

 Central Highlands Regional Council	PROCEDURE Incident reporting
ECM NO: #893735 EFFECTIVE DATE: 28/06/2023	DEPARTMENT: Commercial and Corporate Services UNIT: Safety and Wellness

1.0 Purpose and scope

Central Highlands Regional Council (council) is committed to the health and safety of all workers in the workplace. The purpose of this procedure is to provide a method for the reporting and recording of all incidents, work caused injuries, illnesses and dangerous events in the workplace. This procedure applies to all employees and workers who carry out activities in any capacity for council.

2.0 Reference

Work Health and Safety Act 2011 (QLD)

Work Health and Safety Regulation 2011 (QLD)

Electrical Safety Act 2002 (QLD)

Electrical Safety Regulation 2002 (QLD)

AS 1885.1:1990 Workplace injury and disease recording standard

3.0 Definitions

Council means Central Highlands Regional Council

Contractor means any person or organisation (including employees or sub-contractors of persons or organisations), engaged to undertake work for, on a contract “for” service basis (as opposed to employees, who are engaged under a contract “of” service).

Dangerous electrical event means any of the following:-

- a) The coming into existence of circumstances in which a person is not electrically safe, if-
 - I. The circumstances involve high voltage electrical equipment; and
 - II. Despite the coming into existence of the circumstances, the person does not receive a shock or injury
- b) The coming into existence of the following circumstances-
 - I. If a person had been at a particular place at a particular time, the person would not have been electrically safe
 - II. The person would not have been electrically safe because of circumstances involving high voltage electrical equipment
- c) An event that involves electrical equipment and in which significant property damage is caused directly by electricity or originates from electricity
- d) The performance of electrical work by a person not authorised under an electrical work license to perform the work
- e) 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

- f) The discovery by a licensed electrical worker of an electrical equipment that has not been marked as required under the act.

Dangerous incident means 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—

- a) an uncontrolled escape, spillage or leakage of a substance; or
 - b) an uncontrolled implosion, explosion or fire; or
 - c) an uncontrolled escape of gas or steam; or
 - d) an uncontrolled escape of a pressurised substance; or
 - e) electric shock; or
 - f) the fall or release from a height of any plant, substance or thing; or
 - g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation; or
 - h) the collapse or partial collapse of a structure; or
 - i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
 - j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
 - k) the interruption of the main system of ventilation in an underground excavation or tunnel.
- or
- l) any other event prescribed under a regulation; or
 - m) but does not include an incident of a prescribed kind.

Incident classification (outcome) means:

- a) Injury or illness
- b) Near miss/improvement opportunity
- c) Equipment and plant damage
- d) Contractor related incident
- e) Public incident
- f) Environmental impact
- g) Non-work related
- h) NHVAS incident

Near miss (also includes a learning opportunity) means any event where there was any potential for injury, damage or loss.

NHVAS Notifiable Occurrence means a significant, or major accident or incident that involves a National Heavy Vehicle Accreditation Scheme (NHVAS) nominated vehicle and or driver operating under an Advance Fatigue Management or Basic Fatigue Management accreditation that has, or could have, caused significant property damage, serious injury or death and may include any of the following:

- a) An accident or incident involving a NHVAS-nominated vehicle or driver in which a person is injured* or killed
- b) An accident or incident involving a NHVAS-nominated vehicle, or a driver operating under an advance fatigue management or basic fatigue management
- c) A fire in a NHVAS-nominated vehicle
- d) Medical emergency involving the driver of a NHVAS nominated vehicle or a driver operating under an advance fatigue management or basic fatigue management accreditation.

**Note: An injury requiring hospitalisation. This NHVAS notification is IN ADDITION to a notifiable incident notification under Work Health and Safety Act 2011 (QLD)*

Notifiable incident (under the QLD WHS Act 2011) means:

1. the death of a person; or
2. a serious injury or illness of a person; or
3. a dangerous incident.

Notifiable incident (under the QLD Electrical Safety Act 2002) means:

1. a serious electrical incident; or
2. a dangerous electrical event.

PCEW means Person in control of Electrical Works, a statutory position under the *Electrical Safety Act 2002* (QLD)

Regulator means the regulatory body representative for which an incident is notifiable (e.g., WHSQ Inspectorate, QLD Electrical Safety Office, QLD Mines Inspectorate, Heavy Vehicle National Law Regulator, QLD Environmental Regulator)

Serious electrical incident means an incident as defined under section 11 of the QLD Electrical Safety Act 2002 and includes where a person:

- a) Is killed by electricity, or
- b) Receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor, or
- c) 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.

Note: high voltage means a voltage above 1000V AC or 1500V ripple-free DC

Serious injury or illness means a work-related injury or illness requiring a person to have:

- a) Immediate treatment as an in-patient in a hospital
- b) Immediate treatment for:
 - I. The amputation of any part of the body
 - II. A serious head injury
 - III. A serious eye injury
 - IV. A serious burn
 - V. The separation of the skin from an underlying tissue (such as degloving or scalping)
 - VI. A spinal injury
 - VII. The loss of a bodily function
 - VIII. Serious lacerations
- c) Medical treatment (by a doctor) within 48 hours of exposure to a chemical
- d) Any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work:
 - With micro-organisms
 - That involves providing treatment or care to a person
 - That involves contact with human blood or body substances
 - That involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products
- e) The following occupational zoonoses contracted in the course of work involving the handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products
 - Q fever
 - Anthrax
 - Leptospirosis
 - Brucellosis
 - Hendra virus
 - Avian influenza
 - Psittacosis.

Workplace means a place where work is carried out for a business or undertaking and includes any place where a worker goes or is likely to be, while at work. E.g., a vehicle, vessel, aircraft or other mobile structure; and (b) any waters and any installation on land, on the bed of any waters or floating on any waters.

WHSQ means Work Health and Safety Queensland

4.0 Procedure

The correct and timely reporting, investigation, and escalation of incidents, (including hazards, near misses and non-compliance) is mandatory as it ensures the early identification, analysis and management of WHS risks. All workers must comply with these requirements.

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

- Attending to and managing the initial incident, injured persons, or damaged property
- Incident reporting and escalation of serious incidents and medically treated injuries to councils' Executive management and/or Chief Executive Officer (CEO).
- The reporting of the incident to relevant parties including CEO, senior management, the Manager Safety and Wellness, managers and supervisors, Workplace Health and Safety Queensland QLD Regulator or Electrical Safety Regulator, police, ambulance, and statutory authorities as required
- The investigation of the incident and the implementation of corrective and preventative actions to minimise and prevent recurrence
- The re-instatement of business processes that might have been interrupted by the incident.

After attending to and managing the incident, injured persons or damaged property, the sequence of the phases will be determined by the circumstances of the incident. Refer to the incident Flowchart Template in appendix A for an overview of the incident management process.

Council supports incident reporting, valuing it as a crucial aspect of a learning culture. Upon reporting an incident, the worker should be reassured that they will not be subject to any reprisals from anyone, and incident reports shall be kept confidential, and their privacy will be maintained.

All incidents, including near misses, must be attended to and managed. The [emergency preparedness procedure ECM 915924](#) and [first aid management procedure ECM 859997](#) provide further guidance on this. The manager or team leader of the area where the incident occurred must ensure that any person involved in the incident is provided the necessary level of support, which may include first aid or medical treatment, rehabilitation and health management, and/or referral to the Employee Assistance Program.

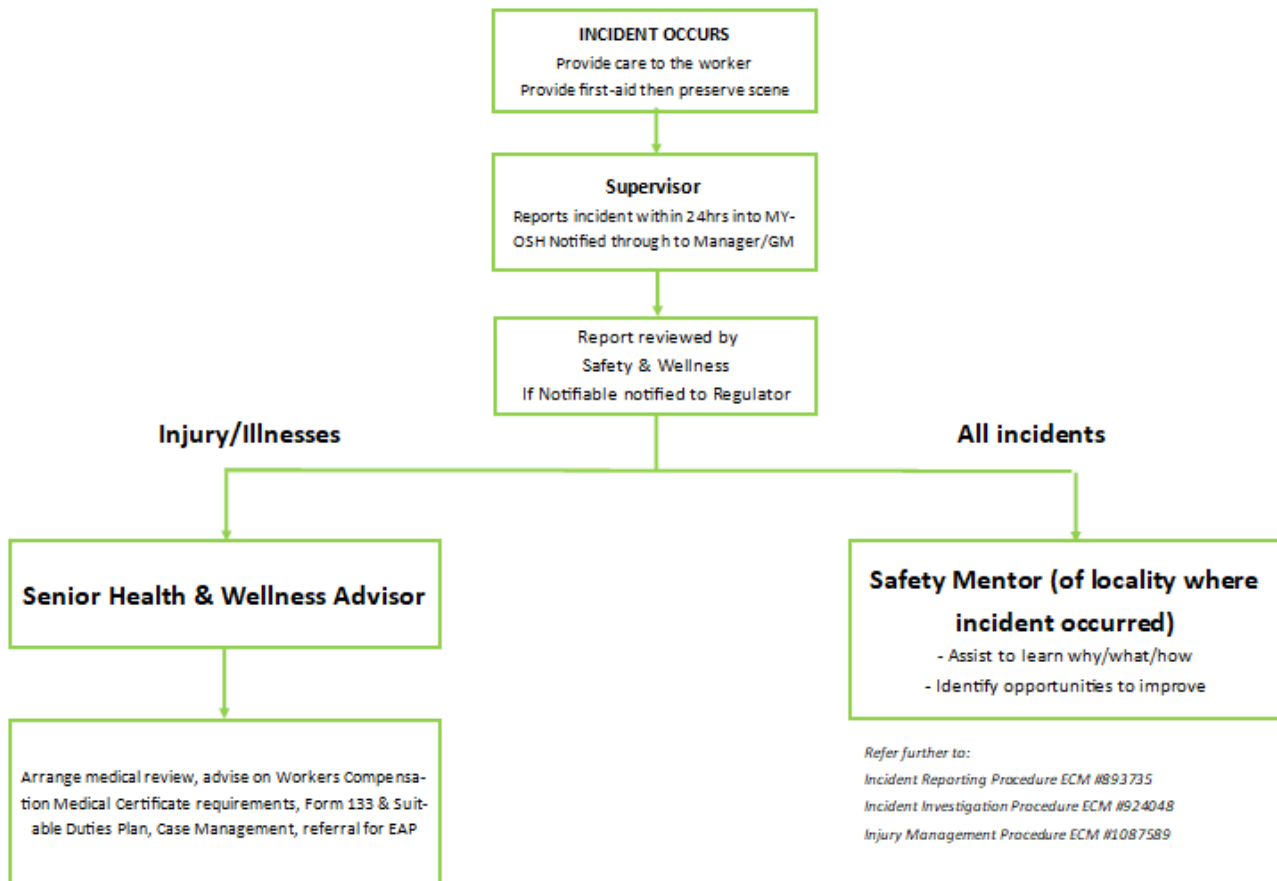
4.1 Incident reporting process for all incidents and events including all serious injuries and illnesses and dangerous incidents, serious electrical incidents, and dangerous electrical events.

1. All incidents occurring in the workplace shall be reported immediately to the supervisor who is then required to report the incident into the appropriate online incident reporting system within 24 hours ([MYOSH incident reporting module user guide manual ECM #1563373](#)).
2. Where online incident reporting methods cannot be achieved as soon as practicable within 24 hours of an occurrence, [Incident report form ECM #893728](#) is to be used to report and record **ALL** council related incidents and forwarded to the WHS Inbox (whs@chrc.qld.gov.au). Incident classifications or outcome include:
 - a. Injury or illness
 - b. Near miss/improvement opportunity
 - c. Equipment and plant damage
 - d. Contractor related incident
 - e. Public incident

- f. Environmental impact
 - g. Non-work related
 - h. NHVAS incident
3. Incidents that come under the definition of a 'notifiable incident' in *the Work Health and Safety Act 2011* and the *Electrical Safety Act 2002*, shall be reported to WorkSafe QLD or the Electrical Safety Office by the Manager Safety & Wellness or their delegate.
 4. Incidents to be reported to the Supervisor in the first instance. The Supervisor will report the incident to the Manager. The Manager reports the incident to the relevant General Manager and Manager Safety and Wellness. The relevant General Manager will report the incident to the CEO. The Manager Safety and Wellness will report to the Regulator if required.
 5. The safety advisor/mentor shall ensure that:
 - a. All workplace incidents including the death of a person are reported to WorkSafe QLD or Electrical Safety Office immediately after becoming aware that a notifiable incident has occurred either by telephone or in writing, whichever is the fastest possible means.
 - b. If notice is given over the telephone, if written notice of the incident is required, it must be completed within 48 hours of the requirement being made. If notice is not required, WHSQ must give details of the information received or an acknowledgement of receiving the notification.
 - c. The CEO and/or relevant managers and HSR are notified immediately.
 - d. The incident investigation procedure is initiated.
 6. The Supervisor with the person involved is to log the incident in the required manner (online or via hard copy form if online is not available)
 7. The Supervisor is to ensure that all required sections/fields of the incident report including notification of the HSR is completed before submitting in myosh within the required timeframe.
 8. Supervisors and other workers will request permission from the injured worker before attending the hospital with the injured worker.
 8. If the incident is a notifiable incident, Managers, and Supervisors must preserve the scene until advised by Workplace Health and Safety QLD Regulator or the Electrical Safety Regulator.
 10. Managers and Supervisors are to investigate or assist the HSR and/or safety advisor/mentor investigate all reported incidents using the incident report form. This may include taking witness statements, photos, collecting evidence. Further details can be found in the [Incident investigation procedure ECM 924048](#).
 11. Risk assessments must be conducted during the investigation to ascertain the risk score before any control measures are implemented and a risk assessment is to be conducted after the control measures are implemented to ascertain if the risk has been effectively controlled.
 12. Control measures that have been implemented are to be monitored by the Supervisor and formally followed up by the safety advisor/mentor.
 13. Lessons learned to be published after the investigation.
 14. Any significant incident reports and findings are to be discussed at the next meeting of council's Health and Safety committee.
 15. Incident reports are to be retained for at least 5 years.
 16. Workers are to be advised of the reporting requirements through the conduction of a toolbox talk and issuing safety information and training via eLearning.

INCIDENT REPORTING FLOW CHART

Incident: any unplanned event resulting in actual, or potential, injury, illness, damage or loss



4.2 Incident reporting of serious electrical incidents and dangerous electrical events

All electrical incidents and events must be reported to the Supervisor and safety advisor/mentor in myosh or by using [incident report form ECM #893728](#). All electrical safety related incidents and events must be reported through to council's Person in Control of Electrical Work (PCEW) for review. Where electrical incidents are identified as notifiable to the regulator the following reporting structure must be followed:

1. Notify the Manager Safety and Wellness
2. Manager Safety and Wellness to notify the relevant General Manager
3. General Manager to notify the CEO
4. Manager Safety and Wellness to notify the Regulator.

4.3 The reporting of incidents involving members of the public

Governance section within council is to be advised of any incidents involving members of the public. MYOSH does this automatically when a public incident is first submitted. Where media communications might be required the Public Relations & Events section is to be notified. If the event has been reported where council assets are involved, the relevant department asset owner is also to be informed. Complete [public incident report form ECM 1212839](#) if access to MYOSH is not possible.

4.4 Health and safety complaints from external parties

Health and safety complaints submitted to council via the customer service team from external parties including member of the public are triaged based on risk and assigned to the relevant department. Departments are responsible for assigning action and will inform the Safety and Wellness team as required.

Where a council officer (other than the customer service team) receives a health and safety complaint directly, they are responsible for triaging the complaint based on risk and notifying the relevant department.

4.5 The reporting of incidents involving council fleet assets (including those over 4.5t GVM)

A significant, or major accident or incident that involves a National Heavy Vehicle Accreditation Scheme (NHVAS) nominated vehicle and or driver operating under an advance fatigue management or basic fatigue management accreditation that has, or could have, caused significant property damage, serious injury or death and may include any of the following:

- An accident or incident involving a NHVAS-nominated vehicle or driver in which a person is injured or killed
- An accident or incident involving a NHVAS-nominated vehicle, or a driver operating under an advance fatigue management or basic fatigue management
- A fire in a NHVAS-nominated vehicle
- Medical emergency involving the driver of a NHVAS nominated vehicle or a driver operating under an advance fatigue management or basic fatigue management accreditation.

Incidents identified as a NHVAS incident, the NHVAS administrator will assist with the investigation.

4.6 Incident notification

All notifiable incidents must be reported to the Workplace Health and Safety Qld (WHS QLD) Regulator or Electrical Safety Regulator in accordance with relevant jurisdictional WHS legislation. The Manager Safety and Wellness is responsible for ensuring that incident notification has occurred where required and are responsible for this process. Full records must be kept of all incidents that are notified and information provided to Regulators. Fatalities that occur at a workplace must be reported immediately to the relevant WHS QLD Regulator or Electrical Safety Regulator, and to the police.

4.7 Preserving the scene

It is a requirement of WHS and electrical safety legislation that where an incident is notifiable, that the incident site is not disturbed until the Workplace Health and Safety Inspector, or Electrical Safety 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.

Business processes can be re-instated when the work site or work area is deemed safe, when (in the event of a notifiable incident) the WHS QLD Inspector or Electrical Safety Inspector advises that the work site or area may be re-opened and when, management give the approval that business processes can be re-instated.

Work should not continue, and business processes be re-instated if it is not safe to continue.

4.8 Investigation

All incidents (including near misses) must be investigated. The level of investigation will correspond with the degree or severity (or potential severity) of the incident and must commence within 3 working days of the incident occurring. Refer to the [Incident investigation procedure ECM 924048](#)

The primary focus of investigations must be to understand the contributing factors and root causes of an incident. Once these are determined, corrective and preventative actions must be identified and implemented to minimise and prevent recurrence of the same incident, and these actions monitored and reviewed to ensure they are effective. For serious incidents, the safety team may appoint a qualified lead investigator to undertake the investigation and may seek legal advice for the management and investigation of incidents.

4.9 First aid

In the case of a life threatening medical emergency, please ring 000 in the first instance. If the injury or illness is not life threatening, first aid is provided until medical assistance is required.

The provision of first aid facilities, services and personnel required for the initial treatment of persons suffering injury or illness at a workplace. The first aider is a person with a recognised first aid qualification. Appointed first aider should have the ability to remain calm in an emergency and be confident in applying their skills in which they have been trained for.

It is the responsibility of all staff to report any injuries requiring first aid treatment no matter how minor. The maintenance of first-aid provisions post incident is to be in accordance with the council [First aid management procedure ECM 859997](#).

4.10 Medical clearance

All workers that report an incident must complete an incident report and seek medical advice as soon as possible. A medical certificate indicating a clearance to return to work must be provided to their Supervisor with your incident report. Where a workers compensation claim is anticipated, the worker should request a Workers Compensation Medical Certificate (WCMC) or a Work Capacity Certificate (WCC) from the medical professional to be provided with a completed application form.

4.11 Critical incident counselling arrangements

Council use an Employee Assistance Provider (EAP) in the event which requires critical incident counselling. This service is activated by CEO as soon as becoming aware of a critical incident. This service is available to all staff employed by council.

4.12 Communicating outcomes of incidents

The communication of incident investigation findings or outcomes is an important step to providing staff with awareness of incident events, causes for events and how events can be prevented. Outcomes may include changes to procedure or work practice, changes to equipment or improvements in overall safety within council.

4.13 Confidentiality

Privacy must be maintained throughout the incident reporting, management, and investigation process. No identifying information regarding work-related injuries or illnesses is to be released to unauthorized persons. All documentation relating to the reporting and investigation of incidents can potentially be accessed under Information Privacy and Right to Information legislation.

Should information regarding the details of an incident be required, council is to approach and ask the relevant individual who made the incident report/notification for permission on whether to release the details, what can be shared and how much can be shared.

4.14 Record keeping

A record of each notifiable incident must be kept for at least 5 years from the date notified to WorkSafe. If a notifiable incident occurs in connection with high-risk construction work, the safe work method statement must be kept for at least two years after the incident occurs. The construction WHS management plan should also be kept.

5.0 Responsibilities

Chief Executive Officer (CEO) is responsible for:

- Ensuring compliance with the requirements of procedure and that the risks associated with incident reporting are managed
- Demonstrating due diligence, leadership, commitment, and support for WHS reporting, review, and continuous improvement for WHS management.
- Demonstrating due diligence, leadership, commitment and support for incident reporting, investigation, and escalation.

- Ensuring appropriate processes are implemented across the organisation to receive and consider information about incidents and respond in a timely manner.
- Ensuring robust processes for complying with council's incident management legislative duties and obligations (including reporting of notifiable incidents) and legal advice is sought for incidents that may result in legal action against the organisation.
- Including WHS incident and performance trends in executive management meetings to ensure information and trends are analysed and inform WHS management system compliance and improvement opportunities.
- Sharing lessons learned from incident investigations and trend analysis to inform and guide corrective and preventive action and broader WHS management system improvements.

Managers and supervisors are responsible for:

- Fulfilling the requirements of this procedure and leading the management of risks associated with incident reporting across council
- Ensuring local procedures are developed and implemented for managing risks associated with incident reporting in their areas of responsibility
- Providing training and information to workers regarding this procedure
- Ensuring correct and accurate logging of WHS incident and hazard data
- Ensuring all workers, including contractors, comply with this procedure and reporting unresolved issues.
- Demonstrating due diligence, leadership, commitment and support for incident reporting, investigation, and escalation.
- Ensuring appropriate processes are implemented across the organisation and their areas of management responsibility to receive and consider information about incidents and respond in a timely manner.
- Reviewing WHS incident and performance trends to inform WHS management system compliance and improvement opportunities.
- Sharing lessons learned to inform and guide corrective and preventive action and broader WHS management system improvements.
- Participating in the incident investigation and escalation process consultation with relevant internal and external stakeholders as required.
- Advising their work area Health and Safety Representative (HSR) of incidents that occur within their area and seek their assistance during the incident investigation process.
- Reviewing all incident investigations to ensure root causes and appropriate controls are identified and actioned within specified timeframes to minimise and prevent recurrence.
- Ensure all hazards and risks identified from the incident investigation process are managed in accordance with WHS hazard and risk management procedure.
- Assist in the implementation of this procedure
- Ensure that any incidents are reported and recorded within the 24 hour timeframe

Supervisors have additional responsibilities to:

- Ensure all workers have access to this procedure
- Assist workers in filling out incident reports
- Take an active role in the reporting and investigating of an incident occurring under their control and consult, decide and implement controls in order to prevent a recurrence.

Health and Safety Representatives (HSRs) are responsible for:

- Participating and assisting in the incident reporting, investigation and escalation process including the selection, implementation and monitoring of corrective and preventative actions to minimise and prevent recurrence.
- With the workers consent, being present during discussions with a worker that they represent and and/or the WorkSafe Regulator or Electrical Safety Office Regulator in reference to incident.

- Discussing incident investigation outcomes and lessons learned as part of council's Health and Safety committee meetings.

Manager Safety & Wellness addition responsibilities include:

- All workplace incidents including the death of a person are reported to WorkSafe QLD immediately after becoming aware that a notifiable incident has occurred either by telephone or in writing, whichever is the fastest possible means.
- If notice is given over the telephone, if written notice of the incident is required, it must be completed within 48 hours of the requirement being made. If notice is not required, WorkSafe QLD must give details of the information received or an acknowledgement of receiving the notification.
- The CEO and/or relevant managers are notified immediately. The incident investigation procedure is initiated.

Safety and Wellness team has additional responsibilities to:

- Implement and monitor this procedure
- Notify the Regulator of notifiable incidents as per the legislation
- Mentor and support staff in the implementation of this procedure upon becoming aware of any incident.
- Assist when delegated by the Manager Safety and Wellness the formal reporting of notifiable incidents.
- Providing advice and support to workers at all levels of council on incident reporting, investigation, and escalation.
- Ensuring appropriate training is available for managers and workers in incident reporting.
- Ensuring notifiable incidents are reported to the relevant WorkSafe Qld Regulator or Electrical Safety Office Regulator in accordance with the legislative timeframes and reporting requirements.
- Undertaking an analysis of all council's incident data to identify and inform WHS initiatives and WHS management system improvements.
- Developing and continually improving systems, procedures, tools and arrangements required for the effective reporting, investigation and escalation of WHS incidents, including the incident reporting system in council's intranet.

Workers have the responsibility to:

- Adhere to the requirements of this procedure
- Report all incidents and injuries to their Supervisor as soon as they occur.
- Complying with this procedure and fulfilling councils' procedure for incident reporting and
- Ensuring WHS incidents and hazards are reported.
- Participating and assisting in the incident reporting, investigation and escalation process including the selection, implementation and monitoring of corrective and preventative actions to minimise and prevent recurrence

Contractors are responsible for:

- Complying with this procedure and fulfilling councils' procedure for incident reporting
- Ensuring WHS incidents and hazards are reported to council's job owner/contractor owner.
- Participating and assisting in the incident reporting, investigation, and escalation process.

Visitors and Volunteers are responsible for:

- Complying with this procedure and fulfilling, procedures for incident reporting and investigating.
- Ensuring WHS incidents and hazards are reported.
- Participating and assisting in the incident reporting, investigation, and escalation process.

6.0 Procedure review

This procedure will be reviewed no later than 5 years from its adoption or when any of the following occurs:

- Relevant legislation, regulations, codes or practice, standards or associated policies are amended and/or replaced
- As a result of corrective actions associated with the outcome of an incident investigation or risk register review
- At the direction of the CEO / Executive Manager / Manager Safety and Wellness
- Health and Safety Representative/s or workers have identified the need for a review
- New hazards have been identified and additions control measures are required
- After an incident and/or near miss.

7.0 Associated documents

- [Incident report form ECM 893728](#)
- [Public incident report form ECM 1212839](#)
- [Plant and equipment incident report form \(FWF-01\)](#)
- [Incident investigation procedure ECM 924048](#)
- [First aid management procedure ECM 859997](#)
- [Emergency preparedness procedure ECM 915924](#)

Appendix A – Incident reporting flow chart

