

WHS PROCEDURES

SAFETY Everyone. Everywhere. Every day.

WHS INCIDENT REPORTING, INVESTIGATION AND ESCALATION

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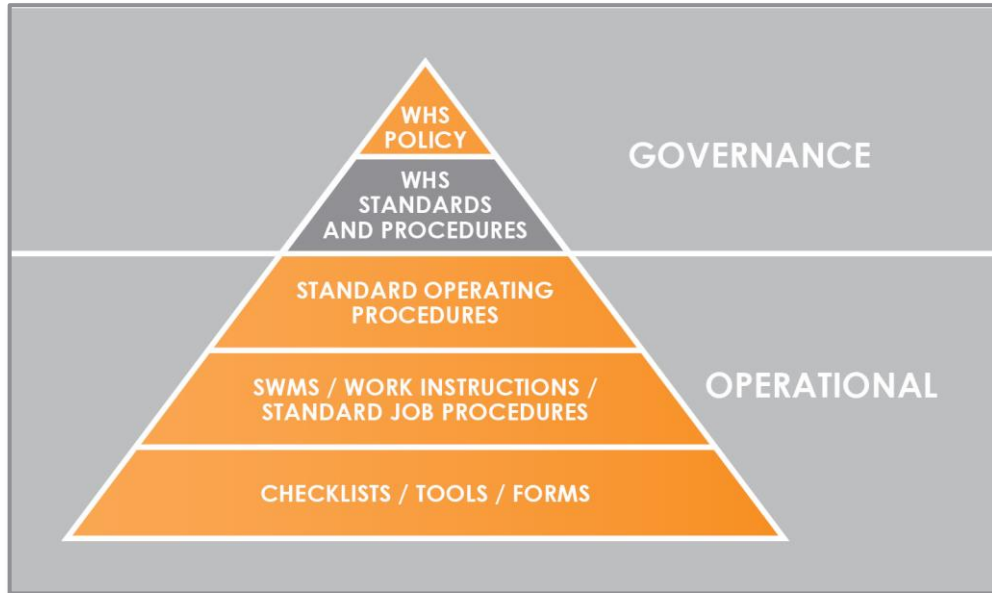
WHS PROCEDURES 2.6

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1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

This procedure provides a framework and details the process and requirements for the timely reporting, investigation and escalation of incidents (this includes near misses, work-related injuries or illnesses and dangerous events).

3. SCOPE

This procedure covers the reporting, investigation and escalation of all WHS-related incidents and applies to all QUU staff, contractors or other persons on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

CAUSAL FACTOR: any action, oversight or lack of action that directly causes an incident or makes an incident worse.

DAMAGE: in the context of this procedure, 'damage' refers to harm caused to property, vehicles or equipment by a workplace incident. It does not include mechanical breakdowns, maintenance issues or 'acts of god'.

D1: Estimated damage costs of \$50,000 or greater.

D2: Estimated damage costs of \$5,000-\$49,999.

D3: Estimated damage costs of \$0.1-\$4,999.

FATALITY: in the context of this procedure, fatality refers to the loss of life caused by a workplace incident.

FIRST AID INJURY (FAI): refers to a work-related injury or illness that requires first aid treatment to be administered by a QUU First Aid Officer, paramedic, or other medical professional.

HAZARD: a hazard is an object or situation within the workplace that has the potential to cause harm to a person, property or the environment.

HOSP: a work-related injury or illness that results in a worker needing to attend hospital for treatment.

HEALTH AND SAFETY REPRESENTATIVE (HSR): a volunteer who is elected by their QUU workgroup to represent them in all health and safety matters.

ILLNESS: in the context of this procedure, 'illness' refers to any medical conditions (e.g. infection by bacteria, viruses, parasites or fungi) contracted as a result of QUU workplace activities.

INCIDENT: an unplanned workplace event that results in an injury, ill health, damage or loss.

INJURY: the physical or emotional harm or trauma suffered by a person.

INJURY AND ILLNESS MANAGEMENT: the integrated systems and processes that enable injured QUU employees to make early and safe returns to the workplace.

INVESTIGATION COORDINATOR: the individual who coordinates incident investigation activities and endorses the final recommendations and report.

LOST TIME INJURY (LTI): a work-related injury or illness that results in a worker being unable to attend work for one or more days or shifts.

MANAGER: the person/s directly responsible for the workplace activity being performed or the work site where the activity is occurring.

MEDICAL TREATMENT INJURY (MTI): any work-related injury or illness that requires treatment by a medical practitioner, but doesn't result in the loss of one or more work days or shifts.

NEAR MISS: an unplanned workplace event that **does not** cause injury, ill health, damage or loss, but had the potential to do so.

NOMINATED INVESTIGATION OFFICER: the individual appointed to investigate a workplace incident, due to the relevance of their skills, qualifications, or experience.

NOTIFIABLE INCIDENT: any work-related incident that results in the death, serious injury or illness of a person or which exposes a person to imminent or immediate danger (see Appendix A).

OFFICER: a term used to refer to directors, partners, or anyone else who makes decisions which affect the whole or a substantial part of a business or undertaking.

Under the WHS Act 2011, Officers are required to exercise due diligence when ensuring that their business or undertaking fulfils its health and safety obligations. This means that Officers are expected to:

- have up-to-date knowledge of all work health and safety matters,
- understand the operations of the business and the hazards and risks involved,
- ensure appropriate resources and processes are in place to enable hazards to be identified and risks to be eliminated or minimised,
- ensure information regarding incidents, hazards and risks is reviewed and responded to in a timely manner,
- ensure that the business has, and implements, processes for complying with any legal duty or obligation,
- ensure that these processes are verified, monitored and reviewed.

PERSON CONDUCTING A BUSINESS OR UNDERTAKING (PCBU): a term which is primarily used to refer to employers, but which is equally applicable to sole traders, contractors, the self-employed, or anyone else who is responsible for workers.

Under the WHS Act 2011, PCBUs are, as far as is possible, responsible for ensuring the health and safety of:

- workers they directly engage or whose activities they influence,
- anyone else who could be put at risk by the activities the PCBU is undertaking, for example visitors, customers, or members of the public.

PRINCIPAL CONTRACTOR: the PCBU responsible for the management or control of a worksite where construction work valued at more than \$250,000 is taking place. This might be the 'owner' of the site or a contractor appointed by the site owner.

QUALIFIED LEAD INVESTIGATOR: an appropriately qualified (e.g. ICAM or TapRoot) QUU employee who has been appointed to investigate a complex workplace incident.

QUU EXECUTIVE: QUU's leadership group consisting of the CEO, Executive Leadership Team and General Managers (Officer and non-Officer appointed).

ROOT CAUSE: the underlying cause of an incident which, if appropriately addressed, would prevent similar incidents from occurring in the future.

SUITABLE DUTIES: the tasks or activities that injured employees perform on their return to work, which take into account their skills, abilities, experience and any medical advice or limitations.

SUPERVISOR: a term used to refer to any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

VISITOR: any person present on a QUU worksite who is not a worker, supervisor, manager, officer or PCBU.

VOLUNTEER: a person who acts on a voluntary basis regardless of whether or not they receive out of pocket expenses.

WHS: Work Health and Safety.

WHS MANAGEMENT SYSTEM (WHSMS): the comprehensive and integrated system of WHS Standards, Procedures, SOPs, Quick Guides and Work Instructions that allows QUU to effectively manage and control our workplace hazards and risks.

WORKER: a person who carries out work in any capacity for a person conducting a business or undertaking. This includes employees, contractors, sub-contractors, apprentices, trainees, volunteers and work experience students.

Under the WHS Act 2011, Workers are responsible for:

- their own health and safety,
- ensuring their actions do not adversely affect the safety of others,
- complying with all reasonable instructions given by the PCBU,
- co-operating with any policy or procedure which has been communicated to them.

WORK-RELATED INJURY OR ILLNESS: any injury or illness which is suffered in the course of work activity, commuting to and from work, or as a result of someone else's workplace activity.

5. ROLES AND RESPONSIBILITIES

Officers, Managers and Workers have clear responsibilities and accountabilities for WHS outlined in QUU's **WHS Resources, Responsibility and Accountability Standard (STD132)** and **Procedure (PRO359)**. These responsibilities and accountabilities are non-transferrable and critical to achieving QUU's WHSMS goals, objectives and targets.

Outlined below are the role specific responsibilities relating to WHS incident reporting, investigation and escalation at QUU:

5.1 EXECUTIVE LEADERSHIP TEAM

Demonstrate leadership, commitment and support for the effective implementation and ongoing management of QUU's WHS incident reporting, investigation and escalation systems and procedures. Specifically, the Executive Leadership Team is required to:

- Implement appropriate processes to receive and consider information about incidents and respond in a timely manner.

- Implement robust processes that will ensure their compliance with all incident management legislative duties and obligations (e.g. reporting of notifiable incidents).
- Include WHS incident and trends analysis as a standing agenda item on management team meetings to inform WHS management system compliance and improvement opportunities.
- Review incident investigation and escalation process in consultation with relevant internal and external stakeholders as required.
- Establish systems that ensure the:
 - Timely reporting and investigation of WHS incidents in accordance with QUU WHS standards, procedures and legislative requirements;
 - Sharing of lessons learned from incident investigations and trend analysis to inform and guide corrective and preventive action and broader WHSMS improvements; and
 - Continual review and improvement of WHS incident reporting, investigation and escalation arrangements across QUU.

5.2 GENERAL MANAGERS

Provide leadership, commitment and support for the effective implementation and management of QUU's WHS incident reporting, investigation and escalation systems and procedures within their respective functional area(s). Specifically, the General Managers are required to:

- Ensure that all incidents (including near misses and notifiable incidents) are reported, investigated, escalated and actioned in accordance with the timeframes and requirements outlined in this procedure.
- Review incident investigation and escalation process in consultation with relevant internal and external stakeholders as required.
- Ensure assistance is provided to the QUU WHS Team and/or Workplace Health and Safety Queensland (WHSQ) Inspectors when investigating incidents.
- Oversee the implementation of corrective and preventative actions identified through incident investigation to eliminate and/or minimise WHS risks.
- Analyse WHS incident trend data and include as a standard agenda item on management team meetings to ensure lessons learnt are shared and preventative and improvement actions identified and actioned.
- Allocate and maintain appropriate resourcing for WHS incident reporting, investigation and the implementation of preventative and corrective activities within their functional area(s).
- Actively promote and encourage the establishment of a reporting culture where employees are active, willing and encouraged to report of unsafe acts, conditions and events.

5.3 MANAGERS

Ensure that all incidents are reported, investigated, recorded, escalated (if necessary) and that any actions are fully implemented in the areas under their control. Specifically, Managers must:

- Ensure that all incidents (this includes, near misses and notifiable incidents) are reported, investigated, escalated and all associated actions are implemented in accordance with the timeframes and process outlined in this procedure.
- Participate in the incident investigation and escalation process in consultation with relevant internal and external stakeholders as required.
- Review all incident investigations to ensure root causes and appropriate corrective and preventative controls are identified and actioned within specified timeframes to minimise and prevent recurrence.
- Analyse and include WHS incident and investigation outcomes as a standing agenda item on local management team meetings. This should include review of:

- Incidents that have occurred;
- Corrective and preventative action taken;
- Lessons learnt; and
- Controls implemented to ensure their ongoing effectiveness.
- Ensure all staff within their area(s) are trained and aware of the incident reporting and investigation process and requirements.
- Ensure all hazards and risks identified from the incident investigation process are managed in accordance with the QUU's **WHS Hazard and Risk Management Procedure (PRO363)**.

5.4 SUPERVISORS

- Ensure that all incidents (including near misses and notifiable incidents) are reported, investigated, escalated and actioned in accordance with the timeframes and process outlined in this procedure.
- Advise local Health and Safety Representatives (HSRs) of incidents that occur within their area and seek their assistance during the investigation process.
- Participate in the incident investigation and escalation process in consultation with relevant internal and external stakeholders as required.
- Implement and complete all assigned corrective and preventative actions identified during the investigation within stipulated timeframes to minimise and prevent recurrence.
- Include WHS incident and investigation outcomes as a standing agenda item on local team meetings. This should include review of:
 - Incidents that have occurred;
 - Corrective and preventative action taken;
 - Lessons learnt; and
 - Controls implemented to ensure their ongoing effectiveness.
- Ensure all employees within their area of control are trained and aware of the incident reporting and investigation process and requirements.
- Ensure all hazards and risks identified from the incident investigation process are managed in accordance with the QUU's **WHS Hazard and Risk Management Procedure (PRO363)**.

5.5 WORKERS

- Immediately notify their Supervisor of all incidents, including near misses, in accordance with the timeframes and requirements of this procedure.
- Complete and forward an incident report form to their Supervisor for recording, action and follow up.
- Participate in the incident investigation process and provide any additional information where required.

5.6 PRINCIPAL CONTRACTOR

All principal contractors commissioned by QUU are required to implement incident reporting and investigation procedures as part of their WHS obligations and site management responsibilities.

5.7 PROJECT MANAGERS

Project Managers must ensure that Principal Contractors inform QUU about any serious injuries or illnesses that occur on worksites they manage or control on our behalf.

5.8 HEALTH AND SAFETY REPRESENTATIVES (HSRs)

- Participate and assist in the incident reporting, investigation and escalation process including the selection, implementation and monitoring of actions designed to minimise or prevent recurrence.
- Be present during any discussions which occur between a worker they represent (if the worker's consents) and a QUU and/or WHSQ Inspector as part of an incident investigation.
- Ensure that any incident investigation outcomes and lessons learnt are discussed during WHS Committee and HSR meetings.

5.9 WHS TEAM

- Provide advice, guidance and support to the business on QUU's incident reporting, investigation and escalation procedure.
- Report notifiable incidents and conditions to the relevant authority by telephone or in writing (e.g. facsimile, email or other electronic means) in accordance with the legislative timeframes and requirements.
- Ensure appropriate training, information and instruction is available for all staff in incident reporting and investigation.
- Undertake analysis of all QUU incident data and trends to identify and inform health and safety initiatives and WHSMS improvements.
- Establish, monitor and continually improve systems, procedures, tools and arrangements required for the effective reporting, investigation and escalation of WHS incidents within QUU.
- Review the incident investigation and escalation process in consultation with relevant internal and external stakeholders as required.

6. RELATED DOCUMENTS

- Information Privacy Policy (POL29)
- WHS Consultation and Communication Procedure (PRO361)
- WHS Consultation and Communication Standard (STD134)
- WHS Hazard and Risk Management Standard (STD136)
- WHS Incident Reporting and Investigation Forms:
 - WHS Incident Report Form (FOR74)
 - WHS Investigation Report Form (FOR421)
- WHS Incident Reporting, Investigation and Escalation Standard (STD137)
- WHS Policy (POL33)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)
- WHS Resources, Responsibility and Accountability Standard (STD132)

7. INCIDENT REPORTING, INVESTIGATION AND ESCALATION

7.1 OVERVIEW

The correct and timely reporting, investigation and escalation of incidents, (including near miss and dangerous events) is mandatory and enables the early identification and analysis of WHS hazards and risks. Prompt identification allows hazards to be identified, controlled and risks minimised, thereby reducing their impact on QUU workers, visitors and other people.

The process of incident management involves a number of phases that include, but are not limited to:

- attending to injured persons or damaged property,
- re-instating any business processes or services that have been interrupted by the incident,
- reporting of incident details to relevant parties (e.g. WHS Team, WHSQ, Police, Ambulance and other statutory authorities as required),
- the investigation of the incident, and
- the implementation of any corrective or preventative actions to minimise and prevent recurrence.

QUU's incident reporting and investigation procedure and associated timeframes are summarised in Appendix B. Everyone at QUU is responsible for complying with this process at all times.

7.2 INCIDENT REPORTING

Incident reports are an invaluable source of information when establishing and maintaining healthy and safe systems of work.

For this reason, all incidents which occur on QUU-controlled worksites must be reported, investigated and escalated as per the requirements outlined in Appendices B and C of this procedure.

7.3 INCIDENT ESCALATION AND INVESTIGATION MANAGEMENT

All incidents shall be escalated and managed in accordance with the incident category levels specified in the following tables. Each table details the:

- different levels/types of incidents;
- investigation team members; and
- people who will receive a copy of the final investigation report.

All incidents (irrespective of their severity level) must be investigated within five working days of receiving the incident notification.

CATEGORY 1 INCIDENTS

DEFINITION	INVESTIGATION TEAM CONSISTS OF	INVESTIGATION REPORT SENT TO	FORMAL REPORT TYPE
<ul style="list-style-type: none"> • Fatalities • Incidents resulting in hospitalisation • Extreme Risk event • D1 Incidents resulting in approx. \$250k or more of property damage, equipment damage or financial impact 	<ul style="list-style-type: none"> • ELT member (investigation coordinator) • WHS Manager • Functional Area Manager • 2 x HSRs • Management representative from another functional area • Qualified Lead Investigator* 	<ul style="list-style-type: none"> • QUU Board • CEO • Executive Leadership Team • Functional Area Manager 	<ul style="list-style-type: none"> • Formal investigation report** <p>AND</p> <ul style="list-style-type: none"> • Q-Pulse Incident Investigation Report

* QUU Qualified Lead Investigator to lead the incident investigation process as appointed by either the CEO or WHS Manager.

** Investigation actions and recommendations to be recorded in Q-Pulse.

CATEGORY 2 INCIDENTS

DEFINITION	INVESTIGATION TEAM CONSISTS OF	INVESTIGATION REPORT SENT TO	FORMAL REPORT TYPE
<ul style="list-style-type: none"> Lost time incident (LTI) Notifiable incidents High Risk event D1 Incidents resulting in approx. \$150k – \$250k property damage, equipment damage or financial impact 	<ul style="list-style-type: none"> Functional Area Manager (investigation coordinator) WHS Coordinator WHS Advisor Manager and Supervisor of work area where incident occurred or Manager from another functional area as appointed by either the CEO or WHS Manager 1 x HSR Qualified Lead Investigator * 	<ul style="list-style-type: none"> Executive Leadership Team Functional Area Manager WHS Manager 	<ul style="list-style-type: none"> Formal investigation report** <p>AND</p> <ul style="list-style-type: none"> Q-Pulse Incident Investigation Report

* QUU Qualified Lead Investigator to lead the incident investigation process as appointed by either the CEO or WHS Manager.

** Investigation actions and recommendations to be recorded in Q-Pulse.

CATEGORY 3 INCIDENTS

DEFINITION	INVESTIGATION TEAM CONSISTS OF	INVESTIGATION REPORT SENT TO	FORMAL REPORT TYPE
<ul style="list-style-type: none"> Suitable duties injury Medical treatable injury Medium Risk events D2 Incidents resulting in approx. \$50K –\$150K property damage, equipment damage or financial impact 	<ul style="list-style-type: none"> Manager or Supervisor of work area where incident occurred (investigation coordinator) Persons involved in the incident 1 x HSR WHS Advisor 	<ul style="list-style-type: none"> Functional Area Manager WHS Manager 	<ul style="list-style-type: none"> Q-Pulse Incident Investigation Report

* Investigation actions and recommendations to be recorded in Q-Pulse.

CATEGORY 4 INCIDENTS

Definition	Investigation team to consist of	Completed Investigation Report to	Formal Report Type*
<ul style="list-style-type: none"> • First aid injury • Near misses events • Low Risk events • D3 Incidents resulting in approx. \$49,999.00 or less property damage, equipment damage or financial impact 	<ul style="list-style-type: none"> • Supervisor of work area where incident occurred (investigation coordinator) • Persons involved in the incident • 1 x HSR** 	<ul style="list-style-type: none"> • Manager of work area where incident occurred 	<ul style="list-style-type: none"> • Q-Pulse Incident Investigation Report

* Investigation actions and recommendations to be recorded in Q-Pulse.

** HSR or manager may seek guidance and/or assistance from the Safety Team if needed.

CATEGORY 5 INCIDENTS – NEAR MISS

Definition	Investigation team to consist of	Completed Investigation Report to	Formal Report Type*
<ul style="list-style-type: none"> • Any unplanned incident that occurred, which although did not result in any personal injury, illness or damage to property or the environment, had the potential to do so. • Near Miss Incidents must be rated according to the potential outcome as defined in Incident Categories 1 to 4. 	<ul style="list-style-type: none"> • Based on the Near Miss Rating. 	<ul style="list-style-type: none"> • Based on Near Miss Rating. 	<ul style="list-style-type: none"> • Based on Near Miss Rating.

* Investigation actions and recommendations to be recorded in QPulse.

** HSR or manager may seek guidance and/or assistance from the Safety Team if needed.

Supervisors of the area where the incident occurred must ensure that any person involved is provided with the necessary level of support, including access to medical treatment, rehabilitation and health management resources and referral to the Employee Assistance Program as required.

7.4 ESCALATION OF CONTRACTOR INCIDENTS

Any incidents involving contractors on a QUU controlled work site must be reported immediately to both QUU and the contractor's employer.

The escalation and investigation of contractor related incidents must meet the requirements detailed in Section 6.3 above.

For any incidents involving contractors engaged by a Principal Contractor (other than QUU), the Principal Contractor must:

- Lead the incident investigation;
- Engage a QUU representative in the investigation of Category 1 and 2 incidents; and
- Ensure a copy of the incident and investigation report is made available to the:
 - General Manager, Manager and Supervisor of the functional area where the incident occurred; and
 - QUU's WHS Manager.

8. INCIDENT INVESTIGATION

8.1 OVERVIEW

The health, safety and welfare of all workers and visitors on QUU-controlled worksites must be the primary concern immediately after an incident. Any activities relating to the subsequent incident investigation are of secondary importance, although some thought should be given to preserving the site if the incident is potentially notifiable.

All incidents that occur at QUU worksites must be investigated in accordance with the methodology outlined in Appendices B and C of this procedure.

8.2 INCIDENT INVESTIGATION PROCESS

All incidents (including near misses) are to be investigated in accordance with the methodology outlined in Appendices B and C of this procedure. By doing so, QUU will be able to determine the root cause and any causal factors (e.g. technical, human, design, environmental, system and materials). Once determined, corrective and preventative actions must be identified and implemented to minimise or prevent recurrence and subsequently reviewed to ensure these are effective.

It is essential that the investigation commences as soon as reasonably practicable (ideally within 24 hours) after the incident, as the more time that lapses the more likely information could be forgotten; lost or the incident scene disturbed. The depth and detail of the investigation will vary depending on the circumstances and number of factors involved.

Throughout the investigation process, linkage must be made back to any hazard identification, risk assessments and registers to ensure that the appropriate amendments or risk management activities are undertaken relative to the incident circumstances.

The results and outcomes of the incident investigation process (including corrective and prevention actions) will be entered into and tracked via Q-Pulse.

8.3 HEALTH AND SAFETY REPRESENTATIVE INVOLVEMENT

The elected HSR from the area where an incident has occurred:

- Must be advised of the incident;
- Can assist workers in the reporting of incidents;
- Should be given the opportunity to be involved in the investigation and corrective action process; and
- May be present at any related interviews, if requested by a worker.

8.4 NOTIFIABLE INCIDENTS

The Queensland WHS Act 2011 and the Electrical Safety Regulation 2011 require certain work and non-work related incidents to be reported to WHSQ or the Electrical Safety Office. Records also have to be kept internally for the timeframes outlined in the **WHS Documentation, Data Control and Record Management Procedure (PRO362)**.

It is the responsibility of every General Manager, Manager and Supervisor to ensure any notifiable incidents, or suspected notifiable incidents that occur on QUU worksites are immediately reported to the WHS Team.

The person in control of a workplace (PICOW) for the site at which a notifiable incident has occurred must ensure the incident site is not disturbed until a WHSQ inspector arrives on site or directs otherwise. This does not prevent any action required to:

- protect a person's health, safety or welfare;
- assist someone who is injured; or
- immediate actions required to make the site safe.

Once notification has been received, the WHS Team will undertake required actions to confirm that a notifiable event has occurred. Notifiable incidents, which are defined in Appendix A of this procedure include:

- Death of a person as a result of a work based injury or illness;
- Serious injury or illness of a person that results in:
 - Immediate hospital treatment as an in-patient;
 - Immediate medical treatment for injuries (e.g. amputation, scalping, spinal injury, serious lacerations, or head/eye injuries); or
 - Medical treatment within 48 hours of exposure to a substance.
- Serious Electrical Incident;
- Dangerous Incident; or
- Dangerous Electrical Incident.

Note: deaths that occur at a workplace must be reported immediately to both WHSQ and Queensland Police Service.

Once the QUU WHS Team have confirmed a notifiable incident has occurred, they will facilitate notification to WHSQ, within 24 hours of the event occurring.

8.5 NOTIFIABLE CONDITIONS

The Queensland Public Health Act 2005 requires that clinicians inform the nearest Public Health Unit about communicable disease (e.g. dengue fever) diagnoses that pose a threat to public health.

Where QUU becomes aware that a worker has, or may have, a notifiable condition, the WHS Team will ensure that the appropriate Public Health Unit has been informed.

8.6 CONFIDENTIALITY

Privacy must be maintained throughout the incident reporting, investigation and escalation process in accordance with QUU's **Information Security Policy (POL29)**.

Any information relating to work-related injuries or illnesses which may identify an individual must **not** be released to unauthorised persons. All documentation relating to the reporting and investigation of incidents can potentially be accessed under the Freedom of Information Act.

9. REFERENCES

- QLD Work Health and Safety Act 2011
- QLD Work Health and Safety Regulation 2011

- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use

10. REVIEW

This procedure is to be reviewed every 2 years or earlier if:

- There is an identified risk to the business;
- A significant WHS or unplanned event occurs;
- Incident investigation or audit results demonstrate that the procedure is failing to deliver the required outcomes;
- There are changes in associated legislation; or
- There is evidence that the procedure is not having a positive impact on WHS-related KPIs.

11. FURTHER INFORMATION

For further information, contact your Health and Safety Representative (HSR) or a member of the QUU WHS Team.

12. APPENDIX A: NOTIFIABLE INCIDENT DEFINITIONS

The following definitions were taken from the Queensland WHS Act 2011 and Electrical Safety Act 2011. Any incidents that meet these criteria must immediately be reported to WHS Queensland.

DANGEROUS ELECTRICAL INCIDENT:

- the coming into existence of circumstances in which a person is not electrically safe if:
 - the circumstances involve high voltage electrical equipment; and
 - despite the coming into existence of the circumstances, the person does not receive a shock or injury; or
- the coming into existence of the following circumstances –
 - if a person had been at a particular place at a particular time, the person would not have been electrically safe; or
 - the person would have been electrically safe because of circumstances involving high voltage electrical equipment; or
- an incident that involves electrical equipment and in which significant property damage is caused directly by electricity or originates from electricity; or
- the performance of electrical work by a person not authorised under an electrical work license to perform the work; or
- the performance of electrical work by a person if, as a result of the performance of the work, a person or property is not electrically safe; or
- the discovery by a licensed electrical worker of electrical equipment that has not been marked as required under the Queensland Electrical Safety Act 2002.

DANGEROUS INCIDENT:

An incident in relation to a workplace 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:

- an uncontrolled escape, spillage or leakage of a substance; or
- an uncontrolled implosion, explosion or fire; or
- an uncontrolled escape of gas or steam; or
- an uncontrolled escape of a pressurised substance; or

electric shock; or

- the fall or release from a height of any plant, substance or thing; or
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation; or
- the collapse or partial collapse of a structure; or
- the collapse or failure of an excavation or of any shoring supporting an excavation; or
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- the interruption of the main system of ventilation in an underground excavation or tunnel; or
- any other event prescribed under a regulation.

SERIOUS ELECTRICAL INCIDENT:

An incident involving electrical equipment if, in the incident:

- a person is killed by electricity; or
- a person receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor; or
- a person receives a shock or injury from electricity at high voltage, whether or not the person is treated for the shock or injury by or under the supervision of a doctor.

SERIOUS INJURY OR ILLNESS:

Is an injury or illness that requires a person to have:

- immediate treatment as an in-patient in a hospital; or
- immediate treatment for:
 - the amputation of any part of his or her body; or
 - a serious head injury; or
 - a serious eye injury; or
 - a serious burn; or
 - the separation of his or her skin from an underlying tissue (for example, degloving or scalping); or
 - a spinal injury; or
 - the loss of a bodily function; or
 - serious lacerations; or
- medical treatment within 48 hours of exposure to a substance.

13. APPENDIX B: INCIDENT REPORTING GUIDE

INCIDENT TYPE	INVESTIGATION REQUIRED (SEE TABLE 2)	ESCALATED TO	REPORTING TIMEFRAME	REPORTING METHOD
Fatality	Yes	CEO WHS Manager On call WHS Advisor ELT member (on call ELT) GM (on call GM) Duty Officer – Night Supervisor / SDTL - Day	Immediately	Phone* Incident report form
Hosp	Yes	CEO WHS Manager On call WHS Advisor ELT member (on call ELT) GM (on call GM) Duty Officer – Night Supervisor / SDTL - Day	Immediately	Phone* Incident report form
Notifiable	Yes	CEO WHS Manager On call WHS Advisor ELT member (on call ELT) GM (on call GM) Duty Officer – Night Supervisor / SDTL - Day	Immediately	Phone* Incident report form
LTI	Yes	CEO WHS Manager On call WHS Advisor ELT member (on call ELT) GM (on call GM) Duty Officer – Night Supervisor / SDTL - Day	Immediately	Phone* Incident report form

INCIDENT TYPE	INVESTIGATION REQUIRED (SEE TABLE 2)	ESCALATED TO	REPORTING TIMEFRAME	REPORTING METHOD
SDI MTI	Yes	GM (on call GM) Supervisor / SDTL - Day Duty Officer – Night WHS Team	Immediately	Incident report form
FAI Illness	No	GM (on call GM) Supervisor / SDTL - Day Duty Officer – Night WHS Team	Immediately	Incident report form
D1	Yes	CEO WHS Manager On call WHS Advisor ELT member (on call ELT) GM (on call GM) Duty Officer – Night Supervisor / SDTL - Day Insurance Claims Manager	Immediately	Phone* Incident report form
D2	Yes	WHS Team Duty Officer – Night Supervisor / SDTL - Day Insurance Claims Manager	Immediately	Phone* Incident report form
D3	Yes	Duty Officer – Night Supervisor / SDTL - Day	Within 24hrs of incident	Incident report form
Near Miss	No	WHS Team Duty Officer – Night Supervisor / SDTL - Day	Within 24hrs of incident	Incident report form

***NOTE:** contact must be made verbally with the first available escalation contact. Text or voicemail messages are not considered adequate notification.

14. APPENDIX C: INCIDENT REPORTING AND INVESTIGATION TIMEFRAMES

STEP	WHO	WHAT	FORMS/RECORD	WHEN	TRAINING/COMPETENCY
1.	Person involved (worker, contractor or visitor)	Verbally reports incident to Supervisor. *NOTE: contractors must also provide a copy of their company incident report.		Immediately following the incident.	Online WHS induction.
2.	Supervisor	Ensures the immediate safety and wellbeing of persons involved. Escalates notification of incident to Manager Completes WHS Incident Report in collaboration with injured person. Nominates Lead Investigator. Identifies and takes immediate corrective and preventative actions to prevent recurrence. Enters WHS incident into Q-Pulse.	WHS Incident Report (FOR74) - Steps 1 to 7. Q-Pulse.	Immediately following incident notification. Complete report no later than 24 hours after incident occurring.	WHS Incident Reporting.
3.	Area Manager; General Manager; WHS Team and other areas involved as relevant (e.g. Insurance Manager for vehicle incidents)	Receives email notification of incident (i.e. incident overview and Q-Pulse reference number). Escalates and ensures all relevant persons are notified of the event (as per Section 7.3). Reviews incident response and undertakes any required actions (*1).	Q-Pulse.	Immediately once information received.	WHS Incident Reporting.

STEP	WHO	WHAT	FORMS/RECORD	WHEN	TRAINING/COMPETENCY
4.	Investigation Coordinator	<p>Based on incident category: Identifies and appoints investigation team members (or as determined by the CEO or WHS Manager).</p> <p>Undertakes incident investigation to identify root causes any corrective or preventative action required to prevent recurrence.</p> <p>Completes WHS investigation report</p> <p>Provides completed WHS investigation report to manager responsible for area (Manager's responsibilities below)</p> <p>Provides completed WHS investigation report to the nominated recipients as outlined in Section 7.3.</p>	<p>WHS Investigation Report (FOR421) applicable to incident category.</p> <p>Q-Pulse Incident Investigation Report.</p>	<p>Investigation completed within 5 days of incident notification.</p> <p>If an investigation is complex, an extension can be granted by the General Manager but this should not exceed 4 weeks from the incident notification.</p>	<p>QUU approved WHS Incident Investigation training.</p>
5.	WHS Corrective Action Stage Owner	<p>Receives, reviews and signs off on the investigation and any identified corrective and preventative actions.</p>	<p>WHS Investigation Report (FOR421).</p>	<p>Immediately once received.</p>	<p>Q-Pulse WHS Incident Reporting.</p>
6.	Investigation Coordinator	<p>Enters WHS investigation findings, corrective actions, owners and due dates into Q-Pulse.</p> <p>Completes Q-Pulse data entry section of form or completed copy uploaded into Q-Pulse.</p>	<p>WHS Investigation Report (FOR421).</p> <p>Q-Pulse</p>	<p>Immediately once received.</p>	<p>Q-Pulse WHS Incident Reporting .</p>

STEP	WHO	WHAT	FORMS/RECORD	WHEN	TRAINING/COMPETENCY
7.	Investigation Coordinator / Relevant Manager	Reviews incident investigation outcomes (Q-Pulse). Monitors implementation of corrective and preventative actions.	Q-Pulse	Immediately once received.	
8.	Manager / Supervisor	Q.A. incident investigation, causal factors and identified controls. Sign-off on any identified corrective and preventative controls. Provide feedback to all people involved in the incident and subsequent investigation on the outcomes. In consultation with the Investigation Coordinator, monitor corrective and preventative actions to ensure implementation within agreed dates and their ongoing effectiveness in controlling the risk.	Q-Pulse	On receipt of the draft incident investigation report.	WHS Incident Reporting.

(*1) Based on incident category

15. APPENDIX D: POTENTIAL LTI ASSESSMENT CRITERIA

