



## Incident and Hazard Reporting and Investigation Procedures

### 1. COMPLIANCE OBLIGATION

[Health and Safety Policy](#)

[Work Health and Safety Act 2020](#)

[Work Health and Safety \(General\) Regulations 2022](#)

### 2. IMPLEMENTATION PRINCIPLES

- 2.1. Workers are legally required to report hazardous situations and any injury or harm to health.
- 2.2. Workers have a legal obligation to cooperate with the Person conducting a business or undertaking (PCBU) 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 workers 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 University Managers, Supervisors, and Health and Safety Representatives (HSRs) 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 workers, 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 or incidents requiring notification to a local authority/regulator (refer to 3.3), the Director, Health and Safety and line manager must be notified immediately. In these cases, workers must ensure the scene of the incident is not disturbed until the investigation is complete.
- 3.2.2. Incidents/hazards:
  - (a) involving serious injury/illness or dangerous goods/hazardous substances must be reported to Health and Safety on ext. 4900 or (08) 9266 4900, within 24 hours or as soon as possible after they occur or are identified.
  - (b) involving electricity or gas must be immediately reported to Properties, Facilities and Development by calling the Service Coordination Centre (SCC) on ext. 2020 or (08) 9266 2020.

- (c) occurring after hours, contact the 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, near misses or any 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) Psychosocial hazards/incidents
  - (f) property loss or damage.
- 3.2.4. An incident/hazard report can be completed by any worker or student who was involved in the incident, who has identified a hazard, or suffered an injury or illness (where they are able to do so).
- 3.2.5. Incidents involving contractors will be reported by the Curtin Responsible Officer using the University online incident reporting system within 24 hours.

### **3.3. External Notification**

- 3.3.1. Required reporting to external authorities will only be undertaken by the relevant University [Compliance Officer](#).
- 3.3.2. Where there is uncertainty, or no relevant Compliance officer notify Health and Safety.

### **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 further incidents.
- 3.4.2. The Area/Faculty HSR must inspect the workplace immediately following an incident/hazard and restrict access. The HSR 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 HSRs, will coordinate an investigation into any incident rated with a risk of medium or higher.
- 3.6.2. The Manager or Supervisor will ensure that a formal Incident Investigation is completed on the University online incident reporting system. 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 Health and Safety website.
- 3.6.4. Health and Safety can, at its discretion, conduct an investigation.

### **3.7. Assigning Corrective Actions**

- 3.7.1. An Action Plan must be completed online for all incidents and hazards.
- 3.7.2. All Actions Plans will be recorded within 10 working days of receipt of the original Incident/Hazard notification email.
- 3.7.3. Control measures or corrective actions will be implemented by the due date assigned in the Action Plan and the person reporting will be informed.
- 3.7.4. Control measures or corrective actions are to be evaluated and monitored by the relevant manager and HSR.

### **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 will 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 (workers, students, 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 PCBU in carrying out its obligations imposed on it under current legislation.

### **4.2. Individuals with responsibility for managing people, organisational units, facilities, buildings or resources will be responsible for:**

- (a) ensuring all incidents, hazards, work related injury or illnesses and near hit/misses involving workers, students, and visitors in the area for which they have responsibility are reported, investigated and have the appropriate corrective actions implemented;
- (b) ensuring that any incidents/hazards involving workers under their direction are reported, investigated and recorded in accordance with these procedures;
- (c) participating in and coordinating with the relevant HSR in the investigation of any incident/hazard in the area for which they are responsible;
- (d) reviewing incident/hazard notifications;
- (e) ensuring that the recommended corrective actions are implemented;
- (f) reviewing corrective actions for effectiveness and the timeliness of implementation;
- (g) ensuring HSRs are provided with the time, facilities and assistance they require to perform their functions;

- (h) ensuring workers 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;
- (i) reviewing incident/hazard reports for their area and discussing these with the University Health and Safety committee for the area; and
  - (j) notifying People and Culture and Health and Safety regarding the incident/hazard if that person has been taken to hospital. People and Culture will provide the emergency contact details of the family or contact the family on behalf of the PCBU.

#### **4.3. Health and Safety Representatives (HSRs)**

HSRs have several functions aimed at improving health and safety in the workplace. HSRs 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.

#### **4.4. Health and Safety**

Health and Safety are responsible for:

- (a) participating in incident/hazard investigations where required;
- (b) cooperating with the PCBU in carrying out the obligations imposed on it under current legislation;
- (c) providing advice to Health and Safety Representatives and line management on incident/hazard reporting and investigation;
- (d) disseminating 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.

#### **4.5. University Health and Safety Sub-Committees**

Health and Safety Sub-Committees are responsible for:

- (a) reviewing investigation findings;
- (b) monitoring the implementation of corrective actions;
- (c) monitoring incident/hazard trends; and
- (d) verifying the effectiveness of changes to safety systems within their faculty/area related to corrective actions implemented.

### **5. SCOPE OF PROCEDURES**

These procedures apply to all University workers, students, and visitors.

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

### **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**

*“An occurrence arising out of, or in the course of, work that could or does result in injury and ill health.”*  
(AS/NZS ISO 45001:2018 OHS Management systems)

## **Injury**

A personal injury or 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.

## **Serious Incident**

Any incident at a Curtin controlled workplace (or an incident related to any Curtin controlled activity) which, in relation to a worker, student, , visitor, volunteer or member of the public:

- a) results in fatality;
- b) results in admission to hospital and is determined by the Director of Health and Safety at Curtin to qualify;
- c) an incident or hazard (including an imminent dangerous incident or hazard that does not actually occur) that exposes or could potentially expose a serious risk to a person's health or safety, even if no one is injured.

## **Dangerous Incident** (as defined by the [Work Health and Safety Act 2020](#))

Any incident at a Curtin controlled workplace (or an incident related to any Curtin controlled activity) 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
- (b) an uncontrolled implosion, explosion or fire
- (c) an uncontrolled escape of gas or steam
- (d) an uncontrolled escape of a pressurised substance
- (e) electric shock
- (f) the fall or release from a height of any plant, substance or thing
- (g) the collapse, overturning, failure or malfunction of damage to, any plant that is required to be authorised for use in accordance with the regulations
- (h) the collapse or partial collapse of a structure
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel
- (l) any other event prescribed by the regulations, but does not include an incident of a prescribed kind

## **Incidents requiring notification (or notifiable incidents)** (as defined by the [Work Health and Safety Act 2020](#))

Notifiable incidents are incidents that result in

- a) The death of a person
- b) A serious injury or illness of a person
- c) A dangerous incident

## **Work Related**

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

## **Worker** (as defined by the [Work Health and Safety Act 2020](#))

A person is a worker if the person carries out work in any capacity for the person conducting a business or undertaking, including work as –

- (a) An employee; or
- (b) A contractor or subcontractor; or
- (c) An employee of a contractor or subcontractor; or
- (d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or
- (e) An outworker; or
- (f) An apprentice or trainee; or
- (g) A student gaining work experience; or
- (h) A volunteer; or
- (i) A person of a prescribed class

## University online incident reporting system

Online system that allows students and workers to report any incidents or hazards.

### PCBU

A person who conducts business or undertaking (the employer). Curtin University is the PCBU

## 7. SCHEDULES

*Nil*

## 8. RELATED DOCUMENTS/LINKS/FORMS

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

[Injury Classification Guideline](#)

[Health and Safety Risk Matrix](#)

[Online Incident and Hazard Reporting System](#)

[Risk Management Procedures](#)

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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
	Approved	24/04/2020	Chief Operating Officer	EM2009	
	Approved	20/06/2022	Chief Operating Officer	EM2213	