

Accident, Incident and Hazard Reporting and Investigation Procedures

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1. Governing Policy

[Work Health and Safety Policy](#)

[Work Health and Safety Management System](#)

2. Purpose

These procedures document the University's requirements for reporting, investigating and responding to accidents, incidents, near miss and hazards that arise from conducting work, study, research or related activities for the University.

3. Scope

These procedures apply to all University workers, students, contractors, visitors and other persons. It applies in all places where work for the University is conducted including University controlled entities.

4. Definitions

Accident/Incident	An unplanned event that causes or contributes to an injury or causes ill health to people, damage to property, plant, equipment or the environment.
Corrective action	Planned action(s) or controls to eliminate or minimise the potential for a hazard to cause harm to a person, property or the environment. Action or control to mitigate a reoccurrence of an accident/incident, near miss or hazard.

FlinSafe	The University's online safety data management system for reporting accidents/incidents, near miss, hazards, and recording corrective actions. See FlinSafe information .
Hazard	A situation, thing or an environment that has the potential to cause harm to a person or damage to property or equipment.
Notifiable incident	Is defined by Work Health and Safety Act 2012. Is a serious incident that by law must be reported to the relevant Regulator . It Includes: <ul style="list-style-type: none"> • the death of a person • the serious injury or illness of a person • a dangerous incident. Specific incidents that fall under this definition can be found in Report an accident, incident or hazard .
Near miss	An event that could have resulted in injury or damage to property, plant or the environment, but did not.
PCBU	Person Conducting a Business or Undertaking, as defined in the Work Health and Safety (WHS) legislation, which includes companies, self-employed persons, government agencies.
Reasonably practicable	That which is reasonably able to be done to ensure the health and safety of workers and others, taking into account: <ul style="list-style-type: none"> • the likelihood of the hazard or risk occurring • the degree of harm that might occur • the knowledge of the hazard or risk and the ways of eliminating or minimising the risk • the availability and suitability of controls to eliminate or minimise the risk, and • the cost associated with controls including whether the cost is grossly disproportionate to the risk.
Worker/staff	A person who carries out work in any capacity for the University including academic and professional staff, contractors and sub-contractors and their employees, labour hire company employees, academic affiliates, trainees, persons gaining work experience and volunteers.
Workplace	A place where work, study or research is carried out for the University and includes any place (including vehicles, vessels or field work) where a worker goes, or is likely to be, while working, teaching, studying or undertaking research.

5. Immediate Accident/Incident Response

Where it is safe to do so workers, students and others should:

- a. Take appropriate immediate action to ensure there is no danger to themselves or others and to minimise the risk of further injury or damage.

- b. Determine if emergency services are required, and if so, call 000.
- c. Provide or seek First Aid treatment or other emergency assistance and call Security.
- d. For serious incidents, ensure that the area should not be disturbed, where possible, other than to render assistance and make the area safe to prevent a further incident (see Notifiable incident).
- e. For emergency situations such as fire, flood, chemical spill refer to the University [Emergency Response Procedures](#).

6. Notifiable Incidents

- a. [Notifiable incidents](#) are serious accident/incidents which include the following:
 - i. death of a person
 - ii. serious injury or illness
 - iii. dangerous occurrence.
- b. Notifiable incidents must be reported **immediately** to the General Counsel and University Security or the WHS Unit via [Associate Director, WHS](#) (or delegate) who will notify senior management. The Associate Director, WHS (or delegate) is responsible for notifying the relevant Regulator as legally required.
- c. The person responsible for managing or controlling the workplace where a notifiable incident has occurred must ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed, including any plant, chemical, substance, structure or thing associated with the notifiable incident, until an inspector arrives at the site or any earlier time that an inspector directs.
- d. Staff may take action:
 - i. to assist an injured person
 - ii. to arrange to have a deceased person removed
 - iii. to make the site safe or minimise the risk of a further notifiable incident
 - iv. for which an inspector or the Regulator has given permission.See [Notifiable Incident Flow Chart](#) for details.
- e. Notifiable incidents, as well as being reported to the Regulator, must be reported in [FlinSafe](#). The same process of investigation, collecting data, setting of corrective actions and sign off will occur.
- f. Any corrective actions, Improvement or Prohibition notices issued by the Regulator must also be included in the FlinSafe report.

7. Reporting of Accident/Incident or Near Miss

- a. Workers and students, visitors, contractors and others must:
 - i. report all accidents/incidents or near miss to their manager or supervisor, topic coordinator or other relevant University staff member by telephone or email as soon as is reasonably practicable after they occur
 - ii. complete a report on [FlinSafe](#) as soon as reasonably practicable or within 24 hours of the occurrence
 - iii. ensure that immediate corrective actions taken to make the situation safe or to provide assistance are recorded.

- b. Where workers, students or others are unable to report the accident/incident in [FlinSafe](#) due to their injury or lack of access to FlinSafe, arrangements must be made for their supervisor or relevant University staff member to complete the report on their behalf.
- c. Once the accident/incident or near miss has been entered into the FlinSafe system, the relevant College/Portfolio senior managers and the person's immediate supervisor/manager or relevant topic coordinator will receive a notification email. This will trigger the investigation process where any follow up corrective actions/controls will be identified and implemented.
- d. Where a staff member has been injured the [Return to Work Coordinator](#) will make contact to identify if further assistance is required.

8. Initial Investigation

- a. The manager / supervisor, topic coordinator or delegate is responsible for the initial investigation of a work-related accident/incident or near miss, which occurs in their area of responsibility.
- b. Where possible, investigations should be undertaken in consultation with the person(s) who were involved in the accident/incident. This should include, where possible, with the agreement of the worker, the relevant Health and Safety Representative (HSR).
- c. An investigation should begin as soon as possible, after the medical needs of any injured people have been met, the area made safe, and the incident reported.
- d. The University maintains a 'no blame' reporting and investigation system focussing on prevention, non-recurrence and positive recovery.
- e. Where practicable, nothing at the site should be disturbed until after completion of the investigation, other than what is necessary to make safe, prevent further injury, loss or contamination, or damage to plant or property.
- f. Clean up and restoration of the site should only occur once it has been confirmed that the incident is not a notifiable and the regulator does not need to attend.
- g. Where appropriate, photographs or video should be taken and plant and equipment held for subsequent testing or examination.
- h. Where possible the initial investigation should be completed within 7 days of the incident being reported, although complex incidents may take longer to investigate.

9. Secondary Investigation

- a. WHS Unit staff are responsible for undertaking a secondary investigation of the accident/ incident or near miss. This includes collecting all relevant facts and evidence, the findings of which must be recorded in the secondary investigation section of the FlinSafe Report.
- b. The investigation should look at all possible causes or reasons why a hazard/risk was present and the findings, including identified root causes, must be recorded.
- c. The purpose of all investigations is to establish an accurate picture of what occurred, by:
 - i. examining the scene of the accident/incident, where this is reasonably practicable to do so.
 - ii. obtaining information by interviewing persons involved, including any witnesses.
 - iii. reviewing background information including documented risk assessments and safe work procedures.
 - iv. examining and providing any further evidence from photographs, video or plant and equipment held for subsequent testing.
- d. Any additional supporting documentation must be included with the FlinSafe Report.

- e. The secondary investigator should take a risk management approach and look to identify where controls failed and what can be done to prevent a recurrence. This should be entered as a corrective action(s).

10. Corrective Actions

- a. Corrective actions must identify what planned actions or controls are required to eliminate or minimise the potential for a recurrence of an accident/incident or near miss.
- b. The WHS Unit, where possible, should identify corrective actions/controls in consultation with the supervisor/manager, the person involved in the accident/incident, the Health and Safety Representative (HSR) for the area, and other relevant staff, as appropriate.
- c. Where the corrective action relates to a building or infrastructure issue, a [Service One](#) request should be submitted and a record of the Service One number should be recorded in the FlinSafe report if it is associated with an accident/incident. Where a site does not use the Service One system, then a request to the appropriate maintenance system should be submitted and recorded.
- d. Corrective actions should be selected in accordance with the Hierarchy of Risk Control in the University's [WHS Risk Management Procedures](#), implementing the highest level of control where reasonably practicable to do so.
- e. The recommended corrective actions must demonstrate that risks to health and safety are eliminated, or where that is not reasonably practicable, are minimised. The action priorities, where possible, are assigned to be implemented in a timely manner and in accordance with the required priority to control the risks. See University's [WHS Risk Management Procedures](#).
- f. Depending on the outcome of the investigation, both short and long-term corrective actions may be required, and these should be assigned to the person responsible for completing them via FlinSafe.

11. Monitoring and Review of Corrective Actions

- a. The manager or supervisor responsible for the area where an accident/incident or near miss has occurred must:
 - i. track and monitor the implementation of the agreed corrective actions.
 - ii. monitor and evaluate the corrective actions for effectiveness, in consultation with workers in the affected area and any other relevant stakeholders to ensure any remaining risk has been controlled as low as reasonably practicable.
 - iii. undertake a risk assessment if new hazard(s) are identified.
- b. When the manager or supervisor is satisfied that the corrective actions identified have been completed and are suitable, they should ensure that the responsible person for the corrective action marks the corrective action as complete in the FlinSafe system.
- c. Overdue corrective actions are reported and monitored via the University / College Health and Safety Committees and Council.

12. Closure of Accident/Incident and Data Analysis

- a. After the accident/incident has been investigated, relevant information collected and all identified corrective actions are completed and closed-off by the responsible person, a member of the WHS Unit team will review the information and, if satisfied that the risk has been managed to as low as reasonably practicable, will sign off and close that record in FlinSafe.
- b. The WHS Unit is responsible for analysing the University-wide accident/incident data to identify any recurrent trends that might allow preventative strategies to be developed.

- c. Accident/incident data is reported on a quarterly basis to relevant University Health and Safety Committees and University Council as set out in the University [WHS Performance Measurement and Reporting Procedures](#).

13. Other Organisations (PCBU) and Contractor Reporting

- a. Where there is a shared health and safety duty with another organisations (PCBU) (e.g. University controlled entities, landlords, tenants, co-tenants and host organisations of students undertaking work integrated learning placements and other collaborators) then all parties must consult, cooperate and coordinate activities, so far as is reasonably practicable, when an accident/incident or hazard is identified.
- b. The organisations (PCBU's) must be informed via their respective accident/incident reporting process and shared information about the investigation findings and required corrective actions must be reported and recorded via FlinSafe
- c. Contractors who have an accident/incident or near miss or identify a hazard whilst conducting work for the University are required to report these to their Supervisor and University contact.
- d. Accident/incidents or near miss must also be formally reported to their employer and to the University via FlinSafe. Further information can be found via the [Contractor Safety](#).

14. Reporting to Regulators

- a. Some accident/incidents (in addition to Notifiable – see [Procedure 7](#)) may require reporting to other Regulators such as Safe Work (equivalent in each relevant jurisdiction), the Environmental Protection Agency (EPA), The Office of the Technical Regulator (OTR) or other State and Territory Authorities.
- b. The WHS Unit is responsible for notification to these regulatory bodies.

15. Other Post Accident/Incident Actions

15.1. Counselling

University staff and students involved in a work-related incidents that is identified as being psychologically hazardous/stressful will be offered counselling.

15.2. Debriefing

Where a serious or significant accident/incident has had an impact on, or caused concern amongst workers, students or others in the workplace, the supervisor, manager or Associate Director, WHS, may seek to conduct a debriefing to explain:

- a. the outcome of the accident/incident
- b. the outcome of the investigation
- c. any corrective actions/control measures that have been or will be taken.

16. Hazards – Reporting and Investigation

- a. Workers and students must report any hazards that pose a risk to personal health or safety of which they have become aware.
- b. Where hazards can be fixed immediately to provide a safe outcome and in a way that poses no danger to anyone, this should be done (e.g. wipe up of spill, remove cables from floor).
- c. Where the hazard cannot be fixed immediately, workers and students should notify the supervisor/manager of the area.

- d. Workplace inspections, audits and other risk management processes can also be used to identify hazards.
- e. Hazards that are related to building or infrastructure and are not related to an accident/incident can be reported directly on [Service One](#).
- f. All other hazards should be reported in the hazard section of the [FlinSafe](#) system.
- g. All hazards reported in [FlinSafe](#) must, where reasonably practical to do so, have relevant corrective actions assigned to a responsible person.
- h. Hazards should be eliminated where possible, but if they cannot be eliminated, the identified corrective actions should be in line with the Hierarchy of Risk Control as outlined in [WHS Risk Management Procedures](#).
- i. When identified corrective actions have been completed, they need to be closed off by the person assigned the corrective action.
- j. Open and overdue corrective actions should be tracked and reported on by the relevant College / Portfolio as required to ensure effectiveness and completion.

17. Responsibilities

Portfolio Heads and Vice-Presidents and Executive Deans of College	<p>Ensure that:</p> <ul style="list-style-type: none"> a. accidents/incidents, near misses and hazards are managed effectively and reporting requirements are met. b. information on the University's accident/incident and hazard reporting and investigation procedures is incorporated into the induction process. c. managers and supervisors understand the requirements for reporting and investigating accidents/incidents, near miss and hazards. d. resources required to implement corrective actions are available and these actions are afforded appropriate priority.
Managers and Supervisors (including supervisors of students)	<p>Ensure that:</p> <ul style="list-style-type: none"> e. workers, students and others under their supervision are aware of these procedures, including the need to report as soon as practicable via telephone or email to the area manager / supervisor when an accident/incident has occurred resulting in injury or a risk to safety remains. f. all accident/incidents are formally reported on FlinSafe as soon as possible or in any case within 24 hours of the accident/incident occurring. g. complete the initial investigation of the WHS Accident/Incident report in FlinSafe. h. notifiable incidents are reported to Security or the WHS Unit via the Associate Director, WHS (or delegate) immediately. i. undertake the investigation of any reported accident/incident or near miss in consultation with the worker involved and, where reasonably practicable to do so, with the relevant Health and Safety Representative (HSR) of the area.

	<p>j. apply a risk management approach to the findings of all accident/incident investigations.</p> <p>k. recommended corrective actions are implemented, monitored, tracked and reviewed for effectiveness.</p> <p>l. maintain and manage the privacy and confidentiality of personal and health information relating to an injured person.</p>
Work health and Safety Unit	<p>m. Make sure corrective actions are completed and close the accident/incident report once satisfied that the risk has been reduced to as low as reasonably practicable.</p> <p>n. Analyse accident/incident data and where relevant develop preventative strategies.</p> <p>o. Report accident/incident data quarterly to University Council and Health and Safety Committees.</p>
Workers and students and others (including contractors)	<p>p. Report all accidents/incidents, near miss or hazards to their manager or supervisor, topic coordinator or other relevant University staff member as soon as is reasonably practicable or within 24 hrs.</p> <p>q. Report serious and notifiable accidents and incidents immediately to their manager or supervisor.</p> <p>r. Complete a WHS Accident/Incident or hazard report on FlinSafe.</p>

18. Related Procedures and Links

[Emergency Management Procedures](#)

[FlinSafe information](#)

[Accident / incident flowchart](#)

[Report an accident, incident or hazard](#)

[Work Health and Safety Management System](#)

[Work Health and Safety Policy](#)

[Work Health and Safety Risk Management Procedures](#)

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