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Title: Hazard/Incident Reporting and Investigation Procedure		Authorised By: Manager EHU
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1. Purpose:

The hazard/incident reporting and investigation procedure provides guidance for the identification of potential hazards, and reporting and investigation of incidents by Department of Education and Early Childhood Development (DEECD) employees to encourage early reporting and corrective action.

2. Scope:

This procedure applies to all DEECD workplaces including schools and central and regional offices.

3. References:

- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2007*
- *Victorian Accident Compensation Act 1985*
- WorkSafe Victoria: Guide to Incident Notification 2008
- Victorian Government Schools Reference Guide

4. Definitions:

Deputy Health and Safety Representative: An elected employee responsible for representing employees within a DWG on matters relating to OHS in the absence of the HSR.

Designated Work Group (DWG): A group of employees in the workplace who share similar workplace health and safety concerns and conditions.

EduSafe: The DEECD online hazard and incident reporting and management application, accessible on the intranet. Employees log on using their eduMail username and password.

Hazard: Anything with the potential to cause harm, injury, illness or loss.

Health and Safety Representative (HSR): An elected employee responsible for representing employees within a DWG on matters relating to OHS.


Incident: An event that has led to or could have led to an injury. Incidents include near misses, accidents and injuries.

Injury: Physical damage or harm to a person (includes work related illness).

Management OHS Nominee: A position nominated by the Workplace Manager to oversee the operational aspects of implementing health, safety and wellbeing initiatives, policies and procedures.

Medical Treatment: Is defined in the *Occupational Health and Safety Act 2004* as treatment by a registered medical practitioner. 'Treatment' does not include diagnostic testing or first aid even if they were provided by a medical practitioner.

Near Miss: A near miss is defined as any occurrence that might have led to an injury or

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illness to people, danger to health and/or damage to property or the environment.

Notifiable Incident:	Incidents at a workplace which result in the consequences described in section 6.2.1.2 of this procedure.
OHS Committee:	A cooperative forum for employers and employees to work together on OHS issues.
Risk control:	Measures that eliminate or reduce the risks associated with hazards using the “hierarchy of controls”, where elimination of the hazard will be the first strategy considered.
Workplace Manager:	The Manager or Principal responsible for the school, central office, regional office or other DEECD workplace.

5. Responsibility:

The **Workplace Manager and/or Management OHS Nominee** is responsible for:

- Communicating the requirement to report hazards and incidents onto **eduSafe** to all employees;
- Providing instruction to employees to enable effective use of **eduSafe** to report hazards and incidents;
- Assessing the risk associated with any reported hazards;
- Initiating an incident investigation as required;
- Implementing appropriate controls to correct hazards and prevent a recurrence of incidents;
- Complying with the requirements for reporting notifiable incidents to WorkSafe Victoria;
- Reporting serious incidents to Emergency and Security Management Branch **(03) 9589 6266**;
- Disseminating incident investigation findings and preventative control measures to employees; and
- Updating the **OHS Risk Register** to reflect changes to hazards, risk ratings and risk controls.

HSR:

The functions of the **HSR** can include:


- Participating in the incident investigation process in consultation with the Workplace Manager and/or Management OHS Nominee; and
- In response to incident investigation findings, disseminating preventative control measures to their DWG.

Employees are responsible for:

- Reporting all workplace hazards, incidents and near misses within 24 hours via **eduSafe**;
- Co-operating with incident investigations;
- Implementing risk controls and reporting back on the suitability of those risk controls in reducing risk; and
- Following safe work procedures and instructions.

Contractors and Visitors are responsible for:

- Reporting hazards and/or incidents to their site contact;
- Co-operating with incident investigations; and

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- Following safe work procedures and instructions.

6. Procedure:

6.1 Hazard Management

6.1.1 Hazard Reporting

When an employee identifies a hazard, they are required to login to **eduSafe** and click on the hazard reporting section. The employee is to complete all required fields of the online form. Once the hazard report is completed, the **Workplace Manager and/or Management OHS Nominee** will be emailed a notification that a hazard has been recorded on **eduSafe**.

When the **Workplace Manager and/or Management OHS Nominee** receives the email notification, they must login to **eduSafe** and open the report.

Examples of hazards that may be reported include:

- Trip or slip hazards;
- Storage and/or use of chemicals;
- Noise associated with the operation of plant and equipment; and
- Blind corners / uncontrolled traffic intersections.

6.1.2 Hazard Assessment

The **Workplace Manager and/or Management OHS Nominee** must, in consultation with the HSR and relevant employees, complete a hazard assessment to determine the risk associated with the hazard.

The **Workplace Manager and/or Management OHS Nominee** should refer to the **OHS Risk Management Procedure** for guidance on the hazard assessment process (specifically section 6.5.2).

6.1.3 Hazard Control

To control a hazard, the **Workplace Manager and/or Management OHS Nominee**, in consultation with the HSR and relevant employees, must develop a control strategy. This control strategy is to be entered into **eduSafe** against the corresponding hazard report number. The control strategy is to be devised in accordance with the hierarchy of control outlined in the **OHS Risk Management Procedure** (specifically Section 6.5.4).


6.1.4 Review of Controls

The **Workplace Manager and/or Management OHS Nominee**, in consultation with the HSR and employees, is responsible for verifying the effectiveness of the implemented risk controls.

6.2 Incident Management

6.2.1 Incident Reporting

The **Workplace Manager and/or Management Nominee** must ensure that all incidents and

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injuries that occur in DEECD workplaces are reported in accordance with the following requirements.

6.2.1.1 DEECD Emergency & Security Management Branch (ESMB)

All serious incidents should be reported to the ESMB on **03 9589 6266**.

ESMB advises that:

- Incidents including criminal activity, where the safety of employees, contractors, students or visitors is at risk, or threats to property or the environment should firstly be reported to the appropriate emergency services and then immediately reported to ESMB.
- If the reporting person is not the Workplace Manager and/or Management OHS Nominee that the employee contacts their Workplace Manager and/or Management OHS Nominee as soon as possible informing them of the incident.
- Workplaces should report all serious incidents to ESMB including:
 - Fatality including suicide and suicide attempts;
 - Serious injuries (those that involve visiting a GP, transport by ambulance or hospitalisation);
 - Transport accidents;
 - Assault, threat of assault or offensive behaviour;
 - Firearms, weapons or bomb threats;
 - Siege, hostage, disappearance or removal of a student;
 - Outbreak or incidence of disease;
 - Fires, floods, major disasters or natural events;
 - Chemical, biological or radiological spillage or contamination;
 - Criminal acts (violence, theft, arson, vandalism, graffiti); and
 - Sexual assault or allegations involving inappropriate sexualised behaviour.
- ESMB will, on the schools behalf, contact appropriate areas within DEECD and arrange for immediate advice and support to be provided to the workplace. For example, ESMB will immediately notify:
 - Regional offices about injuries and other incidents that may need counselling support for employees and students;
 - Facilities and Infrastructure Branch for major fires or structural damage; and
 - Student Critical Incident Advisory Unit for incidents involving allegations of a sexual nature.


6.2.1.2 Injuries to Employees, Contractors or Visitors

In addition to the requirements of 6.2.1.1, all injuries (either physical or psychological) including fatalities to employees, contractors or visitors that occur in DEECD workplaces must be reported immediately via **eduSafe** under “incidents”.

Where an injury occurs to DEECD employees while not on DEECD premises, it must be reported immediately to the **Workplace Manager and/or Management Nominee**. The injury details must be entered via **eduSafe**.

All injuries that involve contractors or visitors are to be reported by the contractor or visitor to their designated DEECD contact. The DEECD contact is responsible for entering the incident on **eduSafe**.

When an injury has been reported on **eduSafe**, the **Workplace Manager and/or Management**

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OHS Nominee is notified by email. The **Workplace Manager and/or Management OHS Nominee** must review the **OHS Risk Register**, in consultation with the HSR and relevant employees, to determine whether the injury was caused by a hazard that has already been identified. If this is the case, the documented risk controls should be reviewed to determine their effectiveness and any additional controls identified. This should be documented on the **OHS Risk Register**.

If the reported injury is caused by a hazard that is not on the **OHS Risk Register**, the **Workplace Manager and/or Management OHS Nominee** should update the OHS Risk Register to include the identified hazard. The level of risk associated with the hazard, any existing risk controls and additional risk controls required should be recorded on the **OHS Risk Register**.

This information should also be recorded as part of the action plan in **eduSafe**.

6.2.1.3 Injuries to students

In addition to the requirements of 6.2.1.1, all injuries to students that occur at a DEECD workplace, camp or excursion must be recorded on the Injury Management System on CASES/CASES21.

6.2.1.4 Notifiable Incidents

In addition to the requirements of 6.2.1.1, DEECD is required under the *Occupational Health and Safety Act 2004*, to report any incident of a serious nature or dangerous occurrence to WorkSafe Victoria (WorkSafe). The types of incidents that are notifiable are detailed in the **Notifiable Incidents to WorkSafe Flowchart**.

WorkSafe can be contacted on **13 23 60** to notify the incident and obtain a reference number. Following initial phone contact, a WorkSafe Incident Notification Form must be completed and sent to WorkSafe within 48 hours (online/mail/fax) of the incident occurring. The WorkSafe Notifiable Incident Form can be completed in eduSafe during the eduSafe incident logging process.

For further information on incident notification contact DEECD's OHS Advisory Service on **1300 074 715**.


6.2.1.5 Site Preservation

The site of the notifiable incident must not be disturbed until a WorkSafe inspector arrives or directs otherwise at the time of notification, unless there is a need to:

- protect the health and safety of a person;
- aid an injured person involved in an incident; or
- take essential action to make the site safe or to prevent any recurrence of an incident.

6.2.2 Incident Investigation

For all notifiable incidents, the **Workplace Manager and/or Management OHS Nominee** must commence a formal investigation in consultation with the affected person (if possible) within 24 hours of the incident. The incident investigation is to be recorded using the **Incident Investigation Form**. The **Workplace Manager and/or Management OHS Nominee** should notify their **OHS/WorkSafe Regional Advisor** and depending on the nature of the incident the Regional Advisor may lead or advise on the incident investigation. Any relevant/additional documentation should be appended to the **Incident Investigation Form**.

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Non-notifiable incidents should be managed in accordance with 6.2.1.2 of this procedure.

6.2.2.1 Incident Investigation Team

The size and the make-up of the investigation team will depend on the seriousness and/or complexity of the incident. The team usually involves the **Workplace Manager and/or Management OHS Nominee**, supervising employee for the area concerned, HSR and any other relevant employee/s.

6.2.2.2 Investigation Process

The aim of the incident investigation process is to identify the hazards that contributed to the incident. It is important that the **Workplace Manager and/or Management OHS Nominee** reviews the **OHS Risk Register** to ensure that all known hazards are considered as part of the investigation process.

The incident investigation process should be conducted with reference to the **OHS Risk Management Procedure**.

The purpose of the investigation process is to:


- Gather facts by:
 - Identifying exactly what happened by talking to eye witnesses and circumstantial witnesses;
 - Establishing the sequence of events; and
 - Separating facts from opinion.
- Identify hazards / causation factors by:
 - Analysing the differences between what actually happened and what should have happened;
 - Determining whether any existing controls failed e.g. was equipment guarded, were chemicals stored correctly, was correct procedure followed etc.
- Determine corrective actions by:
 - Identifying / improving the corrective actions to be implemented to prevent the incident from occurring again;
 - Identifying the person/s responsible for carrying out corrective actions and an appropriate time frame; and
 - Distributing findings of the investigation to employees and other concerned persons (e.g. parents).

Once the incident investigation is completed the **Workplace Manager and/or Management OHS Nominee** must complete the **Incident Investigation Form**.

6.2.3 Investigation Outcomes

The **Workplace Manager and/or Management OHS Nominee** must ensure that any hazards identified as a result of the investigation are dealt with as outlined in Section 6.1 of this procedure and the **OHS Risk Management Procedure**.

6.2.4 Review of Controls

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The **Workplace Manager and/or Management OHS Nominee**, in consultation with the HSR and employees, is responsible for verifying the effectiveness of the implemented risk controls.

Any changes to controls must be recorded on the **OHS Risk Register** by the **Workplace Manager and/or Management OHS Nominee**.

6.3 Record Keeping

Workplace Managers must maintain copies of all documentation used as part of the hazard and incident investigation and control process. Where required, documents should be attached electronically to the hazard or incident report on **eduSafe**.

The **Workplace Manager and/or Management OHS Nominee** must keep a copy of all records and documentation associated with incidents for at least seven years.

7. Related Documentation:

OHS Risk Management Procedure
OHS Risk Register
Notifiable Incidents to WorkSafe Flowchart
eduSafe
Incident Investigation Form

8. Version Control

Version	Section Amended	Amendment	Date Created	Author
2	6.2.1 and 6.2.1.2	Deleted the requirement to display the Incident Notification to WorkSafe Flowchart on the health and safety noticeboard	July 2009	EHU
3	All	Minor wording and formatting changes	February 2010	EHU
4	All	Two yearly review as per OHSMS requirements. Wording changes.	April 2011	EHU
5	6.1	Updated hazard reporting, assessment and control sections to align with edusafe requirements.	April 2012	EHU