety Services team reviews all incidents lodged into WSS and if further information is required the site where of the incident occurred will be contacted to provide further information

3. PROCEDURE

3.1. Incident Response Steps

Step 1: Immediate Incident Response

- i. If no danger to yourself, undertake immediate action to ensure own safety and the safety of others.
- ii. If there is a foreseeable risk to yourself and or others in undertaking immediate action, seek assistance from the principal or manager.
- iii. Where injuries are sustained, provide or seek first aid treatment and where necessary, emergency services assistances.
- iv. Isolate the area where there remains risk of further injury
- v. Where an incident may be notifiable, contact the BCE Health and Safety services team, preserve the incident site.

The most senior BCE employee at the incident location must:

- 1) Assess the situation and determine if any persons at the site require first aid or medical attention and, if required, contact Emergency Services. If emergency services are required notify the site manager immediately or as soon as practicable. Contact the BCE Health and Safety Services team if the incident is a class 1, provide information on the incident and the HSS team will notify the Regulator if required.
 - a) To assist with the investigation process in the future it is important to:
 - i) Take pictures: the scene may change before an investigation begins
 - ii) Keep samples: a clean-up may dispose of important pieces of the puzzle
 - iii) Note times: what happened when
 - iv) Keep notes: memories are not reliable
- 2) Preserve or secure the site if the **incident is notifiable**, nothing should be moved or touched unless it is to administer first aid, protect the health and safety of a person, or take essential action to make the site safe or at the instruction of Police or the Regulators' Inspectors. If the

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scene has been disturbed, the person responsible must record any necessary changes made to the Incident site. It is recommended that approximately 3 metres is cordoned off around the incident site location.

- 3) Site Manager/Principal or delegate to notify all **Class 1 – High Risk** incidents to the BCE Health and Safety Services Team Manager by telephone.
- 4) If it is determined Emergency Services or medical treatment is not required, contact the First Aid Officer and seek appropriate treatment. Record first aid treatment in the First Aid Register.

Step 2: Classify Incidents

Regardless of the level of risk of an incident, the incident may require notification to the Regulator as outlined in step 1. The Site Manager/Principal or delegate will be responsible for classifying incidents. All incidents will be categorised as: **Class 1: High, Class 2: Medium, or Class 3: Low Risk** as outlined in Figure 1 below:

Figure 1: Incident Risk Category

Incident Class	Person responsible for Investigation	Type of Incidents	Recording
Class 1	Principal/Manager (leading) Health and Safety Services Team Manager or delegate (guiding)	<ul style="list-style-type: none"> • Fatalities • Notifiable Incidents as set out in the <i>Safe Work Australia - Incident Notification Fact Sheet</i> • Multiple injuries from one incident • High risk tasks resulting in admission to hospital. 	Notify HSS Services immediately Incident Report Form WSS incident system Incident Investigation as soon as practical.
Class 2	Principal/Manager/ Supervisor or their authorised delegate Health and Safety Services Team (guiding)	<ul style="list-style-type: none"> • Lost time Incidents • Medical treatment injuries • Staff/student violence, and • Medication incidents that are in breach of the Policy: Medication to Students: Routine, Emergency and Over the Counter. • Injury requiring review by medical personnel • Medium level near misses that could have led to any of the above 	Incident Report Form WSS incident system Incident Investigation within 3 days.
Class 3	Principal/Manager/ Supervisor or their authorised delegate.	<ul style="list-style-type: none"> • Injury requiring first aid treatment • Injury not requiring attention • Staff discomfort not requiring attention • Low level near miss that could have led to any of the above 	First Aid Register

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Step 3: Escalate high risk incidents

As soon as possible after receiving notification of an actual or potential **Class 1** incident, advise the BCE Health and Safety Services Team.

The BCE Health and Safety Services Team will provide guidance and advice on appointing an investigation team, conducting an investigation and any other follow up actions to be taken.

The BCE Health and Safety Services Team Manager will advise members of the Brisbane Catholic Education Leadership Team in accordance with internal reporting requirements.

Step 4: Notify the Regulator

BCE Health and Safety Services will notify the Regulator immediately on becoming aware that a notifiable incident has occurred. Manager or their delegate. Incidents which need to be notified are set out in the *Safe Work Australia - Incident Notification Fact Sheet* found on the KWeb

If a notifiable incident occurs, the site where the incident occurred must not be disturbed (so far as is reasonably practicable) until an inspector arrives at the site, or until such a time that the inspector directs. If assistance must be given to the injured or deceased person, or if it is essential to make the site safe to minimise further risk, do so as required. However, as much as possible of the original site and processes should be preserved. Any changes need to be documented.

3.2. Report Incidents

Immediately notify your supervisor, manager or principal of the incident.

The responsible supervisor, manager or principal shall:

- i. immediately notify Health and Safety Services on 30337474 of any serious incidents that meet the notifiable incident criteria for statutory reporting outlined above
- ii. immediately advise the responsible Senior Manager and WHSO where a serious injury/illness or death has occurred or where there is potential for serious harm to a person or persons, significant damage to property or serious impact on the environment (dangerous incident)
- iii. assist in facilitating prompt injury management processes for the injured/ill employee.
Note: Injury/Illness reports submitted to the online system will inform the BCE Rehabilitation team and initiate the Injury Management Early Intervention Program
- iv. arrange for debriefing where an incident has resulted in serious injury/illness, death to a person or persons and/or has impacted on other people or caused concern within an area.
- v. counselling should be offered to any personnel affected by the incident using BCE's Employee Assistance Program.

For critical incidents such as a fire, bomb threat or flood, refer to the BCE Critical Incident Management Procedure.

The person involved or someone on their behalf shall complete the incident and injury notification form when appropriate.

Note: An employee or other authorised person shall log details of an incident in the online reporting system on behalf of a student, contractor, volunteer or others (i.e. member of public, visitor)

Note: For incidents that occur in remote localities (e.g. on fieldtrips, placements etc), where computer facilities are limited and/or non-existent, details must be communicated to a nominated contact person who shall report the occurrence on their behalf.

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Depending on the type of incident or injury, the injury will be reported and investigated with the view to preventing a reoccurrence.

The *WSS Incident /Injury Form* and WSS incident reports shall contain as much accurate information as possible (including photos where possible) to allow the Health and Safety Services team to determine whether the incident requires further follow up.

Notifiable incidents will be reported to the Regulator by the Health and Safety Services team

The person conducting the investigation or a member of an investigation team shall hold the qualification of a Certificate IV in Work Health and Safety or equivalent.

3.2.1 First Aid

Incidents involving first aid response will be entered into the *First Aid Register*. Details of the incident and first aid provided are recorded in the register.

3.2.2 Medically treated injuries, lost time injuries and notifiable incidents

Incident resulting in medical treatment, including lost time from work duties injuries that occur at a BCE workplace (including client's worksite) will be notified to the Manager/Principal and recorded on the *Incident Report Form*. This information will be entered into the online system using WSS (Web Self Service). All records relating to the incident will be uploaded into the system to ensure they are retained.

3.2.3 Notifiable incidents

An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person or involves a dangerous incident.

Serious incidents of any type must be reported by telephone as soon as possible to the Health and Safety Services team, a consultation process will be undertaken to determine whether the incident is notifiable.

Refer to the *Incident and injury reporting flowchart* for guidance and the *Safe Work Australia - Incident Notification Fact Sheet* for the classification of notifiable incidents.

3.3. Incident Response Steps

Workers' compensation

If a worker is injured or becomes ill at work that injury or illness may be compensable using the workers compensation system.

If medical attention is required notify the treating doctor that it is a worker's compensation claim and a WorkCover medical Certificate is required.

Notify the Health & Safety Services Team if you are or have lodged a worker's compensation claim.

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Step 5: Investigation of Incident

Refer to the *Incident Investigation Guideline* for information on conducting investigations.

Step 6: Corrective and Preventative Actions

When determining a suitable action, or combination of actions, the investigator should look first at eliminating the hazard/causes that resulted in the incident occurring.

The Site Management (e.g. Principal) must ensure that any proposed corrective and preventative actions, are documented and approved and tracked through to their implementation in the workplace. It is expected that all staff injuries will have at least one action listed.

It is very important that assumptions are not made about the cause of incidents.

Step 7: Review of Incident Controls

The Site Management is responsible for ensuring that control measures are reviewed after implementation to ensure they are effective and have not introduced any other hazards.

4. PERFORMANCE

The implementation of this procedure will be reviewed, monitored and assessed as part of the BCE safety auditing and inspection process and reporting to the Senior Leadership Team.

5. REFERENCES AND DEFINITIONS

All terms defined by BCE in the SMS are found in the BCE Health and Safety Definition Library.

**Form: WSS Incident/ Injury Form*

Fact sheet: Incident reporting, recording and investigation flowchart

Form: First Aid Register

Form: Incident Investigation Report

Incident and Injury Reporting Brochure - "What we Need to Know"

6. DOCUMENT INFORMATION

Version	1
Audience	BCE Employees
Directorate	Employee Services
Key words	Incident, reporting, WHS, Safety, Regulator, notifiable,
Policy Owner	Director Employee Services
Policy Manager	Manager Health and Safety
Procedure Author	Manager Health and Safety
Effective date	1/01/2018
Next review date	1/01/2021
Related documents	See Health and Safety Portal