

INCIDENT AND HAZARD REPORTING AND INVESTIGATION PROCEDURE



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1 PURPOSE

- 1.1 CQUniversity has an obligation to provide a work environment without risks to health and safety, so far as is reasonably practicable. As such, this procedure provides a framework for how CQUniversity will manage, investigate, control and monitor safety and wellbeing hazards and incidents.

2 SCOPE

- 2.1 This procedure applies to employees, students, contractors and their employees, and visitors who participate in CQUniversity business operations and activities.

3 PROCEDURE

- 3.1 ***If required utilise the SafeZone application on your smart phone for first aid or other assistance or call for emergency services (0) 000 without hesitation.***

Reporting incidents

Hazards

- 3.2 Individuals must report any identified hazards, ensure that any areas are safe, and that others are not exposed to the hazard. This may include placing a temporary control in place so that others are aware of the hazard, including signage, a physical barrier, locking the area out to restrict access, or tagging out the equipment.
- 3.3 Hazards which cannot be easily rectified must be submitted to the Safety and Wellbeing Unit via the [Report a Hazard Form](#) in the CAMMS.Risk reporting system. Contact the Safety and Wellbeing Unit via safety-wellbeing@cqu.edu.au if any issues with the reporting system.

Incidents and confidential incidents (other than a notifiable incident)

3.4 After any incident the injured/ill individual will:

- report the incident to the Work Area Supervisor as soon as possible, except in the case of confidential incidents where a confidential incident allows a person to report an incident in confidence
- submit an incident report via the [Report An Incident Form](#), or a confidential incident via the [Report a Confidential Incident Form](#) as soon as possible, but no later than three working days after the event, and
- contact a First Aid Officer using the SafeZone Application First Aid Icon, or the Safety and Wellbeing Unit immediately if an injury requires any medical treatment (i.e. treatment by a general practitioner, allied health professional, or anything more severe than initial first aid).

3.5 Where required, the Work Area Supervisor will assist to complete the above tasks.

Notifiable incidents (death, serious injury or illness or dangerous incident)

3.6 Notifiable incidents include incidents that:

- result in the death or serious injury or illness of an individual, or
- a dangerous incident in a place of work that exposes an individual to a serious risk to their health or safety.

The Safety and Wellbeing Unit will determine a notifiable incident under the criteria in the relevant legislation.

3.7 The Safety and Wellbeing Manager or Director People and Culture must immediately be notified of any potential notifiable incidents. In the case of an on-site death, the site will be immediately secured, and the police called. The police will be in charge of the area until such time as they release it to the University.

3.8 After confirming the incident meets the notifiable incident criteria, the Safety and Wellbeing Manager will:

- provide immediate notification to either:
 - 'The Regulator' (defined by SafeWork Australia) for the respective state, or
 - the Electrical Safety Office if the case is of a serious electrical incident, and
- inform the Vice-Chancellor and President and Chief Operating Officer or relevant Vice-President, Deputy Vice-President, and Associate Vice-President.

3.9 The site of the incident will be preserved until an inspector arrives or directs otherwise.

Investigating incidents

3.10 An incident investigation will be conducted by the Safety and Wellbeing Unit and/or other representatives suitably trained and authorised by the Safety and Wellbeing Unit as soon as possible. Once the severity of the incident is determined, the Safety and Wellbeing Manager or a Senior Safety and Wellbeing Adviser will determine the level of investigation required.

3.11 The investigation will likely involve and require input from:

- the injured/ill individual and other bystanders
- Work Area Supervisors
- Supervisors
- Technical Specialists
- Senior Safety and Wellbeing Advisers
- Safety and Wellbeing Manager, and
- Elected Health and Safety Representatives.

3.12 All above parties will actively participate in the investigation process as required by the investigation team. (Safety and Wellbeing will determine the scope and level of investigation and appropriate team members).

- 3.13 Investigations will identify the causal factors of the incident and provide recommendations for preventative actions to eliminate or minimise the risk of such an incident recurring. Causal factors and recommendations may include, but not limited to, work methods, work environment, equipment, work organisation and the employee or a combination of these.
- 3.14 Investigations will include:
- a risk assessment being conducted using the risk management process to ascertain the risk score before any control measures are implemented
 - another risk assessment being conducted to ascertain the risk score after control measures are implemented, to ensure that the risk has been effectively controlled, and
 - ensuring control measures are monitored by the supervisor and formally followed-up by Safety and Wellbeing within one month to ensure the control measures are effective.
- 3.15 A copy of the investigation report will be provided to 'The Regulator' (defined by WorkSafe Australia) or the Electrical Safety Office, as necessary, for notifiable incidents.
- 3.16 Further information regarding reporting an incident or hazard can be found on [StaffNet](#).

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 Individuals at University worksites (including any work activities that are conducted off-site) have a duty to take reasonable care for their own health and safety and must not adversely affect the health and safety of other persons. They must comply with relevant instruction and cooperate with any reasonable legislation or policy document relating to health and safety at the workplace. For further information on an individual's roles and responsibilities for safety and health, refer to the [Work Health and Safety Roles and Responsibilities Procedure](#).
- 4.2 The Director People and Culture is responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.3 The Safety and Wellbeing Manager will report quarterly on occupational health and safety matters, including incidents, to the University Management Committee, Audit, Risk and Finance Committee and Council.

Records management

- 4.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

Terms and definitions

Confidential Incident: allows a person to report an incident in confidence. Events that are considered confidential incidents include fraud/theft, harassment/bullying/serious misconduct/misconduct, sexual violent/sexual harassment, whistleblowing.

Hazard: a situation or thing that has the potential to harm a person.

Incident: an unplanned event related to a person resulting in or potential for injury/illness or other loss. An incident can be an event or condition, expected or unexpected, that threatens life or safety and requires immediate action. Multiple or ongoing incidents may have a cumulative effect, becoming a major incident or crisis.

Individual: collective terms for employees, students, contractors and their employees, and visitors who participate in University business operations and activities.

Notifiable incidents: an incident that Workplace Health and Safety Queensland must be notified about which:

- results in the death or serious injury or illness of an individual, or
- is a dangerous incident in a place of work that exposes an individual to a serious risk to their health or safety.

The Safety and Wellbeing Unit will determine a notifiable incident under the criteria in the relevant legislation.

Risk: The possibility that harm (death, injury or illness) might occur when exposed to a hazard.

6 RELATED LEGISLATION AND DOCUMENTS

[Electrical Safety Act 2002](#) (Qld)

[Occupational Health and Safety Policy](#)

[Risk Management Policy](#)

[Report a Confidential Incident](#)

[Report a Hazard](#)

[Report an Incident](#)

[Reporting an Incident or Hazard StaffNet page](#)

[SafeWork Australia Notifiable Incidents](#)

[SafeWork Australia Regulators](#)

[Work Health and Safety Act 2011](#) (Qld)

[Work Health and Safety Regulation 2011](#) (Qld)

7 FEEDBACK

7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

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Approval Authority	Vice-Chancellor and President
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Notes	This document was formerly known as the Safety Health Environment WorkCover Sustainability (SHEWS) Incident and Hazard Reporting and Investigation Procedure (last approved 16/03/2016).