

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 and investigating accidents, incidents and hazards that arise out of conducting work, study or research for the University.

3. Scope

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

4. Definitions

Accident/Incident	An unplanned event that has caused or has the potential to cause injury, ill health to people or damage to property and the environment.
Notifiable incident	An incident that by law must be reported to the relevant Regulator. Includes: <ul style="list-style-type: none"> • the death of a person • the serious injury or illness of a person • a dangerous incident.

Accident/Incident	An unplanned event that has caused or has the potential to cause injury, ill health to people or damage to property and the environment.
	Specific incidents that fall under this definition can be found in Notification of Incidents .
Hazard	A situation, thing or an environment which has the potential to cause harm to a person.
Corrective Action	Planned action(s) to eliminate or minimise the potential of a hazard to cause harm to a person, property or the environment. Action to mitigate any reoccurrence of an accident/incident.
Reasonably practicable	That which is reasonably able to be done to ensure 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
Portfolio Heads	Vice-Chancellor, Deputy Vice-Chancellor (Students), Deputy Vice-Chancellor (Research), Vice-President and Pro Vice-Chancellor (International), Vice-President (Corporate Services).
Worker	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, 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 or vessels) where a worker goes, or is likely to be, while working, teaching, studying or undertaking research.
FlinSafe	The University's online safety data management system for reporting accidents, incidents, hazards and recording corrective actions. See FlinSafe for more information.

5. Responsibilities

Portfolio Heads, and Vice-Presidents and Executive Deans of College	Ensuring that: <ol style="list-style-type: none"> i. accidents, incidents and hazards are managed effectively and reporting requirements are met ii. information on the University's accident, incident and hazard reporting and investigation procedures is incorporated into the induction process iii. managers and supervisors understand the requirements for reporting and investigating accidents, incidents and hazards iv. resources required to implement required corrective actions are available and these actions are afforded appropriate priority.
Managers and Supervisors (including supervisors of students)	<ol style="list-style-type: none"> v. ensure that workers and students under their supervision are aware of these procedures

	<ul style="list-style-type: none"> vi. complete the initial investigation of the WHS Accident/Incident Report on FlinSafe as soon as possible or in any case within 24 hours of the accident/incident being reported vii. notifiable incidents must be reported to Security and the WHS Unit viii. involve the Health and Safety Representative (HSR) of the worker reporting the accident/incident in the investigation of the accident/incident. Release of any personal details is subject to the consent of the worker concerned ix. apply a risk management approach to the findings of all accident and incident investigations x. ensure that recommended corrective actions are implemented, monitored and reviewed for effectiveness xi. maintain and manage the privacy and confidentiality of personal and health information relating to an injured worker or student.
Workers and students	<ul style="list-style-type: none"> xii. report all accidents, incidents and hazards to their supervisor as soon as is reasonably practicable or within 24 hours xiii. report serious and notifiable accidents and incidents immediately to their manager or supervisor xiv. complete a WHS Accident/Incident Report on FlinSafe.

6. Immediate Accident / Incident Response

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

- i. take appropriate immediate action to ensure there is no danger to themselves or others and to minimise the risk of further injury or damage
- ii. determine if emergency services are required. See [Emergency Procedures](#).

7. Reporting Requirements

- a. Workers and students must, and visitors are encouraged to:
 - i. report all accidents and incidents to their supervisor, course coordinator, topic supervisor or other relevant University staff member by telephone or email as soon as is reasonably practicable after they occur
 - ii. complete an Accident/Incident Report on [FlinSafe](#) as soon as reasonably practicable or within 24 hours of the accident/incident occurring.
- b. Where workers or students are unable to report the accident/incident on 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.
- c. In addition, notifiable incidents must also be reported immediately to University Security and the Associate Director, Work Health and Safety. See [Notification of WHS Incidents](#) and the [Notifiable Incident Flow Chart](#) for more information.

8. Receipt of incident/accident report

Once the accident or incident has been entered into the FlinSafe system, the relevant area senior manager and the immediate supervisor/manager of the work area/topic coordinator will receive an automated email.

9. Initial investigation of accidents/incidents

- a. The immediate supervisor/manager is responsible for the initial investigation of work-related accidents/incidents, which occur to workers or students in their area of responsibility.
- b. Where possible, investigations should be undertaken in consultation with the worker or student who was involved in the accident/incident, and with the agreement of the worker, the relevant Health and Safety Representative (HSR) and College/Portfolio WHS Officer/Advisor.
- c. An investigation should begin as soon as possible after the accident or incident is reported and the medical needs of any injured people have been met.
- 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 prevent further injury, loss or contamination, and until the investigating officer has authorised clearing away.
- f. Where appropriate, photographs or video footage should be taken and plant and equipment held for subsequent testing or examination.
- g. The purpose of all investigations is to establish causes, to identify if corrective actions need to be implemented to prevent a recurrence and to obtain an accurate picture of what occurred by:
 - examining the scene of the accident/incident, where this is reasonably practicable
 - obtaining information by interviewing persons involved and any witnesses
 - reviewing background information including documented work procedure.
- h. Both the immediate and underlying causes of the accident or incident must be investigated.
- i. Actions already taken and/or planned to prevent recurrence of the accident/incident must be documented in [FlinSafe](#).
- j. The initial investigation should be completed within 7 days of the incident being reported, although complex incidents are likely to take longer to investigate.
- k. The initial investigation of notifiable incidents or other high-risk events must commence immediately after the incident is reported.

10. Secondary investigation

- a. Staff of the WHS Unit are responsible for undertaking a secondary investigation of the accident or incident, the findings of which must be recorded in the secondary investigation section of the FlinSafe Accident/Incident Report. These findings include identified root causes and recommended steps of risk mitigation leading to corrective actions that must be implemented.
- b. Any additional supporting documentation such as witness statements of events, maps, photographs, risk assessments or other relevant documentation must be included with the FlinSafe Accident/Incident Report.
- c. WHS Unit will ensure that corrective actions have been identified where it is reasonably practicable to do so and that they have been assigned to the relevant individual.

11. Corrective actions

- a. The immediate supervisor or manager, in consultation with the person involved in the accident or incident, staff of the WHS Unit and the Health and Safety Representative and other relevant staff as appropriate, must identify and implement corrective action(s) where it is reasonably practicable to do so.
- b. Where the corrective action relates to a building or infrastructure issue, a Buildings & Property Request (BPRS) should be submitted and a record of the BPRS number should be recorded in the FlinSafe

report, if it is associated with an accident/incident. Where a site does not use the BPRS system, then a request to the relative maintenance system should be used and recorded.

- c. Consultation must also occur with other person conducting a business or undertaking (PCBU) where the incident or accident involves a PCBU who has a shared responsibility with the University for health and safety in a particular area or circumstance (e.g. contractor, landlord, tenant).
- d. Controls or corrective actions must be selected in accordance with the hierarchy of risk control in the University's [WHS Risk Management Procedures](#), using the highest reasonably practicable level of control.
- e. The findings of accident or incident investigations must demonstrate that risks to health and safety are eliminated, or where that is not reasonably practicable, are minimised, and that priorities for action are assigned in accordance with the risk assessment and prioritising of risks as set out in the University's [WHS Risk Management Procedures](#). Depending on the outcome of the investigation, both short and long-term control measures may be required.

12. Monitor and review of corrective actions

- a. The immediate manager or supervisor must:
 - i. track and monitor the implementation of the agreed control measures/corrective actions
 - ii. discuss, monitor and evaluate the control measures/corrective actions for effectiveness, in consultation with workers in the affected area and any other relevant stakeholders
 - iii. undertake a risk assessment if a new hazard is identified
 - iv. review the control measures/corrective actions to test their effectiveness, to ensure significant risk factors have been controlled and risk levels have been reduced to an acceptable level.
- 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.

13. Closure of accidents/incidents 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 sign-off team is responsible for checking the information and signing off that record in the FlinSafe system.
- b. The WHS Unit is responsible for analysing the University-wide incident data to identify any recurrent trends that might allow preventative strategies to be developed. This data is reported on a regular basis to relevant University Health and Safety Committees and University Council as set out in the University [WHS Performance Measurement and Reporting Procedures](#).

14. Notifiable Incidents

- a. Notifiable incidents must be reported **immediately** to University Security and the Associate Director, WHS who will notify senior management. The Associate Director, WHS or delegate is responsible for notifying the relevant Regulator as legally required.
- b. The person responsible for managing or controlling the workplace where a notifiable accident/incident has occurred must ensure, so far as is reasonably practicable, that the site where the accident/incident occurred is not disturbed, including any plant, chemical, substance, structure or thing associated with the notifiable accident/incident until an inspector arrives at the site or any earlier time that an inspector directs.
- c. Staff may take action:
 - to assist an injured person
 - to arrange to have a deceased person removed

- to make the site safe or minimise the risk of a further notifiable incident
 - that is associated with a police investigation
 - for which an inspector or the Regulator has given permission.
- d. Notifiable incidents, as well as being reported to the Regulator, must be reported on the [FlinSafe](#) system. The same process of investigation, collecting data, setting of corrective actions and sign off will occur. Any corrective actions required by the Regulator must also be recorded in FlinSafe. See [Notification of Incidents](#) and [Notifiable Incident Flow Chart](#) for details regarding Notifiable incidents.

15. Other post-accident/incident actions

15.1. Counselling

University staff and students involved in a work-related stressful accident/incident 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 should conduct a debriefing to explain:

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

16. Reporting and Investigation of Hazards

- a. Workers and students are responsible for reporting hazards. Hazards should be identified through hazard inspections or other risk management process.
- 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. Hazards that are related to building or infrastructure and are not related to an accident or incident can be reported directly onto the Buildings & Property Request System (BPRS) or relevant maintenance system.
- e. All other hazards should be reported in the hazard section of the [FlinSafe](#) system.
- f. All hazards reported in the [FlinSafe](#) system must have relevant corrective actions assigned to a responsible person.
- g. Hazards should be eliminated where possible, but if they cannot be eliminated, the identified corrective actions should be in-line with the [hierarchy of controls](#).
- h. When identified corrective actions have been completed they should be closed off by the person assigned the corrective action. The processing of a corrective action should follow the same steps to Section 11.

17. Related links

[WHS Risk Management Procedures](#)

[Accident/incident reporting and investigation flow chart](#)

[Notification of incidents](#)

[Notifiable incident flow chart](#)

[Emergency Procedures.](#)

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