



POLICY	
Incident/Hazard Reporting and Investigation	
Scope (Staff):	All staff members of North Metropolitan Health Service (NMHS), which include employees, contractors, visitors and volunteers
Scope (Area):	All Areas of NMHS

Aim

NMHS recognises that the appropriate reporting, investigation and management of workplace hazards and incidents will assist in maintaining a safe working environment, contribute to risk management, and allow NMHS to achieve WorkSafe mandatory reporting requirements.

Risk

Compliance with this policy is necessary to meet Occupational Safety and Health (OSH) legislative requirements and will support maintenance of a safe workplace. The policy and supporting documentation defines how the organisation and its accountable officers ensure appropriate reporting, investigation and management of workplace hazards and incidents. Non-compliance could result in financial losses due to employee injury and regulatory attention.

Definitions

Hazard	In relation to a person, means anything that may result in - a) injury to the person; or b) harm to the health of the person.
Host Employer	An organisation separate to NMHS that provides duties and controls the workplace for NMHS employees.
Incident	An unplanned event (including dangerous occurrences and system failures) resulting in, or having a potential for injury, ill health, damage or other loss.
Investigation	A systematic examination of a hazard or incident and its cause or contributing factors.
Risk	The probability of injury or harm occurring and the severity of the consequences of that harm.
Risk management	Is the process by which hazards are identified, assessed and controlled in a systematic manner.

Staff member	Under the <i>Health Services Act 2016</i> , this refers to an employee in the NMHS and a person engaged under a contract for services by the NMHS. For the purpose of this policy, this also includes volunteers, students and persons on work placement/work experience/unremunerated clinical agreement (UCA).
Workplace	Means a place, whether or not in a vehicle, building or other structure where employees are likely to be in the course of their work. For example: Junior Medical Officers on rotations at non-NMHS sites.

Principles

In accordance with WA OSH legislation, all occupational hazards, incidents/accidents, and near misses that occur at the workplace are to be formally reported and investigated. This policy applies to all employees, contractors, volunteers, students and persons on work placement/work experience/UCA and visitors.

Hazard and incident reporting and investigation aims to prevent further injury to staff members, patients and visitors and to identify risks.

Reporting

All staff members reporting an injury or hazard must complete the [NMHS Hazard/Incident Form](#) and submit the form to their line manager, as soon as practicable, preferably by the end of the shift.

Incident forms can be completed by a manager/supervisor or colleague if an employee is unable to do so for themselves.

Contractors should report any hazards/incidents to the NMHS site representative/project manager as per the OSH Contractor Safety Policy.

Visitors should report hazards/incidents to a NMHS supervisor or manager who can assist by completing a NMHS Hazard/Incident form on their behalf.

Volunteers should report hazards/incidents to the Volunteer Coordinator or nominated officer with responsibility for volunteers at their workplace, who can assist them to complete a NMHS Hazard/Incident Form.

Persons on work placement / work experience or UCA should report hazards/incidents to their coordinator/supervisor who can assist them to complete a NMHS Hazard/Incident Form.

For NMHS employees working at non-NMHS sites; the incident should be reported to the host employer via their internal reporting procedures. The NMHS employee is also required to complete a NMHS Hazard/Incident form and notify the NMHS OSH Department.

Investigation

The supervisor/manager/coordinator in consultation with the Safety and Health representative (where available) should:

- assess any immediate danger and ensure the safety of employees
- arrange for first aid/medical treatment/injury management information/debrief or counselling as required
- implement immediate control measures where appropriate ie. tagging out faulty equipment, mopping up spills etc
- inform the site OSH Department of any work related injury within 24 hours
- fully document the investigation and forward the relevant documents to the OSH department within a reasonable time frame (preferably within 1 week). Include the following checklists if applicable:
 - Aggressive Incident Investigation Checklist
 - Manual task Incident Investigation Checklist
 - Slips, Trips and Falls Incident Investigation Checklist.

Host employers are required to investigate incidents related to NMHS employees on their site and consult with NMHS OSH regarding the findings and corrective actions.

Control measures

Based on the investigation findings, suitable control measures should be implemented where possible. Control measures should align with the hierarchy of control (from most effective to least effective):

- elimination – remove the hazard completely
- substitution –replace with another substance or change the method
- isolation – separating people from the hazard
- engineering – use of equipment or physical barriers
- administrative – training / policy / procedure
- Personal Protective Equipment (PPE) – use of equipment such as gloves, masks, gowns.

For more information on control measures, please refer to the Code of Practice Occupational Safety and Health in the Western Australian Public Sector 2007, p.25 <https://www.commerce.wa.gov.au/sites/default/files/atoms/files/codepublicsector.pdf>

Recording

The OSH Department enters the incident/hazard details on the OSH database and reviews the investigation and actions taken to avoid similar incidents.

Incident reports and associated documentation is maintained in accordance with the [NMHS Record Keeping Plan](#).

Mandatory Reporting

The OSH Department will be responsible for complying with the following mandatory reporting requirements:

- injuries and diseases as defined in the OSH Act 1984 (s.23 I) and OSH Regulations 1996 (r.2.4, r2.5) are to be reported to WorkSafe WA
- exposure to certain Hazardous Substances will be reported to WorkSafe as per the OSH Regulations 1996 (r5.40)
- potential exposure to radiation will be referred to the site Radiation Safety Officer.

Roles and Responsibilities

Employees, Contractors, Volunteers and Persons on work placement/work experience/UCA

Employees, contractors, volunteers, persons on work placement/work experience/UCA are responsible for :

- reporting hazards/incidents to their manager/supervisor/coordinators in line with legislative requirements and co-operating with any relevant investigations.
- completing a [NMHS Hazard / Incident Form](#) as soon as possible.
- assist visitors with reporting incidents / injuries as required.

Accurate and truthful information should be provided to the best of your knowledge. Any falsification or misrepresentation documented on an employee incident hazard form may constitute a breach of discipline.

Managers / Supervisors / Coordinators

Managers/supervisors/coordinators have a legislative responsibility (*as per section 23k of the WA OSH Act, 1984*) to:

- consult with Safety and Health Representatives regarding hazards and incidents.
- undertake investigations in response to incidents/hazards in a timely manner.

- investigate incidents in consultation with any persons who were affected.
- implement control measures that effectively mitigate the risk or seek advice from the site OSH Department if unable to determine suitable control measures.
- inform the person reporting the incident/hazard of the investigation outcome and action taken.

Compliance and Evaluation

The NMHS Chief Executive and each NMHS site or service Executive Director is to ensure compliance with this policy.

Hazard, incident and injury rates are monitored on a quarterly basis by OSH and trends reported to OSH Committees, Executives and NMHS Board as required.

Related internal policies, procedures and guidelines

[NMHS Record Keeping Plan](#)

[NMHS Risk Management Guidelines](#)

[NMHS SPE 22 OSH Responsibilities](#)

[NMHS Contractor Safety Policy](#)

[NMHS Hazard / Incident Form](#)

[DoH Mandatory Policy MP 0040/16 Discipline Policy](#)

[Aggressive Incident Investigation Checklist](#)

[Manual task Incident Investigation Checklist](#)

[Slips, Trips and Falls Incident Investigation Checklist](#)

References


[Occupational Safety and Health Act 1984](#) Sections 19, 20, 23I, 23K, 33 & 35

[Occupational Safety and Health Regulations 1996](#) Regulations 2.4, 2.5, 3.1, 3.5 & 5.40

[SRO General Disposal Authority for Human Resource Management Records](#)

[Code of Practice Occupational Safety and Health in the Western Australian Public Sector 2007](#)

This document can be made available in alternative formats on request for a person with a disability.

Policy Sponsor	Executive Director Business and Performance				
Policy Contact	Director, Occupational Safety and Health				
Date First Issued:	05/05/2009	Last Reviewed:	04/06/2019	Review Date:	04/06/2022
Version No. (if applicable)					
Approved by:	Area Director Workforce			Date:	04/06/2019
Endorsed by:	NMHS Executive Group			Date:	06/06/2019
Standards Applicable:	NSQHS Standards: Clinical Governance 				
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The health impact upon Aboriginal people have been considered, and where relevant incorporated and appropriately addressed in the development of this health initiative (IS10P1017)