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# 1 Purpose

This requirement applies to work-related:

* incidents
* near misses (dangerous occurrences)
* health and safety hazards
* injuries or illnesses
* health and safety system failures
* property loss or damage

This requirement describes the University’s arrangements for:

* recording and classifying occupational health and safety-related hazards and incidents, including work-related injuries or illnesses, in accordance with the *Workplace Injury Rehabilitation and Compensation Act 2013* (Vic);
* assessing and where necessary investigating reported incidents to determine the root causes.
* identifying hazards, undertaking risk assessments, controlling risks; and
* monitoring planned corrective actions to prevent or reduce the risk of reoccurrence of reported incidents.

# 2 Scope

This requirement applies to all employees, students, contractors and other personnel at workplaces under the management or control of the University of Melbourne.

# 3 Definitions

**Corrective actions**

Action to eliminate the cause of a nonconformity and prevent recurrence.  
Note 1: There can be more than one cause for a nonconformity.  
Note 2: Corrective action is taken to prevent recurrence whereas preventive action is taken to prevent occurrence   
(ISO 9000).

For example, the actions taken after an incident to prevent or reduce the risk of the incident reoccurring.

**Disease**

Any physical or mental ailment, disorder, defect or morbid condition whether of sudden or gradual development. The aggravation, acceleration, exacerbation or recurrence of any pre-existing disease. (*Workplace Injury Rehabilitation and Compensation Act 2013* [Vic])

**ERMS**

Enterprise risk management system

**Hazard**

With regards to health and safety, a situation unrelated to a person with potential for harm; human injury/ill health, property damage, environment (includes dangerous occurrences and system failures)

**High consequence incidents**

Incidents that require notification to a regulator, or incidents that are assessed to be *extreme risk*. These include incidents that expose a person to immediate health or safety risk, or seriously endanger or threaten their health or safety.

[Risk matrix and definitions](https://safety.unimelb.edu.au/__data/assets/pdf_file/0004/4638928/Risk-Matrix-and-Definitions.pdf)

**ICAM**

Incident Cause Analysis Method investigation. Also, referred to as and advanced investigation.

**Illness**

A work-related illness, including disease.

**Incident**

With regards to health and safety, an unplanned event related to a person resulting in or potential for injury/ill health or other loss (including dangerous occurrences and system failures)

**Medical treatment**

Treatment by a registered medical practitioner within the meaning of the *Health Professions Registration Act 2005* (Vic).

**Near miss (near-hit, dangerous occurrence)**

An event that could have resulted in human injury or damage to property, process or the environment, but did not.

**Preventative actions**

The actions taken to prevent or reduce the risk of an incident occurring.

**Work-related injury**

Any physical or mental injury and, without limiting the generality of that definition, includes:

1. industrial deafness.
2. a disease contracted by a worker during the worker's employment (whether at, or away from, the place of employment);
3. a recurrence, aggravation, acceleration, exacerbation or deterioration of any pre-existing injury or disease.

(*Workplace Injury Rehabilitation and Compensation Act 2013* [Vic])

# 4 Requirements

## 4.1 Incident response

Anyone involved in an incident must immediately respond with these actions:

* Protect your health and safety.
* Protect the health and safety of others.
* If necessary, provide aid to any injured persons involved in the incident.
* If necessary, call for a first aider.
* If necessary, call emergency services.
* If applicable, call campus security to coordinate access for emergency services on campus.
* If applicable, take essential action to make the site safe or to prevent a further incident.

After injured persons have been assisted, those involved must isolate the incident site or take any essential action to prevent a further incident.

The site must not be disturbed further until it is confirmed that the incident does not require notification to a regulatory authority (see section 4.3) or until a WorkSafe inspector has authorised the disturbance.

On confirmation that the site can be disturbed, work may start on site restoration, repair work and arrangements to make the site safe.

A health and safety representative (HSR) for a designated work group (DWG) may inspect the workplace immediately following an incident occurring.

## 4.2 Incident reporting

The Director, Health & Safety must maintain a register of injuries in accordance with the requirements of the *Workplace Injury Rehabilitation and Compensation Act 2013* (Vic).

Employees, students, contractors, and others must report any health and safety incident or hazard to their supervisor or the supervisor of the work area as soon as reasonably practicable.

All incidents must be entered into the Enterprise Risk Management System (ERMS). In the event where ERMS is unavailable, the incident can be reported via the [Incident report](https://safety.unimelb.edu.au/__data/assets/word_doc/0004/4638910/Incident-report.docx) form. It can then be entered into ERMS as soon as reasonably practicable.

High consequence incidents should be reported immediately. Other incidents should be reported within 24 hours of becoming aware of the incident, injury or illness.

Employees, students, contractors and others must complete an incident report for any health and safety incident that occurred on campus, or at a University-controlled workplace, or while engaged in any University-sanctioned activity. Events that must be reported include:

* incidents
* near misses (dangerous occurrences)
* health and safety hazards
* injuries or illnesses
* health and safety system failures
* property loss or damage

Incident reports should be submitted to the supervisor, except where there is valid reason (for example, if the supervisor is absent or subject an allegation within the report). Where there is a valid reason for directing an incident report to a recipient other than the supervisor, the reporter should seek advice from their Health and Safety Business Partner to establish an appropriate recipient.

On receiving the incident report, the supervisor should, as soon as reasonably practicable, identify and record:

* immediate actions taken to assist any persons injured during the incident;
* immediate actions taken to prevent reoccurrence of the incident;
* resultant risk rating (including likelihood and consequence) of the incident;
* where an on-site incident investigation is required that it is completed;
* if applicable, the members of the incident investigation team;
* planned actions to prevent reoccurrence of the incident; and
* due date for completion of planned corrective actions.

The supervisor should notify an Injury Management case manager if any University employee injured because of the incident took time off work.

Employees who do not report a work-related injury or illness within 30 days of becoming aware of it may risk any entitlement they must make a worker’s compensation claim.

## 4.3 Hazard reporting

Employees, students, contractors, and others should report and record hazards to their supervisor or the supervisor (or other appropriate person) of the work area as soon as reasonably practicable.

There are various avenues for reporting specific hazards. These are supported by processes relevant to the hazard types. These include:

* electronic incident and hazard reporting system (Enterprise Risk Management System).
* facilities services, work orders, maintenance requests.
* security control room.
* workplace inspection process.
* line manager, human resources manager or *inappropriate workplace behaviour line* for workplace behaviour hazards (employee behaviour); and
* safer community program (student behaviour)

In the event where the ERMS is unavailable, the hazard can be reported via the [Hazard report](https://safety.unimelb.edu.au/__data/assets/word_doc/0006/4638912/Hazard-report.docx) form. It can then be entered into ERMS as soon as reasonably practicable.

The supervisor is responsible for ensuring that health and safety risk associated with the identified hazards are appropriately assessed and eliminated or control, so far as is reasonably practicable.

## 4.4 Incidents requiring notification to WorkSafe Victoria

The categories of incident requiring notification to WorkSafe Victoria are:

* death of a person.
* person requiring medical treatment within 48 hours of exposure to a substance.
* person requiring immediate treatment as an in-patient in a hospital.
* person requiring immediate medical treatment for:
  + amputation of any part of his or her body
  + serious head injury
  + serious eye injury
  + separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
  + electric shock
  + spinal injury
  + loss of a bodily function
  + serious laceration.
* an incident that exposes a person in the immediate vicinity to an immediate risk to the person's health or safety through:
  + collapse, overturning, failure or malfunction of, or damage to, any plant that the *Occupational Health and Safety Regulations 2017* (Vic) prescribe must not be used unless the plant is licensed or registered.
  + collapse or failure of an excavation or of any shoring supporting an excavation.
  + collapse or partial collapse of all or part of a building or structure
  + implosion, explosion, or fire
  + escape, spillage or leakage of any substance including dangerous goods.
  + fall or release from a height of any plant, substance, or object.

When a supervisor is informed of an incident requiring notification, they must immediately contact the relevant Health and Safety Business Partner (during business hours) or the on-call representative through the Security Control Room on 03 8344 6666 or extension 46666.

The supervisor must ensure that the incident site is not disturbed until authorised (see section 4.1).

The Health and Safety Business Partner shall assess the incident details and determine if the incident requires notification to WorkSafe Victoria. If notification is required, the Health and Safety Business Partner will commence the process for notification in accordance with the WorkSafe instructions for incident notification to WorkSafe.

## 4.5 Incident investigation

When the supervisor assesses the risk rating of an incident, near miss, illness, or injury to be low a basic investigation may be required.

When the supervisor assesses the risk rating of an incident, near miss, illness, or injury to be high or severe, they must ensure that an ICAM incident investigation is carried out. Incidents assessed with a risk rating of medium, will require a basic or an ICAM incident investigation.

Incident investigations should commence within 48 hours or as soon as reasonably practicable after the supervisor is informed of the incident.

The supervisor must establish an incident investigation team, which may include:

* local supervisor (team leader)
* persons involved in the incident and witnesses.
* health and safety representative (if reasonably practicable) or another representative
* local Health and Safety Business Partner
* person with ICAM training (must be included for incidents assessed as high to extreme)

The supervisor should act as the team leader and at least one team member should be trained in University of Melbourne incident investigation methodology.

The incident investigation team must establish the facts, including circumstances leading up to the incident, and what happened during and after the incident. The team must gather and consider information including:

* identified hazards.
* effectiveness of the existing risk assessments.
* effective of the existing risk controls.
* photos, sketches, and other evidence from the site gathered during inspections and observations.
* discussions with persons involved (or who are aware of possible contributing factors), and statements from witnesses.
* materials, equipment chemicals and substances involved.
* exact location and environmental conditions including lighting, weather, ventilation, and floor conditions.
* exact time and date of the incident and other time factors (for example, shift changes, rest breaks, task duration, work time frames and deadlines); and
* sequence of events, before, during and after the incident, including any unusual events.

The investigation must be entered into ERMS.

An [Incident investigation](https://safety.unimelb.edu.au/__data/assets/word_doc/0008/4638923/incident-investigation.docx) form or an equivalent method may initially be used to assist with the indent investigation process.

The team leader must ensure a completed incident investigation report is made available to the local Health and Safety Business Partner.

Information, such as a summary report, of incidents requiring investigation should be provided to the local Health and Safety Committee.

Where psychosocial workplace hazards are reported, the follow up process is outlined in the Appropriate Workplace Behaviour Policy (MPF1328).

## 4.6 Corrective actions

The supervisor must ensure that appropriate corrective actions, are implemented, or that appropriate corrective actions are escalated to a person responsible for their implementation.

Where applicable, the investigation team will recommend corrective actions to eliminate or reduce the risk of a similar incident occurring, so far as is reasonably practicable.

When implementing corrective actions, the supervisor must ensure that local personnel affected are consulted.

The supervisor must monitor progress on implementing corrective actions and record when implementation is finalised.

## 4.7 Review of investigation reports and corrective actions

The Health and Safety Business Partner or Faculty/divisional Health and Safety Committee shall:

* review incident investigation reports; and
* review the effectiveness of the implemented control measures.

Where applicable, the local Faculty/divisional Health and Safety Committees shall nominate a person to review and report back to the committee on the effectiveness of the implemented control measures.

## 4.8 Reporting high consequence incidents

The Director Health & Safety will ensure high consequence incidents are reported to:

* Occupational Health and Safety Committee (OHSC)

The Health and Safety Business Partner will ensure high consequence incidents are reported to:

* Dean/Head of the relevant division

# 5 References

*Occupational Health and Safety Act 2004* (Vic)

*Occupational Health and Safety Regulations 2017* (Vic)

*Workplace Injury Rehabilitation and Compensation Act 2013* (Vic)

AS 1885.1: Measurement of occupational health and safety performance - Describing and reporting occupational injuries and disease

AS/NZS ISO 9000: Quality management systems – Fundamentals and vocabulary

WorkSafe Victoria, [Guide to Incident Notification](https://www.worksafe.vic.gov.au/resources/guide-incident-notification)

[Appropriate Workplace Behaviour Policy (MPF1328)](https://policy.unimelb.edu.au/MPF1328)

[Safer Community Program](http://safercommunity.unimelb.edu.au/)

[Inappropriate Workplace Behaviour Line](https://staff.unimelb.edu.au/human-resources/discrimination-harassment-and-bullying)

# 6 Responsibilities

Director, Health & Safety

Health and Safety Business Partner

Supervisor

# 7 Associated documentation

## 7.1 Forms

[Incident report](https://safety.unimelb.edu.au/__data/assets/word_doc/0004/4638910/Incident-report.docx)

[Hazard report](https://safety.unimelb.edu.au/__data/assets/word_doc/0006/4638912/Hazard-report.docx)

[Incident investigation](https://safety.unimelb.edu.au/__data/assets/word_doc/0008/4638923/incident-investigation.docx)

[Witness record of events](https://safety.unimelb.edu.au/__data/assets/word_doc/0011/4638926/Witness-record-of-events.docx)

## 7.2 Guidance

[Incident and Hazard Reporting web page](https://safety.unimelb.edu.au/report-an-incident/incident-reporting/module-guidance-and-configuration)

[Risk matrix and definitions](https://safety.unimelb.edu.au/__data/assets/pdf_file/0004/4638928/Risk-Matrix-and-Definitions.pdf)

[Safety Bulletin 17-01: Incident and Hazard Reporting and Investigation](https://safety.unimelb.edu.au/__data/assets/pdf_file/0011/4638971/Safety-bulletin-17-01-incident-and-hazard-reporting-and-investigation.pdf)

[Safety Bulletin 17-02: Serious injury and incident notification](https://safety.unimelb.edu.au/__data/assets/pdf_file/0008/4722470/Safety-bulletin-17-02-serious-injury-incident-notification.pdf)

[ERMS – Submit an incident report in ERMS](https://unimelb.service-now.com/kb_view.do?sys_kb_id=17b969d587a6d114c2bf43380cbb3544&sysparm_rank=1&sysparm_tsqueryId=7d15bf651baabd50613255fa274bcb12)

[ERMS – Submit a hazard report in ERMS](https://unimelb.service-now.com/now/nav/ui/classic/params/target/kb_view.do%3Fsys_kb_id%3Db145f3291baabd50613255fa274bcbe7)