Purpose
To ensure that all incidents involving Diocese of Maitland – Newcastle (DoMN) workers (including employees, contractors and volunteers), visitors and members of the public are reported, recorded and investigated in a systematic manner with corrective actions implemented to prevent recurrence and where required, notified to Regulatory Authorities.

Scope
This procedure applies to all workers of the Diocese of Maitland – Newcastle (DoMN).

Definitions and Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrective Action</td>
<td>The recommendations designated by the investigation team to ensure that the outcomes of inspection and testing, audits, incident and hazard reporting procedures are reviewed and appropriate procedures implemented to rectify non-conformance and prevent its recurrence.</td>
</tr>
<tr>
<td>Dangerous Incident</td>
<td>An incident that exposes a person to a serious risk to a person’s health or safety emanating from an immediate or imminent exposure to the events prescribed in Section 37 of the Work Health and Safety (WHS) Act 2011 (NSW). Including electric shock</td>
</tr>
<tr>
<td>HSC</td>
<td>Health and Safety Committee.</td>
</tr>
<tr>
<td>Incident</td>
<td>An event or chain of events, which has caused injury or disease and/or damage to people, assets or reputation.</td>
</tr>
<tr>
<td>Lost Time Injury (LTI)</td>
<td>A work injury resulting in the inability of a worker to work for at least one full day/shift at any time after the day/shift in which the incident occurred.</td>
</tr>
<tr>
<td>Medical Treatment Injury (MTI)</td>
<td>A work injury resulting in the worker needing to seek medical treatment from a Doctor, Ambulance or Hospital at any time after the incident. This does not include First Aid Treatment.</td>
</tr>
<tr>
<td>Near Miss</td>
<td>An incident that occurred at a place of work, which, although it did not result in injury/illness or damage, had the potential to do so.</td>
</tr>
<tr>
<td>Notifiable Incident</td>
<td>An incident that requires immediate notification to the Regulatory Authority (e.g. Safe Work NSW) by the fastest way possible and isolation of the area including:</td>
</tr>
<tr>
<td></td>
<td>• The death of a person; or</td>
</tr>
<tr>
<td></td>
<td>• Serious injury or illness of a person; or</td>
</tr>
<tr>
<td></td>
<td>• A dangerous incident like exposure to steam or receiving an electric shock.</td>
</tr>
<tr>
<td>RTW Coordinator</td>
<td>Return to Work Coordinator.</td>
</tr>
<tr>
<td>Serious Injury or Illness</td>
<td>An injury or illness requiring the person to have immediate treatment as an in-patient in a hospital; medical treatment within 48 hours of exposure to a substance; or immediate treatment for:</td>
</tr>
<tr>
<td></td>
<td>• Amputation of any part of the body; or</td>
</tr>
<tr>
<td></td>
<td>• A serious head injury, eye injury or burn; or</td>
</tr>
<tr>
<td></td>
<td>• A separation of skin from an underlying tissue (e.g. degloving or scalping); or</td>
</tr>
</tbody>
</table>
- Spinal injury; or
- Loss of a bodily function; or
- Serious laceration.

### Responsibilities

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| WHS Manager                  | Reporting notifiable incidents to the regulatory authority immediately following notification from site; and  
|                              | Being involved in incident investigations for high and very high risk incidents;    |
| RTW Coordinator              | Maintaining copies of all incident reports and investigation reports in personnel files;  
|                              | Participating in incident investigations for high and very high risk incidents; and  
|                              | Reporting incidents to the relevant insurance company;                             
|                              | Manage Workers Compensation Claim files; and                                       
|                              | Participating in identifying suitable duties where required and completing RTW Plans;|
| Managers                     | Completing Incident Report Forms on behalf of workers (if they are unable);        
|                              | Forwarding Incident Report Forms to the WHS and RTW Coordinator for review;        
|                              | Completing with an investigation team, an Incident Investigation Report Form for all MTI and LTI Incidents, a serious near miss or where requested by the WHS Manager or RTW Coordinator;  
|                              | Forwarding the Incident Investigation Report Form to the WHS and RTW Coordinator for review;  
|                              | Implementing corrective actions recommended as a result of an incident investigation; and  
|                              | Notifying the WHS Manager immediately of those incidents requiring reporting to the Safety Regulator |
| Health and Safety Committee  | Participate in incident investigations where required;                              
|                              | Review incident reports at committee meetings; and                                 
|                              | Review the effectiveness of controls implemented as a result of an incident.        |
| Workers                      | Immediately reporting incidents and near miss occurrences to a Manager; and         
|                              | Completing an Incident Report Form (if able) for every incident.                  |

### Procedure

1. **Incident and Near Miss Reporting**

   All incidents and near misses are to be reported to a Manager/Supervisor immediately. This is to be undertaken in accordance with the following steps:

   1. Obtain appropriate assistance for the injured/affected person e.g. first aid, emergency response, etc.
   2. DO NOT alter the incident/near miss site if an external investigation may be required.
3. Record all incidents and near misses on an Incident Report Form.
4. If an incident or near miss is classified as a High or Very High risk incident, the incident is to be immediately reported to the WHS Manager.
5. After consultation with the WHS Manager, notifiable incidents are to be reported to the relevant Regulatory Authority and the incident scene isolated for effective investigation (refer to ‘Notifiable Incidents’ section).
6. A copy of the completed Incident Report Form is to be forwarded to the WHS Manager/RTW Coordinator for review.

Incidents should be reviewed by local Health and Safety Committee meetings to ensure controls are effective and appropriate. The RTW Coordinator will maintain copies of all incidents reported and will make available for inspection where applicable by:
- The relevant Regulatory Authority (e.g. Safe Work NSW);
- WHS Manager; and
- The injured person or a person authorised by the injured person.

2. Notification to Senior Managers

The WHS Manager and Senior Managers must be notified immediately in the event of any incident which involves the following:
- Fire Brigade, Ambulance, Police;
- Environmental Protection Authority (EPA);
- Regulatory Authority investigators (e.g. Safe Work NSW);
- Notifiable incident (in accordance with the WHS Act 2011) or LTI;
- An incident which attracts media attention; and/or
- An incident considered serious in that major consequences were narrowly avoided (i.e. near miss).

3. Notifiable Incidents

A notifiable incident is an incident that requires notification to the Regulatory Authority (e.g. Safe Work NSW) including:
- The death of a person; or
- Serious injury or illness of a person; or
- A dangerous incident.

Notification must be made immediately to the regulator via the fastest possible means (e.g. phone or in writing) by the person with authority to report it (e.g. WHS manager, HR manager or other person standing in for them).

The scene of a notifiable incident is to be cordoned off and not disturbed to ensure a comprehensive investigation can be undertaken as soon as possible.

4. Dangerous Incidents

A dangerous incident is an incident that exposes a worker or any other person to a serious risk emanating from an immediate or imminent exposure to:
- an uncontrolled escape, spillage or leakage of a substance, or
- an uncontrolled implosion, explosion or fire, or
- an uncontrolled escape of gas or steam, or
- an uncontrolled escape of a pressurised substance, or
5. Incident Investigation

An Incident Investigation is required within 3 days of an incident when there has been a:

- Lost Time Injury (LTI)
- Medical Treatment Injury (MTI)
- Serious Near Miss
- Or when requested by the WHS Manager or RTW Coordinator.

Incident Investigations are to be recorded on Form 4.3b Incident Investigation Report.

6. Incident Investigation Requirements

The worker’s Manager is to be involved in all investigations, along with at one or more of the following people:

- The injured worker
- A witness (if applicable)
- A local WHS Committee Member
- RTW Coordinator; and/or
- WHS Manager for all Notifiable incidents, serious injuries and for dangerous incidents as all of them involve high to very high risk and additional controls must be agreed to and put in place.

The Incident Investigation Report is to be completed by the Investigation Team and is to include the following information:

a. Description of the problem;

b. Implementation of a short term solution (if applicable);

c. Identification of root causes/contributing factors in terms of Work Health and Safety Management System failures. Where a prior risk assessment has been completed, this assessment and any controls implemented must be reviewed;

d. Implementation of corrective actions; and

e. Evaluation and follow-up of the corrective actions once implemented

As part of the investigation, the injured worker must be consulted and where deemed necessary a statement of events may be requested.

All witnesses must be consulted and again may be asked to give a formal statement of events.
The Senior Site Manager must review all completed investigations and sign off once all agreed corrective actions have been implemented.

A copy of the completed investigation form must be forwarded to the RTW Coordinator once complete.

7. Corrective and Preventative Actions
Corrective and preventative actions are to be established for all hazards and non-conformances identified during incident investigations. Such actions are to be established by the Manager in conjunction with the WHS Manager/RTW Coordinator and HSC where applicable.
Corrective and preventative actions are to be based on the hierarchy of risk control measures (refer to DoMN-WHSMS 3.4 Risk Management).
Once corrective and preventative actions have been determined the progress status of their implementation (where relevant) is to be discussed in Health and Safety Committee Meetings or other communication forums where health and safety is discussed.
All corrective and preventative actions implemented are to be reviewed at an appropriate interval thereafter to ensure the controls are adequate and effective for treating the risk. Such reviews are to be discussed in Health and Safety Committee Meetings or other communication forums in which health and safety is discussed.

8. Incident Report and Investigation Records
The Site Manager is responsible for maintaining incident and investigation reports locally and supplying them to WHS Records where applicable. Such records are to be maintained in accordance with DoMN-WHSMS 3.3 Document Control and Records Management with designated retention times to be adhered to.
A copy of Incident Investigation forms should also be kept on Workers Compensation files where applicable.

Forms
- Form 4.3a Incident Report Form
- Form 4.3b Incident Investigation Report Form
- Form 4.3c Incident Reporting Process Form

References
- Work Health & Safety Act 2011 (NSW)
- Work Health & Safety Regulations 2017 (NSW)