# Accident/Incident Guidelines

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<tr>
<th>Version</th>
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<tr>
<td>TRIM file number</td>
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<tr>
<td>Short description</td>
<td>Guidelines on reporting, recording and investigating incidents at Charles Sturt University</td>
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<tr>
<td>Relevant to</td>
<td>All employees, students and visitors</td>
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<td>Approved by</td>
<td>Executive Director, Human Resources</td>
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<tr>
<td>Responsible officer</td>
<td>Manager, EH&amp;S Systems</td>
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<td>Responsible office</td>
<td>Division of Human Resources</td>
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<td>October 2006</td>
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<tr>
<td>Related University documents</td>
<td>Work Health and Safety Policy</td>
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<td>Occupational Health and Safety Objectives and Responsibilities Policy</td>
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<td>First-Aid Policy</td>
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<td>Accident/Incident Report Form</td>
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<td>Accident/Incident Investigation Form</td>
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<tr>
<td>Related legislation</td>
<td>Work Health and Safety Act, 2011 (NSW)</td>
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<td>Work Health and Safety Regulations, 2011 (NSW)</td>
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<td>Key words</td>
<td>Guidelines, accident, incident, near-miss, reporting, prevention, responsibilities, investigation, record keeping.</td>
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1. PURPOSE

1.1 Charles Sturt University aims to promote reporting and investigating of all incidents in support of a safety culture where learning from errors is used to prevent a recurrence and to comply with legislation. These guidelines are to ensure staff are aware of their responsibility in relation to reporting incidents, that all incidents are properly investigated, to ensure corrective action is taken to prevent recurrence and to reduce the risk potential at the University.

2. DEFINITIONS

2.1 In relation to WHS Management Systems the terms 'accident' and 'incident' have the same meaning, although many believe that an event such as a near-miss without injury, damage or loss is an incident and not an accident. To ensure that all near-miss events are reported, the University has used the term 'accident/ incident' on our report forms. Except for using the full name of report forms, the term 'incident' will be used throughout this document and is synonymous with the term 'accident'. The following definitions apply for the purpose of this guideline:

(a) Incident - An unplanned event resulting in, or having the potential for injury, ill-health, damage or other loss.

(b) Serious Incident - Where a staff member, student or visitor is fatally injured or sustains a serious injury or illness that requires immediate treatment as an inpatient in a hospital, where no injury or illness occurs but the situation is immediately life threatening or other events prescribed in the WHS Act NSW (2011) Section 36.

3. RESPONSIBILITIES

3.1 Employees and students must:

(a) Report all incidents to their direct supervisor and/or manager.
(b) Ensure the completion of the Accident/Incident Report Form.
(c) Forward completed forms direct to the Division of Human Resources or through your supervisor.

3.2 First-aid officers and security officers must:

(a) Report all incidents requiring first-aid or near-miss incidents that they attend, including those to visitors (including contractors).
(b) Ensure the completion of the Accident/Incident Report Form.
(c) Forward completed forms direct to the WHS Unit, Division of Human Resources.

3.3 Direct Supervisor must:

(a) Complete further action or investigation as requested by the Division of Human Resources.
(b) Ensure corrective action is taken to prevent such incidents recurring.
(c) Forward all associated paperwork to the Division of Human Resources.
(d) Forward any relevant Workers Compensation documentation to the WHS Unit, Division of Human Resources, within 24 hours of any incident.
3.4 The WHS Unit must:
   (a) Review all Accident/Incident Report Forms.
   (b) Ensure timely completion of Accident/Incident Report Forms.
   (c) Provide feedback, advice, guidance and assistance to direct supervisors.
   (d) Monitor the investigation process and strategies implemented.
   (e) Ensure timely notification to WorkCover Authority as required by legislation.

4. REPORTING

4.1 In the first instance staff shall, where it is safe to do so, take appropriate immediate action to minimise the risk of further injury or damage (for example, provide first aid, fight any fire, contain spills, contact emergency services) before reporting incidents.
   (a) Reporting of incidents is essential for the identification of hazards in the workplace.
   (b) All near-miss incidents should be reported.
   (c) The person directly involved in the incident or, if unable, another person (staff member, first aid officer) shall complete the Accident/Incident Report Form. This form should be completed and forwarded to the Division of Human Resources within 48 hours of the incident occurring.
   (d) For incidents which constitute an emergency, refer also to the Site Emergency Plans.
   (e) Serious incidents and hazards must be immediately reported to the Manager Work Health and Safety. This will include any accidents or incidents, which are WorkCover reportable (see Reporting to WorkCover below).
   (f) In addition, the responsible Manager or the Manager, Work Health and Safety, has the authority to suspend work in the area where the incident has occurred, or to suspend similar work, until the investigation has been completed and/or corrective action taken, if there is a risk of a similar incident occurring.

4.2 The Charles Sturt University Accidents/Incidents Register in the WHS Database is used to record details from the Accident/Incident Report Form.

4.3 All workplace incidents that result in a staff member sustaining injury must be reported to the WHS Unit, Division of Human Resources at Bathurst Campus within 24 hours of occurrence. WHS staff are responsible for notifying incidents that result in injury or illness to staff, to the Workers Compensation Insurer in the following circumstances:
   (a) All injuries or illnesses where workers compensation is payable (i.e. an expense has been incurred for treatment or lost time). Notification is required by the insurer within 48 hours of the incident occurring or of the University receiving notification.
4.4 The WorkCover Authority must be notified as soon as is practicable, but no later than 7 days, of any of the following situations occurring, through the Manager, Work Health and Safety:

(a) When, as a result of an incident at your workplace, a person dies or is injured so that he or she cannot carry out their usual duties for at least 7 days after the incident.
(b) The WorkCover Authority must be notified even if the person injured or killed is not an employee.

5. INCIDENT INVESTIGATION

5.1 The objective of the investigation is to establish the direct and contributing cause/s of the incident, so that corrective action can be adopted to prevent a future recurrence.

Where requested, incidents should be promptly investigated by the immediate supervisor of the injured or ill person, or by the person in charge of the area where the incident occurred. The investigation should identify the causal factors related to the incident and assess any hazards that need to be controlled.

Supervisors should discuss the incident with relevant staff and decide on suitable risk controls to be implemented. The investigation and corrective actions are to be recorded on the Accident/Incident Investigation Form that is provided to supervisors/managers when an investigation is requested and returned to the Division of Human Resources.

5.2 The Manager, Work Health and Safety or WHS Coordinator will sign off on all completed investigations and monitor trends of incidents and initiate further investigation where:

(a) A number of incidents are noted for similar situations.
(b) A workers compensation claim has been lodged.
(c) The manager has requested assistance to investigate an incident.
(d) A serious or major incident has occurred.
(e) Any situation that is deemed to require further investigation.

6. INVESTIGATIONS COORDINATED BY HUMAN RESOURCES

6.1 The Division of Human Resources will coordinate investigations into incidents that are considered to be of a serious nature (see Definitions: serious incident). This investigation will be lead by a suitably trained representative of the Division of Human Resources and will include assistance from person/s injured or ill, witnesses, area managers and any other persons that may be required.

Following the investigation, a comprehensive report will be completed and distributed to those parties as required.
6.2 Where a critical incident has occurred, it will be the responsibility of the Critical Response Group to ensure appropriate steps are taken to investigate and identify preventative action. Where such an incident occurs, an Accident/Incident Report Form is usually completed as soon as possible after the incident has occurred.

Further information regarding critical incident management can be obtained from: http://www.csu.edu.au/division/facilitiesm/services/critical-response-groups

7. RECORD KEEPING

7.1 Records of all incident notifications, reporting, investigation and corrective actions shall be kept by the Division of Human Resources. Where applicable, records shall be kept for the duration required by legislation.

7.2 Managers/supervisors should also retain copies of these documents for auditing purposes. Training and competency records should also be kept, identifying the description of any training session, the date and location of the session, details of the provider and details of the participants.

8. FURTHER INFORMATION

Further information and forms can be found on the Work, Health and Safety Website, located at: http://www.csu.edu.au/division/hr/health-safety-wellbeing/ohs-management-system

Table of amendments

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<tr>
<th>Version number</th>
<th>Date</th>
<th>Short description of amendment</th>
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<tr>
<td>1.0</td>
<td>6/10/06</td>
<td>Combined the previous Incident Reporting and Incident Investigation Guidelines and reformatted into the new style.</td>
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<td>1.1</td>
<td>01/12/14</td>
<td>New logo, referenced current legislation and CSU policies, removed Accident/Incident Action sheet reference (no longer used)</td>
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