

COMMUNITY RESOURCE CENTRE NDIS WHS INCIDENT MANAGEMENT PROCEDURE

OBJECTIVE

This procedure provides the steps and actions to be taken to effectively manage and investigate and manage incidents in the workplace.

This procedure –

- is to be read in conjunction with the Work Health and Safety Incident Management Policy and Child and Youth Protection Policy
- applies to all employees of Banana Shire Council (BSC) and visitors including contractors, volunteers, work experience students and trainees

REFERENCE

Work Health and Safety Act 2011
Work Health and Safety Regulation 2011
Electrical Safety Act 2002
Electrical Safety Regulations 2013
Workers Compensation and Rehabilitation Act 2003
Workers Compensation and Rehabilitation Regulations 2014
Child Protection Act 1999
NDIS Quality and Safeguarding Commission
BSC/CRC's Child Safety Incident Report Form

DEFINITIONS

CRC	Community Resource Centre
WHS	Work Health Safety
NDIS	National Disability Insurance Scheme
Serious Electrical Incident	<p>A serious electrical incident is an incident involving electrical equipment if, in the incident –</p> <ul style="list-style-type: none">a) a person is killed by electricity; orb) a person receives a shock or injury from electricity, and/orc) is treated for the shock or injury by or under the supervision of a doctor; ord) a person receives a shock or injury from electricity at high voltage, whether the person is treated for the shock or injury by or under the supervision of a doctor.

Dangerous Electrical Event

A dangerous electrical event is 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 both 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 circumstance 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 licence to perform the work
- e) the performance of electrical work by a person if, because of the performance of the work, a person or property is not electrically safe

Dangerous Incident

A 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; but does not include an incident of a prescribed kind

Work-Caused Illness

- (a) an illness contracted by a person to which work, a workplace, a relevant workplace area, a work activity, or plant or substances for use at the workplace was a significant contributing factor; or
- (b) The recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if a workplace, a relevant

work, a work activity, or plant or substances for use at a workplace was a significant contributing factor to the recurrence, aggravation, acceleration exacerbation or deterioration.

Work Injury	<ul style="list-style-type: none">(a) an injury to a person that requires first aid or medical treatment if the injury was caused by a workplace, a relevant workplace area, a work or activity or plant or substances for use at a workplace; or(b) the recurrence, aggravation, acceleration, exacerbation or deterioration of an existing injury in a person if –<ul style="list-style-type: none">(i) first aid or medical treatment is required for the injury; and(ii) a workplace, a relevant workplace a work activity or plant or substances for use in the workplace caused the recurrence, aggravation, acceleration, exacerbation or deterioration; or(c) any serious bodily injury, if the injury was caused by a workplace, a relevant workplace area, a work activity or plant or substances at a workplace(d) "Journey Injury" an injury or illness resulting from travelling whilst at work or travelling to and from work from a worker's place of abode.
Lost Time Incident	A lost time incident is a recordable incident in which an employee is not able to return to work or is assigned restricted work on the day or shift following the incident.
Workers' Compensation Claim	A claim for compensation by a worker of the organisation for a work caused.
Supervisor	A person in control of a workplace (for examples supervisor, person in charge, leading hand or team leader)
ALARP	To reduce the level of risk to as low as reasonably practicable

PROCEDURE

It is the responsibility of all staff to report incidents. Specific responsibilities for incident investigation are delegated to relevant Managers, Coordinators, Supervisors, Work Health and Safety (WHS) Team and selected staff as identified.

General Information

1. An incident investigation should be conducted for all incidents.
2. Use the risk matrix from the WHS Risk Management procedure to rate the risk.
3. A full and comprehensive investigation should be conducted for all incidents with a risk rating of medium and higher. A risk assessment of the potential harm relating to the incident should be undertaken to determine what level of investigation should be undertaken. The risk matrix should be used to determine this level.

4. Dangerous (notifiable) incidents shall be reported to the direct Manager and Work Health and Safety Queensland either by phone, email or faxed on a copy of the designated reporting form for notifiable incidents.

This action should be undertaken by a member of WHS team and communication sent to the Executive Management Team and relevant managers.

5. The purpose of the incident investigation is to identify the causal factors of an incident and to recommend preventative actions that will eliminate or minimise the risk of a similar incident recurring.
6. If a worker is injured and requires medical attention, the supervisor must, take them to the nearest medical Centre or call 000 for assistance. The WHS team should be contacted to arrange actions to facilitate the Rehabilitation and Return to Work process.
7. All incidents should be investigated as soon as possible, and action taken to eliminate or minimise the risk as quickly as practicable.
8. Supervisors, Coordinators, WHS team and Health and Safety Representatives (HSR) are to be involved in the investigations as required.
9. An internal investigation team (if required) should include the supervisor of the injured employee, a member of the WHS team, technical specialists and other employees familiar with the process or operation.
10. **If an incident involves a child, youth or person with a disability**, Banana Shire Council (BSC) will adhere to the procedures set out in the BSC's Child and Youth Protection Procedure and the Human Rights Protection Procedure.

Where the child, youth or person with a disability is an NDIS client, BSC will adhere to the reporting processes outlined by the NDIS Quality and Safeguarding Commission (including the completion of the Child Incident Report Form and NDIS Child Incident Reporting Register).

Investigation Action Plan

When an incident occurs, that has the potential to be a medium or higher risk rating the WHS team should be contacted immediately to allow for an investigator or investigation team to be allocated to the incident.

An investigation action plan should include three main stages —

Stage 1	Immediate actions
Stage 2	Collecting evidence and fact finding and
Stage 3	Incident Investigation Report

Immediate Actions

1. Employees or co-workers of the injured worker(s) are to notify their supervisor as soon as possible of any workplace incident that has occurred. The supervisor/employee/co-worker is to conduct a quick assessment to ascertain if the injury is a first aid or medical treatment injury; or the extent of the damage or loss.

2. On notification, the supervisor is to ensure medical assistance has been arranged if required. If the injured worker is required to attend a medical provider, the supervisor should transport the injured worker and stay with the worker until the medical services have been concluded. The supervisor shall contact the WHS team if medical treatment is required within one hour of the incident occurring. Internal Notification to be given to manager, director and CEO either by the supervisor or coordinator.
3. The WHS team in conjunction with the Manager Administration and Community Services is to determine if an investigator or an investigation team is required dependent upon the level of the incident and if the worker suffered injury and appoint a team if necessary.
4. If an event is reportable to Work Health and Safety Queensland, a member of the WHS team is to undertake the notification on the approved form within 24 hours, or immediately if the incident involves a fatality. Events requiring notification include:
 - a serious bodily injury
 - work-caused illness; and
 - a dangerous event
5. Where an electrical incident occurs, this incident must also be notified to the Electrical Safety Office immediately.
6. Arrangements are to be made for the injured person's next of kin to be contacted if there is a significant injury or if there is a need to go to hospital or be collected at the workplace. This should be done as early as possible in the injury management process by the supervisor or relevant manager.
7. If the incident involves vehicles or plant consideration should be made in relation to drug and alcohol testing of persons involved in the incident.
8. The incident scene is to be stabilised to prevent further injury or interference with the scene. If necessary, the incident scene is to be taped off with highly visible warning tape or barrier tape. Signs should be placed at entrances to the area stating, 'no entry'.
9. Where the incident has been reported to Work Health and Safety Queensland, it should be kept in mind that a person must not move or interfere with anything connected with the injury, illness or event without the permission of a police officer or an inspector from Workplace Health and Safety Queensland. The only time a person may move or interfere with the scene, is when it is necessary to save life, relieve suffering or to prevent injury to another person or property prior to the authorities arriving.

Collecting Evidence

1. When analysing an incident to establish the causal factors, the incident model should be kept in mind, to ensure all relevant information is obtained.
2. The model can be broken down into three main phases as follows -
3. Full Span of Incident

Pre-Incident
(Stage 1)

Incident
(Stage 2)

Post Incident
(Stage 3)

4. All witnesses should be identified, and their details documented.
5. Interview the injured worker as soon as reasonably practicable following the incident; and
6. Photograph the area and draw a map of the incident scene, noting such details as the location of equipment, people, workstations and path of travel of the injured worker. Ensure photographs are taken of equipment which was being used when the incident occurred.

Incident Investigation Report

1. Using the information gathered compile the Incident Investigation Report.
2. All of the evidence collected from the investigation is to be entered into MYOSH (BSC's management system) and any additional statements and photographs uploaded and stored in the system.
3. Corrective actions related to risk mitigation should be allocated to key stakeholders in the process being investigated and entered into myosh Viking or any other cloud-based system.
4. Once the report has been finalised, the Incident Investigation Report is to be distributed to the following persons / organisations -
 - Work Health and Safety Team (for review)
 - Relevant Director and Chief Executive Officer (if applicable)
 - Work Health and Safety Committee to be discussed (if required and only notifiable incidents) at the next meeting; and
 - Work Health and Safety Queensland if required. There are times when Work Health and Safety Queensland will ask Council to conduct an investigation and submit the final report with corrective actions to them.
5. Employees working within the area where the incident occurred should be informed of the outcomes of the investigation, to make them aware of the hazard actions associated to the incident and will need to be implemented to stop a recurrence of a similar event.
6. The investigation is to be closed when the hazard actions have been closed out and the level of residual risk is at ALARP.
7. The documentation related to the investigation, maintained in case a common law claim is submitted later.
8. If the injured worker so desires, the Health and Safety Representative must be present at the investigation.

Investigation of an Incident Involving a Child, Youth or Persons with a Disability

In investigating an incident involving a child, youth or persons with a disability, BSC will adhere to all legal requirements related to reporting and investigation of any incident or suspected incident involving a child, youth, or person with a disability as outlined in the child Protection Act 1999, NDIS Quality and Safeguarding Commission.

NDIS related notifications will be completing using the BSC's/CRC's Child Safety Incident Report Form.

The NDIS Incident Management Register will be completed and remains the responsibility of the CRC for maintaining.

CERTIFICATION



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CHIEF EXECUTIVE OFFICER
BANANA SHIRE COUNCIL

12/10/21

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DATE