

Incident and Hazard Reporting and Investigation Procedures

1. STRATEGIC OBJECTIVE AND COMPLIANCE OBLIGATION

Strategic Plan Theme: [People and Culture](#)

[Health and Safety Policy](#)

[Occupational Safety and Health Act 1984 \(WA\)](#)

[Occupational Safety and Health Regulations 1996 \(WA\)](#)

2. IMPLEMENTATION PRINCIPLES

- 2.1. Employees are legally required to report hazardous situations and any injury or harm to health.
- 2.2. Employees have a legal obligation to cooperate with the employer whilst investigating incidents and hazards.
- 2.3. The University is legally required to provide, and maintain, so far as is practicable, a working environment in which employees are not exposed to hazards.

3. PROCEDURAL DETAILS

The procedure outlines the requirement and standard work practices in relation to reporting and recording of health and safety related incidents/hazards that occur at the University, as well as any associated injuries and illnesses. It also outlines statutory obligations for reporting to regulatory authorities and is in line with the University's [Health and Safety Management Standards requirements](#).

It is intended to support the University Managers, Supervisors, and Safety and Health Representatives (SHRs) by describing the procedures for incident/hazard reporting and investigation. It is important that all incidents, near-misses and hazards are reported and recorded so that:

- (i) appropriate investigations can be performed, and corrective actions taken to prevent recurrence of the incident/hazard;
- (ii) trend analyses of the collected information can be performed, allowing the University to focus preventative efforts on areas of most concern;
- (iii) a formal record is kept for the University and employee, should it be required at a later date, as evidence that the incident/hazard took place; and
- (iv) legal requirements connected with reporting of injury and workers' compensation are met.

3.1. Incident/hazard Response

- 3.1.1. In the event of an emergency, follow the University [Emergency procedures](#).
- 3.1.2. Take immediate action(s) to minimise risks to persons, plant, equipment or the environment. This may include:
 - (a) obtaining first aid treatment or assistance for any injuries,
 - (b) stopping work or activities,
 - (c) assessing the site and make the area safe.

3.2. Internal Notification

- 3.2.1. For any serious incidents leading to hospitalization, fatality or requiring notification to the local authority/regulator (refer to 3.4), the Director Health, Safety and Emergency Management (HSEM) and line manager must be notified immediately. In these cases, employees must ensure the scene of the incident is not disturbed until the investigation is complete. This may be done by establishing an exclusion zone by roping or taping off the area for example.
- 3.2.2. Incidents/hazards involving:

- (a) serious injury/illness or dangerous goods/hazardous substances must be reported to HSEM on ext. 4900 or (08) 9266 4900, within 24 hours or as soon as possible after they occur.
 - (b) electricity or gas must be immediately reported to Properties by calling the Service Coordination Centre (SCC) on ext. 2020 or (08) 9266 2020.
 - (c) after hours contact Safer Community Team on ext. 4444 or (08) 9266 4444 who will notify the appropriate personnel.
 - (d) where repair or replacement of property or equipment is required notify the [Service Coordination Centre](#) (SCC) ext. 2020 or (08) 9266 2020 to initiate a service request.
- 3.2.3. All incidents, hazards, work related injury or illness will be reported using the University online incident reporting system within 24 hours or as soon as possible after they occur or are identified. This includes:
- (a) injuries and illnesses,
 - (b) near hit/miss,
 - (c) hazards,
 - (d) environmental incidents/hazards,
 - (e) property loss or damage.
- 3.2.4. An incident/hazard report can be completed by any person involved in the incident, identified a hazard, suffered and injury or illness (where they are able to do so). Supervisors, eye-witnesses or any other person involved in the incident/hazard may also report the incident/hazard.

3.3. External Notification

- 3.3.1. The Director Properties, Facilities and Development (PFD) or delegate must report any
- (a) electric shocks and accidents (including electrical fatalities), irrespective of their seriousness, and
 - (b) gas incidents, such as near misses, injury to persons or property damage relating to fuel gas (Natural Gas, LP Gas, CNG, LNG)
- to the local authority/regulator and supplier / operator as required. Refer to [Energy Safety](#) website for further information.
- 3.3.2. The Director HSEM or delegate must report any dangerous goods incident/hazard to the state authority/regulator as required. Refer to the [Resources Safety](#) website for further information.
- 3.3.3. The Director HSEM or delegate must report notifiable injuries and diseases to [WorkSafe](#) as required.

3.4. Isolation of the Incident Site/Hazard

- 3.4.1. The Manager or Supervisor should immediately ensure that the injured person(s) has been assisted, the incident site has been isolated and immediate actions taken to prevent a further incidents.
- 3.4.2. The Area/Faculty SHR must inspect the workplace immediately following an incident/hazard and restrict access. The SHR should not disturb the incident site until it is confirmed that the incident/hazard does not require notification to a regulatory authority or until a regulatory authority inspector has authorized the disturbance of the site. Upon confirmation that the site no longer needs to be isolated, investigation, corrective actions, site restoration or repair work may be commenced in order to make the site safe.

3.5. Receipt of Incident/Hazard Notification

After an Incident/Hazard Notification is lodged online an automated notification (email) will be sent to the line manager of the person involved in the incident/hazard.

3.6. Incident Investigation

- 3.6.1. Managers and Supervisors, in conjunction with SHRs, shall coordinate an investigation into any medium, high or extreme risk rated incident.

- 3.6.2. The Manager or Supervisor shall ensure that a formal Incident Investigation is completed on the [online reporting system](#). Refer to the [Incident/Hazard Investigation Guideline](#) for instructions on how to complete an incident investigation and refer to the [CHARM Manager/Supervisor Guide](#) for more information on how to complete investigations online.
- 3.6.3. Incident/hazard Investigations can be completed online. For both online and hard copy notification options refer to the [HSEM](#) website.

3.7. Assigning Corrective Actions

- 3.7.1. Once an Incident Investigation has been completed an Action Plan must be completed online for all incidents and hazards.
- 3.7.2. All Actions Plans shall be completed within 10 working days of receipt of the original Incident/Hazard notification email.
- 3.7.3. Control measures or corrective actions shall be implemented by the due date assigned in the Action Plan.
- 3.7.4. Control measures or corrective actions are to be evaluated and monitored by the relevant manager and SHR.

3.8. Evaluating and Monitoring Corrective Actions

3.8.1. Managers and Supervisors

- (a) All control measures or corrective actions are to be evaluated and monitored. This can be achieved through collating anecdotal evidence and through revision of incident/hazard statistics for the area.
- (b) Once the desired outcome has been achieved through the implementation of the appropriate controls and actions, monitoring of the system(s) must be ongoing to ensure control measures are maintained and do not become obsolete.
- (c) Managers and Supervisors shall monitor the progress of implementation of corrective actions.

3.8.2. University Health and Safety Committee

- (a) Incident/Hazard Investigation Reports, control measures and corrective actions are to be evaluated and monitored by the University Health and Safety Committee.
- (b) The University Health and Safety Committee must nominate a person to review and report to the Committee on the effectiveness of the implemented control measures.

4. RESPONSIBILITIES

In addition to any responsibilities set out in section 3, this section describes individual responsibilities for incident/hazard reporting and investigation.

4.1. Individuals (staff, students, contractors, visitors)

Individuals are responsible for:

- (a) reporting incidents/hazards which they are involved in or witnessed, within 24 hours or as soon as possible after they occur or are identified;
- (b) participating in the investigation of the incident/hazard, if requested to do so; and
- (c) cooperating with the University in carrying out its obligations imposed on it under current legislation.

4.2. Executive Managers

Executive Managers are responsible for:

- (a) ensuring all incidents, hazards, work related injury or illnesses and near hit/misses involving staff, students, visitors and contractors in the area for which they have responsibility are reported, investigated and have the appropriate corrective actions implemented;
- (b) ensuring SHRs are provided with the time, facilities and assistance they require to perform their functions;

- (c) ensuring staff in their area are aware and understand these procedures and provide suitable training and can demonstrate competency to carry out their role under these procedures should they be required to; and
- (d) reviewing incident/hazard reports for their area and discussing these with the University Health and Safety committee for the area.

4.3. Line Managers and Supervisors

Line Managers and Supervisors are responsible for:

- (a) ensuring that any incidents/hazards involving staff members under their direction are reported, investigated and recorded in accordance with these procedures;
- (b) participating in and coordinating with the relevant SHR in the investigation of any incident/hazard in the area for which they are responsible;
- (c) reviewing incident/hazard notifications;
- (d) ensuring that the recommended corrective actions are implemented;
- (e) reviewing corrective actions for effectiveness and the timeliness of implementation;
- (f) notifying the HSEM department and the Executive Manager of any incidents/hazards which occur in their area of responsibility;
- (g) updating executive management and HSEM department of the progress of investigations; and
- (h) notifying the family of the person involved in the incident/hazard if that person has been taken to hospital.

4.4. Safety & Health Representatives (SHRs)

SHRs have a number of functions aimed at improving health and safety in the workplace. SHRs are responsible for:

- (a) attending the scene of an incident/hazard following notification of the incident/hazard;
- (b) carrying out an investigation in consultation with the management of the area; and
- (c) following-up to ensure all agreed corrective actions have been implemented.

4.5. Health, Safety and Emergency Management

Health, Safety and Emergency Management is responsible for:

- (a) participating in incident/hazard investigations where required;
- (b) cooperating with the University in carrying out the obligations imposed on it under current legislation;
- (c) providing advice to Safety and Health Representatives and line management on incident/hazard reporting and investigation;
- (d) disseminate relevant information arising from incident & hazard reporting and investigations to appropriate sections of the university community; and
- (e) ensuring state authorities are notified in line with legislative requirements.

4.6. University Health and Safety Committees

Health & Safety Committees are responsible for:

- (a) reviewing investigation findings;
- (b) monitoring the implementation of corrective actions; and
- (c) monitoring incident/hazard trends.

5. SCOPE OF PROCEDURES

These procedures apply to all University staff, students, contractors and visitors.

Strategic and business continuity risks are included in the [Risk Management Procedures](#).

6. DEFINITIONS

(Note: Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Corrective Action

An action taken after an incident to eliminate or reduce the risk of a similar incident/hazard recurring.

Hazard

A situation that has the potential to harm a person, interrupt business or cause damage to the environment, business reputation or property.

Illness

Any work related illness, including disease.

Incident

“Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.”
(AS/NZS 4801:2001 OHS Management systems)

Injury

A personal injury by accident arising out of or in the course of employment, or while the worker is acting under the employer's instructions. An injury is typically classified as a First Aid Injury (FAI), Lost Time Injury (LTI), or a Medical Treatment Injury (MTI), as described in the [Injury Classification Guidelines](#) on the University Health and Safety website.

Near Hit / Miss

An incident that did not result in harm but that could have resulted in a workplace injury or illness, damage to physical assets or the environment, disruption to a business or community.

Work Related Incident

An incident is classified as Work Related if, at the time of the Incident, the employee or contractor was carrying out activities related to his/her employment. This includes work-related travel and accommodation, and authorised work from home.

7. SCHEDULES

Nil

8. RELATED DOCUMENTS/LINKS/FORMS

[Incident/Hazard Reporting and Investigation Flowchart](#)

[Injury Classification Guideline](#)

[HSEM Risk Matrix](#)

[Incident/Hazard Investigation Form](#)

[Online Incident and Hazard Reporting System](#)

[Risk Management Procedures](#)

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Policy Manager	Chief Operating Officer
Approval Authority	Chief Operating Officer
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REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes and Notes
New	Approved	08/04/2013	Vice President, Corporate Services	EM1305	Unconditional
	Administratively Updated	28/05/2013	Director, Legal and Compliance Services		Text Amendments and title change

	Administratively Updated	28/07/2014	Director, Legal and Compliance Services		Updated committee title
	Administratively Updated	08/05/2015	Director, Legal and Compliance Services		Minor Text Amendments
	Administratively Updated	06/10/2015	Director, Legal and Compliance Services	EC 76/15	Executive Manager Title Changes
	Amended	20/06/2016	Chief Operating Officer	EM1619	Unconditional
	Approved	11/08/2017	Chief Operating Officer	EM1716	Unconditional