**PURPOSE**

To provide guidelines for reporting and investigating incidents. It also outlines the mandatory reporting for notifiable work related injuries and dangerous occurrences, that may not have resulted in an injury.

Notwithstanding the requirements of this procedure any worker may, if they wish, contact SafeWork SA about any matter.

**RESPONSIBILITIES:**

**Person Conducting a Business or Undertaking (PCBU) must ensure so far as is reasonably practicable:**

* all workers are informed that incidents must be reported within 24 hours and logged onto the Incident Reporting System (IRS)
* investigations commence immediately upon receiving the report
* effective controls are implemented
* controls are monitored and reviewed
* consultation occurs with workers who are affected by an incident, accident or near miss.

**Officers must:**

Exercise due diligence to ensure that the PCBU complies with the WHS Act and Regulations.

**Workers must:**

* take reasonable care for his or her own health and safety
* take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
* comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the PCBU; and
* co-operate with any reasonable policy or procedure of the PCBU relating to health and safety at the workplace that has been notified to workers.

**DEFINITIONS**

Definitions of terms can be found on the Catholic Safety website or via this link [here](http://cshwsa.org.au/definitions/).

|  |
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| **INFORMATION** |
| **Where Immediate Action is Required** | * Contact Catholic Safety Health &Welfare SA, Work Health Safety Consultant.
* Assess the situation.
* Check for danger.
* Remove person from danger if safe to do so.
* Administer First Aid Treatment if required.
* Record treatment as given on [First Aid Treatment Record](http://cshwsa.org.au/download/991/).
* Depending on the seriousness, call Emergency Services – 000 if required.
 |

**ACTIONS**

|  |
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| **REPORTING PROCESS** |
| **Reporting Accidents, Incidents, Near Misses** | * Minor incidents to be reported on First Aid register.
* Report the incident or injury to site Officer or WHS Coordinator within 24 hours.
* Worker to seek first aid or medical attention depending on situation.
* Ensure the details of the injury or incident is recorded on CSH&WSA [Accident Incident, Near Miss Form](http://cshwsa.org.au/download/928/) OR directly enter onto the electronic [Incident Reporting System](https://my.rapidglobal.com/Web/Account/LogOn/576).
* If incident involves Asbestos Containing Material (ACM), refer to Procedure 4.
 |
| **Notifiable Incident****(Refer Appendix 1)** | **The workplace must inform their CSH&W SA WHS Consultant immediately or after hours on 0438 396 062.*** Do not disturb the scene unless to assist the injured worker. SafeWork SA Inspectors may want to investigate the scene.
* CSH&W SA will notify SafeWork SA and Office of the Technical Regulator (OTR) where applicable e.g. electrical or gas incident.
* CSH&W SA will complete Notifiable Incident Report Form and upload to the Incident Reporting System (IRS)

**NOTE – ADVISE ANYONE WHO EXPERIENCES AN ELECTRIC SHOCK THAT THEY MUST SEEK MEDICAL ATTENTION AS SOON AS POSSIBLE AFTER THE INCIDENT.** |
| **Investigation**Health & Safety Representatives (HSRs) may assist with the investigation if requested by the representative’s work group. | The following should be considered depending on the seriousness of the incident/injury:* the cause/contributing factors
* the events surrounding it
* the actions taken for the injured worker
* actions to prevent recurrence.

Officers/WHS Coordinator must:* begin the investigation immediately after the injured person has received first aid or medical attention
* gather all facts – what? who? why? when? where? and how?
* if able, discuss circumstances surrounding the injury or incident with the injured worker.
 |
| **Controls** | After conducting the investigation, worksite is required to ensure:* corrective action is taken to prevent recurrence based on the hierarchy of controls (elimination, substitution, engineering, administration and personal protective equipment
* review and evaluate controls – modify if necessary.
 |
| **Consultation, Cooperation & Coordination** | * Consult with workers involved with the incident as this will assist with the investigation process; and
* Provide feedback to those involved with the incident
 |
| **Debriefing** | * Allow opportunity for worksite to facilitate informal debrief where required.
* Access the worksite’s Employee Assistance Program if required.
 |
| **Reporting an Injury with a Workers Compensation Claim****Catholic Church Insurance (CCI) provide a total injury management service to workers within the church in South Australia.** | Workers shall:* report the injury or incident to the Officer or WHS Coordinator or Return to Work Coordinator within 24 hours of the injury or incident occurring
* obtain Return to Work Medical Certificate for any incapacity for work (lost time, alternate duties)
* complete a [Return to Work SA Claim Form](https://www.rtwsa.com/media/documents/claim-form.pdf) as soon as possible and forward to Catholic Church Insurances within 3 working days.

**For further information re Workers Compensation Claims and Rehabilitation Return To Work contact Catholic Church Insurances 1300 110 442.** |
| **Student Injuries****EDUCATION ONLY** | Worksite Officer shall:* record details of minor injuries in the worksites first aid book/log
* undertake an investigation and complete an Accident, Incident, Near Miss form for injuries that require professional medical treatment, in the opinion of the Officer or delegate
* log incident onto IRS if related to the workplace e.g. equipment/buildings
* telephone CSH&WSA in the event of a Notifiable Injury.
 |
| **Notifiable Communicable Diseases** | * If workers or others are diagnosed with a notifiable communicable disease they are to report to their Officer immediately. If unsure contact CSH&WSA.
 |
| **INFORMATION, INSTRUCTION AND TRAINING** |
|  | Inform workers of this procedure at induction.  |
| **DOCUMENT CONTROL** |
| **Documentation Control** | * If a hard copy [Accident Incident, Near Miss Form](http://cshwsa.org.au/download/928/) has been completed, the details must be uploaded into the Electronic Incident database.
* [First Aid Register](http://cshwsa.org.au/Portals/0/F2712015%20First%20Aid%20Register.docx) must be kept for a 7 year period.
* Electronic documents will be kept indefinitely.
 |
| **MONITOR AND REVIEW** |
| **Monitor/Review**  | * Control measures implemented are appropriate.
* Monitor all worksite incidents.
* Review Incident Database to ensure all incidents logged have been investigated, corrective actions implemented and closed out in a timely manner
* Officer/WHS Committee to review [First Aid Register](http://cshwsa.org.au/Portals/0/F2712015%20First%20Aid%20Register.docx) each quarter to identify any trends that may exist and or any entry that may be deemed an incident.
* PARISH SECTOR: Review the Register annually.
 |

**RELATED DOCUMENTS**

**External Documents**

Work Health and Safety Act 2012 (SA)

Work Health and Safety Regulations 2012 (SA)

Return to Work Act 2015

AS.NZS 4004:2001 *Occupational Health & Safety Management Systems – General Guidelines on Principles, Systems and Supporting Techniques*

Australian Standard 1885.1 1990 – *Workplace Injury and Disease Recording Standard*

Schedule 1 Public and Environmental Health Act 1987

SafeWork SA [https://www.safework.sa.gov.au/law-compliance/compliance-rights/incidents/investigating-workplace-incident#](https://www.safework.sa.gov.au/law-compliance/compliance-rights/incidents/investigating-workplace-incident)

**Internal Documents**

Work Health & Safety and Injury Management Policy and Procedures

**APPENDICES**

Appendix 1 – Information relating to notifiable incidents or serious injury or illness.

Appendix 2 – Incident Data Base Reporting Guidelines

Appendix 3 – Contact Details – Telephone Numbers

Appendix 4 – WH&S and Injury Management Incident/ Near Miss Response Flow Chart

**FORMS**

[Accident Incident, Near Miss Form](http://cshwsa.org.au/download/928/)

[First Aid Treatment Record](http://cshwsa.org.au/download/991/)

[Return to Work SA Claim Form](https://www.rtwsa.com/media/documents/claim-form.pdf)

**VERSION CONTROL AND CHANGE HISTORY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Approved By** | **Approved Date** | **Reason for Development of Review** | **Review Date** |
| V4 | All Sectors | 2013 | New WHS Legislation | 2015 |
| **April 2015 – Document consolidated across CCES sectors** |
| V1 | Executive Manager CSHW | 24/04/2015 | Document consolidation | 2016 |
| V2 | Executive Manager | 17/10/2016 | Review | 2019 |
| V3 | Executive Manager |  | Review | 2022 |

**Approved for Publication: Date:**

**Kathy Grieve**

**APPENDIX 1**

**Information relating to notifiable incidents or serious injury or illness**

**WHS Act Part 3 Incident Notification**

**35 What is a *notifiable incident***

In this Act, ***notifiable incident*** means:

1. the death of a person; or
2. a serious injury or illness of a person; or
3. a dangerous incident

**36 What is a *serious injury or illness***

In this Part**, *serious injury or illness*** of a person means an injury or illness requiring the person to have:

1. immediate treatment as an in-patient in a hospital; or
2. immediate treatment for:
3. The amputation of any part of his or her body; or
4. A serious head injury; or
5. A serious eye injury; or
6. A serious burn; or
7. The separation of his or her skin from an underlying tissue (such as degloving or scalping); or
8. The loss of a bodily function; or
9. Serious lacerations; or
10. medical treatment within 48 hours of exposure to a substance,

and any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

**37 What is a *dangerous incident***

In this Part, a ***dangerous incident*** means an incident in relation to a workplace thatexposes 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:

1. An uncontrolled escape, spillage or leakage of a substance; or
2. An uncontrolled implosion, explosion or fire;
3. An uncontrolled escape of gas or steam; or
4. An uncontrolled escape of a pressurised substance; or
5. Electric shock; or
6. The fall or release from a height of any plant, substance or thing; or
7. 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
8. The collapse or partial collapse of a structure; or
9. The collapse or failure of an excavation or of any shoring supporting an excavation; or
10. The inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
11. The interruption of the main system of ventilation in an underground excavation or tunnel; or
12. Any other event prescribed by the regulations, but does not include an incident of a prescribed kind.

**APPENDIX 2**

**Incident Data Base Reporting Guidelines**

**APPENDIX 3**

**CONTACTS**

|  |  |
| --- | --- |
| **24 HOUR EMERGENCY CONTACT** **(CSHWSA Manager)** | **0438 396 062****Email address: kgrieve@cshwsa.org.au** |

|  |  |
| --- | --- |
| **CONTACTS** | **TELEPHONE NUMBERS** |
| **Police/Fire/Ambulance** | **000 or 131 for mobiles** |
| **Catholic Church Insurance** | **(08) 8236 5400** |
| **Catholic Safety, Health & Welfare SA** | **(08) 8215 6850** |
| **Communicable Disease Control Branch (CDCB)** | **1300 232 272** **or Facsimile (08) 8226 7187** |
| **Employee Assistance Program** | **Relevant to your organisation** |
| **SafeWork SA** | **1300 365 255** |

**APPENDIX 4**

Officer **MUST** ensure all the following documents:-

* Incident/Near Miss Form
* Claim for Compensation form
* Work Capacity Certificate
* Employer Report form

**Are forwarded to CCI within 3 working days by Email, Fax or Post:**

workerscomp@ccinsurance.org.au

Fax: 8236 5475

Catholic Church Insurance

L2 45 Wakefield St Adelaide SA 5000 Ph: 8236 5400

**IF AN INJURY/ILLNESS HAS OCCURRED**

* Obtain a Work Capacity Certificate from doctor (old PMC)
* Report injury to Officer within 24hrs
* Officer or Contact Person to notify Rehabilitation Return to Work Coordinator (RRTWC) and Catholic Church Insurance Ltd. (CCI)

**WH&S AND INJURY MANAGEMENT INCIDENT/ACCIDENT/NEAR MISS RESPONSE**

**FLOW CHART**

**ENSURE SAFETY OF ALL PERSONNEL**

* Injured worker to be managed eg. 1st Aid, Medical treatment

**IN AN EMERGENCY CALL - OOO**

* Request Service e.g. police, fire, ambulance
* Provide details of situation
* Give specific location including the State

Injury Management

* Officer to liaise with CCI and/or RRTWC and Rehabilitation provider
* Provide and support a safe return to work
* Injured worker or Officer completes a Claim for Compensation Form
* Officer to complete a CCI Employer Report Form

**IN ALL CIRCUMSTANCES COMPLETE**

**INCIDENT / NEAR MISS REPORT FORM**

* Enter incident into database
* If assistance required contact CSHWSA (8215 6850)
* Conduct investigation

**NOTIFY SITE OFFICER**

* Commence and manage investigation
* Officer to contact their WHS Coordinator
* Implement controls to ensure safety

Work Health & Safety