



# Incident Reporting and Investigation

## Aim

This procedure outlines the process and requirements for the reporting and investigation of all incidents, accidents, complaints and near miss situations within all of The Organisation's operations. The aim of this procedure is to ensure that:

- The Organisation investigates all incidents within a timely manner with a view towards the provision and maintenance of a suitable work environment.
- The Organisation meets all statutory and regulatory requirements.

## Definitions

### LTI

Lost Time Injury – An occupational injury that results in one or more days away from work

### RWDI

Restricted Workday Injury – An occupational injury whereas a result the employee was assigned to another task, less than full time or could not perform his normal tasks prior to the injury

### MTC

Medical Treatment Case – A work related injury that results in a person receiving treatment from a qualified medical practitioner.

### AI

All Injuries – Lost time and medical treatments combined

### FAC

First Aid Case

## Root Cause

The root cause is an initiating cause of a causal chain which leads to the occurrence of an incident.

## Corrective Action

An action implemented in response to an incident.

## Preventative Action

A change made to correct a systematic weakness that may not have resulted in an incident.

## Incidents

Incidents are defined as any occurrence that leads to, or might have led to, injury or illness to people, danger to health and/or damage to property or the environment.

For the purpose of these procedures, the term 'incident' is used as an inclusive term for injuries/illnesses, accidents and near misses.

Incidents include but are not limited to the following situations:

- Injuries
- Work Health & Safety Incidents including Near Miss Incidents
- Environmental Incidents
- Procedural non conformance



## Notifiable Incidents

A “notifiable incident” means:

- the death of a person, or
- a serious injury or illness of a person, or
- a dangerous incident.
- complaints

## Reasonably Practicable

Reasonably practicable is defined as having regard to the following in relation to ensuring health and safety:

- the likelihood of the hazard or risk concerned eventuating.
- the degree of harm that would result if the hazard or risk eventuated.
- what the person concerned knows, or ought to reasonably know, about the hazard or risk and any ways of eliminating or reducing the hazard or risk.
- the availability and suitability of ways to eliminate or reduce the hazard or risk; and
- the cost of eliminating or reducing the hazard or risk.

## Method

### Reporting

Incident & Injury reporting are conducted as follows:

1. Incidents, including near miss, are reported to the immediate supervisor at the earliest possible opportunities.
2. An Incident Report Form containing the details of the incident shall be completed within one (1) working day.
3. A record of all First Aid treatment is maintained in the Incident Register
4. External reporting requirements are managed by the Managing Director

### Records

Incident reports are maintained online.

### Investigation

All reported incidents are investigated within a reasonable timeframe which is determined by the severity of the incident.

Root causes are identified by completing the Root Cause Analysis section as per procedure Corrective Action & Continual Improvement

Corrective Actions (Reviews) are determined to address each of the Root Causes identified during the analysis. Investigations are completed within a reasonable timeframe which is determined by the severity of the incident. The implementation and effectiveness of Corrective Actions are monitored.

### Analysis

Incident statistics and trends are analysed on a regular basis and are reviewed as part of Management Review