



INCIDENT/HAZARD REPORTING & INVESTIGATION PROCEDURE

Introduction

The purpose of incident/ hazard reporting is to work out the underlying causes of the incident/hazard which will;

- prevent any incident that may result from the hazard,
- correct the problem and to prevent a recurrence, and
- allow analysis of data.

Scope

This procedure will apply to all employees, contractors and visitors or volunteers of Kokatha Aboriginal Corporation RNTBC (**KAC**) who experience an incident/accident or near miss during the course of their engagement. All incidents, accidents and near misses must be reported regardless of whether any ill health, injury or damage is sustained.

It also outlines the requirements for reporting notifiable work-related injuries and dangerous incidents. Reporting notifiable diseases is also a mandatory requirement under the SA Public Health Act 2011.

Definitions

Accident / Incident	Means an unplanned occurrence or incident that causes or contributes to personal ill health, injury or damage to property or the environment An incident for the purpose of this procedure will include a 'near miss'.
Hazard	A situation that has the potential to harm a person, the environment or damage property
Near Miss	Is defined as any occurrence that might have led to injury or illness to people, danger to health and/or damage to property or the environment
Corrective Action	Is action taken after an incident to correct the problem and to ensure that a repetition will not occur

Immediately notifiable work-related incidents are defined as:

- the death of a person
- a 'serious injury or illness', or
- a 'dangerous incident' arising out of the conduct of a business or undertaking at a workplace.

'Notifiable incidents' may relate to any person whether an employee, contractor or member of the public.



Only the most serious health or safety incidents are notifiable, and only if they are work-related. They trigger requirements to preserve the incident site pending further direction from the regulator.

The definition of serious illness or injury is set out at **Attachment 1** of this Procedure.

Dangerous incidents including 'near misses'

Some types of work-related dangerous incidents must be notified even if no-one is injured. The regulator must be notified of any incident in relation to a workplace that exposes any person to a serious risk resulting from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock:
 - examples of electrical shock that are not notifiable
 - shock due to static electricity
 - 'extra low voltage' shock (i.e. arising from electrical equipment less than or equal to 50V AC and less than or equal to 120V DC)
 - defibrillators are used deliberately to shock a person for first aid or medical reasons
 - examples of electrical shocks that are notifiable
 - minor shock resulting from direct contact with exposed live electrical parts (other than 'extra low voltage') including shock from capacitive discharge
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be registered under the Work Health and Safety Regulations, for example a collapsing crane
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

A dangerous incident includes both immediate serious risks to health or safety, and also a risk from an immediate exposure to a substance which is likely to create a serious risk to health or safety in the future, for example asbestos or hazardous chemicals.

Lost-time injuries/illnesses

Those occurrences that resulted in a fatality, permanent disability or time lost from work of one day/shift or more



Roles and Responsibilities

Any person conducting a business or undertaking (PCBU) from which the 'notifiable incident' arises must ensure the regulator is notified immediately after becoming aware it has happened.

Managers/Supervisors are responsible for:

- reporting and investigating incidents in their area of responsibility and accountability
- reporting and investigating hazards in their area of responsibility and accountability
- implementing identified risk control measures to prevent recurrence of incidents
- consulting with employees in relation to the measures to be taken to prevent recurrence of incidents.

Employees are responsible for:

- reporting incidents to their Supervisor or Manager, as soon as possible after the event
- reporting hazards to their Supervisor or Manager as soon as reasonably possible
- participating in the development of appropriate risk control measures to prevent recurrence of incidents
- using risk control measures as required and any other action taken, which is designed to protect health and safety.

Procedure for all accidents, injuries or near misses

Whenever an illness, injury, incident or near miss occurs within the work area it is important that this procedure is followed:

1. Immediate Response


- a) The person in charge must take immediate action (with due regard to their own safety) to prevent further damage or injury occurring and to provide immediate assistance to any injured personnel, eg call for outside assistance or expert medical advice.
- b) Securing of Site:
 - The site of the incident must be made safe to prevent further injury, accident or incident or undue damage to site
 - The person with management or control of the workplace must, so far as is reasonably practicable, preserve the incident site until an inspector arrives at the site, or directs otherwise.

2. Reporting

- All hazards must be recorded on the Hazard Report Form and reported as soon as possible.
- All illness, injuries or incidents must be recorded on the Incident Report Form.

- The employee must report the incident to the supervisor as soon as practicable after occurrence.

Where a notifiable incident occurs the Chief Executive Officer must be advised immediately. The Chief Executive Officer will arrange for the notification of SafeWork SA in accordance with the *Work Health and Safety Regulations 2012 (SA)*

SafeWork SA may be notified in writing by email notifications.safework@sa.gov.au using the  [Notifiable Incident Report Form](#) or the [Online Notifiable Incident Report Form](#). Do not use this form to report immediately life-threatening issues or a death.

The notice must be given by the fastest possible means—which could be by telephone or in writing, for example by email or online (if available). Incidents must be notified as soon as the particular circumstances permit.

In general, a PCBU 'becomes aware' of a notifiable incident once any Supervisor or Manager becomes aware of the incident. For example, when a worker suffers a serious injury and reports it to their immediate Supervisor, the PCBU is now considered to be aware of the incident.

The regulator will ask for a clear description of the incident with as much detail as possible. The following information is usually requested:

What happened: an overview	<ul style="list-style-type: none"> • Provide an overview of what happened. • Nominate the type of notifiable incident—was it death, serious injury or illness, or 'dangerous incident' (as defined above)?
When did it happen	Date and time.
Where did it happen	Incident address. Details that describe the specific location of the notifiable incident—for example section of the warehouse or the particular piece of equipment that the incident involved—to assist instructions about site disturbance.
What happened	Detailed description of the notifiable incident.
Who did it happen to	<ul style="list-style-type: none"> • Injured person's name, date of birth, address and contact number. • Injured person's occupation. • Relationship of the injured person to the entity notifying.
How and where are they being treated (if applicable)	<ul style="list-style-type: none"> • Description of serious injury or illness—i.e. nature of injury • Initial treatment of serious injury or illness. • Where the patient has been taken for treatment.
Who is the person	<ul style="list-style-type: none"> • Legal and trading name. • Business address (if different from incident address),

conducting the business or undertaking (there may be more than one)	ABN/ACN and contact details including phone number and email.
What has/is being done	Action taken or intended to be taken to prevent recurrence (if any).
Who is notifying	<ul style="list-style-type: none"> • Notifier's name, contact phone number and position at workplace. • Name, phone number and position of person to contact for further information (if different from above).

3. Investigation

On receiving a report of an incident the KAC Supervisor or Manager must conduct an investigation. This should be done as soon as possible but within 24 hours of the incident. The investigation should be conducted by a team of a minimum of two people with one of those being the Supervisor or Manager.

On completion of the investigation outcomes and required actions should be completed within the specified time frames.

A copy of the investigation report must be submitted to the Chief Executive Officer.

The Investigation Process

1. *An immediate inspection of the site should be conducted.*

This inspection should provide an objective assessment taking into account the severity of the incident in both human and financial terms.

2. *Analyse the environment prior to the occurrence. This may include,*

- The system of work being carried out.
- Instructions for the work. Was there any deviation from these?
- Workplace conditions such as lighting, floor surface, stair treads, warning signs, weather conditions if the incident occurred outside.
- Location of the incident
- Materials used or handled
- Transport or equipment used.

3. *The incident*

- Personnel involved/experience/training
- Witnesses
- What happened
- Time of the incident
- What equipment / substance was being used



4. *Following the incident*

- Result of the incident - Injury or damage
- Rescue procedures
- Any events which contributed to worsening of injury or damage

The outcome of the investigation should:

- Identify causes, such as design, environment, behavioural or management factors
- Identify problem areas or particular hazards and recommend corrective action
- Provide information that can be used as a preventative tool
- Provide management, supervisors, health and safety representatives and committees with data about health and safety problems
- Provide information that can be used to analyse the need for specific programs

References

Work Health and Safety Act 2012 (SA)

Work Health and Safety Regulations 2012 (SA)

SafeWork Australia – Incident Notification Factsheet Revised November 2015

Forms

Hazard Report Form
Incident Report Form

Attachments

Attachment 1 – Definition of Serious Illness/Injury

Attachment 2 - Notifiable Incident Report Form – SafeWork SA

Document Control

Date	Version	Change Description	Author
21/11/19	1	First draft	Kelli Dragos

Authorisation

Date	Name	Position
20/12/19	Peter McQuoid	Special Administrator

ATTACHMENT 1 – DEFINITION OF SERIOUS INJURY OR ILLNESS

Serious injury or illness must be notified if the person requires any of the types of treatment in the following table:

Types of treatment	Example
Immediate treatment as an in-patient in a hospital	<p>Admission into a hospital as an in-patient for any duration, even if the stay is not overnight or longer.</p> <p>It does not include:</p> <ul style="list-style-type: none"> Out-patient treatment provided by the emergency section of a hospital (i.e. not requiring admission as an in-patient) Admission for corrective surgery which does not immediately follow the injury (e.g. to fix a fractured nose).
Immediate treatment for the amputation of any part of the body	Amputation of a limb such as arm or leg, body part such as hand, foot or the tip of a finger, toe, nose or ear.
Immediate treatment for a serious head injury	<ul style="list-style-type: none"> Fractured skull, loss of consciousness, blood clot or bleeding in the brain, damage to the skull to the extent that it is likely to affect organ/face function. Head injuries resulting in temporary or permanent amnesia. <p>It does not include:</p> <p>A bump to the head resulting in a minor contusion or headache.</p>
Immediate treatment for a serious eye injury	<ul style="list-style-type: none"> Injury that results in or is likely to result in the loss of the eye or total or partial loss of vision. Injury that involves an object penetrating the eye (for example metal fragment, wood chip). Exposure of the eye to a substance which poses a risk of serious eye damage. <p>It does not include:</p> <p>Eye exposure to a substance that merely causes irritation.</p>
Immediate treatment for a serious burn	<p>A burn requiring intensive care or critical care which could require compression garment or a skin graft.</p> <p>It does not include:</p> <p>A burn that merely requires washing the wound and applying a dressing.</p>
Immediate treatment for the separation of skin from an	Separation of skin from an underlying tissue such that tendon, bone or muscles are exposed (de-gloving or scalping).

Types of treatment	Example
underlying tissue (such as de-gloving or scalping)	It does not include: Minor lacerations.
Immediate treatment for a spinal injury	Injury to the cervical, thoracic, lumbar or sacral vertebrae including the discs and spinal cord. It does not include: Acute back strain.
Immediate treatment for the loss of a bodily function	Loss of consciousness, loss of movement of a limb or loss of the sense of smell, taste, sight or hearing, or loss of function of an internal organ. It does not include: <ul style="list-style-type: none"> • Fainting • A sprain or strain.
Immediate treatment for serious lacerations	<ul style="list-style-type: none"> • Deep or extensive cuts that cause muscle, tendon, nerve or blood vessel damage or permanent impairment. • Deep puncture wounds. • Tears of wounds to the flesh or tissues—this may include stitching to prevent loss of blood and/or other treatment to prevent loss of bodily function and/or infection.
Medical treatment within 48 hours of exposure to a substance	‘Medical treatment’ is treatment provided by a doctor. Exposure to a substance includes exposure to chemicals, airborne contaminants and exposure to human and/or animal blood and body substances.

Notification is also required for the following serious illnesses:

- Any infection where the work is a significant contributing factor. This includes any infection related to carrying out work:
 - with micro-organisms
 - that involves providing treatment or care to a person
 - that involves contact with human blood or body substances
 - that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.
- The following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:



- Q fever
- Anthrax
- Leptospirosis
- Brucellosis
- Hendra Virus
- Avian Influenza
- Psittacosis.


Treatment

‘Immediate treatment’ means the kind of urgent treatment that would be required for a serious injury or illness. It includes treatment by a registered medical practitioner, a paramedic or registered nurse.

‘Medical treatment’ refers to treatment by a registered medical practitioner (a doctor).

Even if immediate treatment is not readily available, for example because the incident site is rural or remote or because the relevant specialist treatment is not available, the notification must still be made.

ATTACHMENT 2 - NOTIFIABLE INCIDENT REPORT FORM – SAFEWORK SA

 <p>Government of South Australia SafeWork SA</p>		<h3>NOTIFIABLE INCIDENT REPORT FORM</h3> <p>FOR REPORTING A SERIOUS INJURY OR ILLNESS AND DANGEROUS INCIDENTS UNDER THE WORK HEALTH AND SAFETY ACT 2012</p>		<p>SafeWork SA GPO Box 465 ADELAIDE SA 5001 Phone: 1300 365 255 Fax: 08 8204 9200 swsaheicohs@sa.gov.au</p>	
<p>INSTRUCTIONS:</p> <ol style="list-style-type: none"> It is the duty of the Person Conducting a Business or Undertaking (PCBU) to report a notifiable incident. However, anyone can report a notifiable incident. This form should be completed accurately with as much detail as is available at the time it is completed. Send this form to SafeWork SA by the fastest means available: by fax or email. <p>DO NOT USE this form to report an immediately life threatening issue or the death of a person. Please call SafeWork SA on our emergency line - 1800 777 209. This service operates 24 hours a day, 7 days a week. You can also choose to report dangerous incidents to SafeWork SA by calling this emergency service.</p>					
<p><input type="checkbox"/> SERIOUS INJURY OR ILLNESS <input type="checkbox"/> DANGEROUS INCIDENT</p>					
DETAILS OF INCIDENT	Date and time of the incident:		Specific location:		Site type: Select
	Site address:		Suburb:	State: Select	Postcode:
	What work was being performed at the time of the incident?				
	What happened?				
	Was any plant being used at the time? What was it?				
Apparent cause of the incident:					
INJURED PERSON	Name:		Occupation:		Work experience: Select
	Address:		Suburb:	State: Select	Postcode:
	Sex: Select	Date of birth:	Phone number:	Mobile number/Other:	
	Injuries (if known):			Condition of injured person (if known): Select	
	Immediate treatment in hospital? Select		Where?	Were they admitted as an in-patient? Select	
	Relationship of injured person to the PCBU: Select		Does this matter involve a child under the care of a provider of Education and Child Services? Select		
	<p>IMPORTANT NOTICE Pursuant to Section 174 of the <i>Education and Care Services National Law Act 2010</i> and Sections 173 and 174 of the <i>Education and Early Childhood Services (Registration and Standards) Act 2011</i> which requires approved providers of education and care services to notify information relating to prescribed matters to the Education and Early Childhood Services Board Registration and Standards within the prescribed timeframe. Please visit the Australian Children's Education and Care Quality Authority website: acecqa.gov.au to lodge the relevant notification form.</p>				
DETAILS OF PCBU	Business/Entity name:			ABN:	
	Address:		Suburb:	State: Select	Postcode:
	Phone number:	Fax number:	Mobile number:	Other number:	
	PCBU role: Select				
NOTIFIER'S DETAILS	Name:		Position:		Involvement/Relationship to the site: Select
	Phone number:	Mobile number:	Email:		
	<p>IMPORTANT NOTICE Pursuant to Section 39 of the <i>Work Health and Safety Act 2012</i>, you are advised that the person with management or control of the workplace must ensure that the site or any plant, substance, structure or thing where the incident occurred is not disturbed, so far as is reasonably practicable, until an inspector arrives at the site or any earlier time that the inspector directs, unless it is required to assist an injured person, remove a deceased person, to make the area safe, or are directed by police.</p>				
Date form completed:		Signed:		<input type="checkbox"/> I have submitted this form electronically (signature is not required)	

WHAT IS A NOTIFIABLE INCIDENT?

Work Health and Safety Act 2012

Section 35 – What is a notifiable incident

notifiable incident means—

- (a) the death of a person; or
- (b) a serious injury or illness of a person; or
- (c) a dangerous incident.

WHAT IS A SERIOUS INJURY OR ILLNESS?

Work Health and Safety Act 2012

Section 36 – What is a serious injury or illness

serious injury or illness of a person means an injury or illness requiring the person to have—

- (a) immediate treatment as an in-patient in a hospital; or
- (b) immediate treatment for—
 - (i) the amputation of any part of his or her body; or
 - (ii) a serious head injury; or
 - (iii) a serious eye injury; or
 - (iv) a serious burn; or
 - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping); or
 - (vi) a spinal injury; or
 - (vii) the loss of a bodily function; or
 - (viii) serious lacerations; or
- (c) medical treatment within 48 hours of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

Work Health and Safety Regulations 2012

Regulation 699 – Incident notification – prescribed serious illnesses

For the purposes of section 36 of the Act, each of the following conditions is a serious illness:

- (a) any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work –
 - (i) with micro-organisms; or
 - (ii) that involves providing treatment or care to a person; or
 - (iii) that involves contact with human blood or body substances; or
 - (iv) that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products;
- (b) the following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:
 - (i) Q fever;
 - (ii) Anthrax;
 - (iii) Leptospirosis;
 - (iv) Brucellosis;
 - (v) Hendra Virus;
 - (vi) Avian Influenza;
 - (vii) Psittacosis.

WHAT IS A DANGEROUS INCIDENT?

Work Health and Safety Act 2012

Section 37 – What is a dangerous incident

dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to—

- (a) an uncontrolled escape, spillage or leakage of a substance; or
- (b) an uncontrolled implosion, explosion or fire; or
- (c) an uncontrolled escape of gas or steam; or
- (d) an uncontrolled escape of a pressurised substance; or
- (e) electric shock; or
- (f) the fall or release from a height of any plant, substance or thing; or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- (l) any other event prescribed by the regulations,

ELECTRICAL INCIDENTS

If the incident being notified is related to an electric shock, gas infrastructure, or non-automotive gas fitting, please access the Office of the Technical Regulator's website www.sa.gov.au/otr for current contact information.