

INTERNAL ONLY
ISLHD PROCEDURE
COVER SHEET



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AUTHOR	ISLHD Work Health and Safety Coordinator
KEY TERMS	Incident, injury, investigation, cause identification, reporting, risk assessment and corrective action plan
FUNCTIONAL GROUP OR HUB	Work Health and Safety
NSQHS STANDARD	Standard One
SUMMARY	This procedure provides managers and their workers with guidance on the management, reporting and investigation of workplace incidents with the aim of preventing a reoccurrence of the same.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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1. POLICY STATEMENT

The purpose of this procedure is to ensure all hazards, incidents and accidents involving Illawarra Shoalhaven Local Health District (ISLHD) personnel, patients, visitors, clients, property and activities are reported, investigated, and recorded in accordance with the requirements of the Work Health and Safety Act 2011 and other relevant legislative acts that governs ISLHD.

2. BACKGROUND

All WHS incidents are to be reported in the Incident Information Management System (IIMS). Each incident must be investigated, at a minimum, by the relevant line manager. Investigations are done to ensure that the incident cause is identified and to minimise the potential for incidents to escalate or re-occur and to develop an appropriate planned response post incident.

Note: IIMS reporting is in addition to any other incident systems being used. Eg: Handidata

3. RESPONSIBILITIES

3.1 Workers must:

- Implement emergency procedures immediately when an incident or emergency is identified.
- Report incidents or near misses to their line manager as soon as is safe to do so.
- Follow safety instructions provided by their manager or other emergency response workers/person.
- Complete an Incident Information Management System (IIMS) entry.
- Cooperate in the incident investigation process.

3.2 Line Managers must:

- Ensure workers have been trained in the department's emergency procedure.
- Implement the department's emergency procedures when notified of an incident or emergency, if required.
- Report notifiable incidents to the Tier 2/1 manager immediately for possible reporting to external authorities (NSW Health, SafeWork NSW, EPA, Police etc.).
- Preserve the work area, in the event of a notifiable incident if instructed to do so by SafeWork NSW.
- Ensure that an IIMS has been completed.
- If required, complete and process any Injury Notification Form.
- Undertake an incident investigation for any IIMS that does not result in a workers compensation claim being made.
- Undertake/participate with the Workforce Support – Safety Advisor, in investigations for all notifiable incidents, work injuries or where a worker's compensation claim is made.

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- Ensure that any controls identified through the investigation process are implemented in a timely manner.
- Report the outcomes of the incident investigation, including the control measures required to prevent reoccurrence of the incident to Tier 3 manager, within 28 days.
- Update IIMS

3.3 General Managers/ Service Directors must:

- For all incidents where an injury has occurred, review, approve the final incident investigation and review that the control measures are adequate to prevent a recurrence.
- Advise the relevant Executive Director (Tier 2) as soon as practicable, if the incident is a notifiable incident.
- Ensure that Senior Manager, Workforce Health and Safety has been notified if a notifiable incident has occurred.

3.4 Chief Executive must:

- Ensure appropriate information, training and education is provided to staff to ensure safe systems of work are developed and maintained in relation to this procedure.

3.5 Workforce Support – Safety Advisor must:

- Undertake incident investigation with line manager for all incidents resulting in notifiable incidents, work injuries or where a worker's compensation claim is made.
- Provide support to managers for other incident investigations as required
- Notify SafeWork NSW of notifiable incidents as required.

4. PROCEDURE

Reporting Hazards and Incidents:

All incidents that involve hazards, near misses, injuries to staff, students, contractors and visitors must be reported through the Incident Information Management System (IIMS). The reporting in IIMS must occur as soon as practicable and preferably by the end of the workers work day.

- The person involved in the incident or the person reporting the incident should complete the IIMS report.
- Where this is not possible, it is the responsibility of the supervisor of the person/area/activity to complete the report within IIMS.

SafeWork NSW Notifiable Incidents:

There are some incidents that must be reported to a regulatory body eg: SafeWork NSW, EPA etc. These are called 'notifiable incidents'.

A 'notifiable incident' for SafeWork NSW is an event that results in:

- The death of a person.

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- A 'serious injury or illness.
- A 'dangerous incident'.

Notification to the Environmental Protection Authority (EPA) NSW is required when any hazard or incident involves the potential risk to, or contamination of, air, water or soil, at or away from a hospital site, or noise levels to local communities that exceed regulatory limits that result from any activity undertaken by ISLHD.

*Full definitions of what would be classified as a notifiable incident can be found [here](#)
Reporting a notifiable incident Refer to [Notifiable Incident Flow Chart](#)*

Records relating to notifiable incidents must be kept for 5 years.

Immediate Incident Response and Notification

When an incident occurs, the following actions must be taken:

- Attend to the injured and notify emergency services if necessary. Enlist assistance if required.
- Make the area safe to prevent further injury, accident or incident.
- Secure the site of the incident to ensure that it is not disturbed, as this may be a requirement for SafeWork NSW (preserve the site).
- Notify the line manager responsible, as soon as safe to do so.
- Complete an IIMS
- Notify site/service Executive
- If a worker has sustained an injury from a workplace incident refer to [ISLHD CORP PROC 16 Injury Management - Recover at Work](#).

Worker Compensation incident investigation

When a workers compensation claim has been made by a staff member, Workforce Support – Safety Advisor will coordinate and lead the investigation with the line manager and other members of the investigation team (HSR, content expert etc) as needed.

Prior to the investigation the line manager should prepare the required documentation which may include but not be limited to:

- **Training records** – these records would be in relation to the task that was being completed at the time of the incident. Records could be from My Health Learning, competencies that have been completed or in-services attended.
- **Photos** – photos to be taken of the location of incident as soon as possible, any equipment that was being used at the time of the incident.
- **Statements** – statements are to be recorded and signed by the:

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- Injured worker - when completing their workers compensation application. or this could be done at the time of the investigation.
 - Witnesses - this should be done as soon as possible after the incident has occurred.
- **Rosters** – obtain copies of the workers roster.
- **Safe Work Procedure:** SWP for the task that was being done at the time of the incident. If a risk assessment had been done prior to the development of the SWP this should also be supplied.
- **Job Description:** Job description and task list (if available) for the injured worker
- **Equipment Information:**
 - Preventative Maintenance schedule details and information on the last maintenance checks.
 - Manufacturers instruction books or information
 - Serial numbers if applicable
- **CCTV Footage:** if applicable/available, refer [ISLHD OPS PROC 45](#) Management of Closed Circuit Television.
- **Previous Incidents:** Details of any other similar incident (of the task or location of the incident) that the manager is aware of.
- **Identify:**
 - the sequence of events that occurred prior to, during and after the hazard or incident being identified.
 - the hazard(s) applicable.
 - the nature of any injury or affliction that was sustained as a result, not just immediately, but upon further information.
 - any contributing factors.
 - if the activity was a process, and if this is the case, initiate a review of the risk management associated with this process and attach this to the finalised investigation.
 - suitable control measures in line with the hierarchy of controls.
- Any other information that may be relevant to the incident
- **Workforce Support – Safety Advisor will lead any investigation for incidents that are notifiable, work injuries or where a Worker’s Compensation Claim is made.**
- Control Measures will be recommend at the conclusion of the investigation, these controls are to be updated in IIMS and it is the manager’s responsibility to implement the controls.

General investigation guidelines

- Incidents that do not result in a workers compensation claim or a notifiable incident are to be investigated by the line manager. It is essential that investigations are sufficiently broad to assess the full range of technical, human and administrative factors involved in the hazard or incident even if some factors are outside the chief responsibilities of the area. Both the immediate and underlying causes of the hazard or incident must be investigated.

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- Where information and recommendations derived from a hazard and incident report has general relevance to other areas within ISLHD, it will be the responsibility of the Workforce Support – Safety Advisor to advise the other areas or by drafting a safety alert for the whole of ISLHD.
- Safety Alerts of any District Wide hazards will be disseminated by the Central Work Health and Safety Unit.

Recovery

- Where a serious or significant hazard or incident has impacted on other people or has caused concern within an area, a debriefing must be offered by the relevant supervisor or Workforce Support – Safety Advisor to explain:
 - The hazard or incident that has occurred.
 - The outcome of the investigation.
 - Any control measures that have been or will be taken.
 - Offer EAP information or as onsite debrief if required

5. DOCUMENTATION

- [WHS Incident Investigation Form](#)

7. REFERENCES

Internal References

- [Management of Closed Circuit Television](#)

External References

- [PD2018 013 Work Health and Safety: Better Practice Procedures](#)
- [Work Health and Safety Act 2011 No 10](#)
- [Work Health and Safety Regulation 2017](#)

8. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval / Date
September 2004	0	Former IAHS Working Party from the Zero Tolerance to Violence Steering Committee. Approved by the IAHS Area Policy and Procedure Committee for release 9th Sept 2004
September 2006	Draft 1	Review of above document by Manager Area Workforce Services
December 2006	1	Approved by Acting Executive Sponsor, DCO and Area Executive Committee 12 Dec 2006
April 2011	2	WHS Officer, Health safety and Wellbeing. Amended to reflect change to Local Health Network and Cluster.
September 2015	3	Safety and Well-Being Manager ISLHD Safety Management System Review and Implementation Approved by Executive Management Committee April 2015

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October 2019	4	Author: Safety Coordinator - SMS Review
		Approval / Date: Corporate Policy Recommendation Steering Committee / October 2019 Approval / Date: Executive Director Strategic Improvement Programs / November 2019