

INCIDENT AND HAZARD REPORTING AND INVESTIGATION PROCEDURE



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	PROCEDURE	1
	Reporting a hazard.....	1
	Reporting an incident (other than a notifiable incident)	2
	Reporting a notifiable Incident (death, serious injury or illness or dangerous incident)	2
	Investigating an incident.....	2
4	RESPONSIBILITIES	3
	Compliance, monitoring and review	3
	Reporting.....	3
	Records management.....	3
5	DEFINITIONS	3
6	RELATED LEGISLATION AND DOCUMENTS	3
7	FEEDBACK.....	4
8	APPROVAL AND REVIEW DETAILS.....	4

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, CQUniversity is committed to the development of a systematic approach to the management of Occupational Health and Safety (OHS) matters.
- 1.2 This procedure provides a framework for the types of hazards and incidents to be reported, and a process which hazards and incidents are to be investigated, controlled and monitored.

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 a hazard

- 3.2 Once identifying a hazard, it is the employee's, student's, contractor's or visitor's responsibility to report the hazard, and ensure that any areas are safe and 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 should be submitted to the SDesk via a Hazard Report for the OHS Unit to action.
- 3.4 If the hazard is unable to be reported via the SDesk, [email](mailto:OHS-Unit@cqu.edu.au) the OHS Unit (OHS-Unit@cqu.edu.au).

Reporting an incident (other than a notifiable incident)

- 3.5 After any incident the injured/ill employee or student should:
- report the incident to the Work Area Supervisor as soon as possible
 - submit an Incident Report in the Employee Self Service Online (ESSO) system 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 OHS Unit via ESSO, S-Desk, phone or email immediately if an injury require any medical treatment (i.e. treatment by a general practitioner, allied health professional, or anything more severe than initial first aid).
- 3.6 Where required, the Work Area Supervisor will assist to complete the above tasks.

Reporting a notifiable Incident (death, serious injury or illness or dangerous incident)

- 3.7 Notifiable incidents include incidents that:
- result in the death or serious injury or illness of a person (student, employee, contractor or visitor), or
 - a dangerous incident that arises out of work being undertaken by a business, undertaking or a workplace.
- Determination of what constitutes a notifiable incident will be made by the OHS Unit against the notifiable incident criteria under the relevant legislation.
- 3.8 The National OHS Manager or Director, People and Culture must be immediately 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.
- 3.9 After confirming the incident meets the notifiable incident criteria, the National OHS 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, relevant Deputy Vice-Chancellor, Pro-Vice Chancellor and Associate Vice-Chancellor.
- 3.10 The site of the incident will be preserved until an inspector arrives or directs otherwise.

Investigating an incident

- 3.11 An incident investigation will be conducted by the OHS Unit and/or other authorised representatives as soon as possible. Once the severity of the incident is determined, the National OHS Manager or a Senior OHS Advisor will determine the level of investigation required.
- 3.12 The investigation is likely to involve and require input from:
- the injured/ill person and other bystanders
 - Work Area Supervisors
 - Supervisors
 - Technical Specialists
 - Senior OHS Advisers
 - National OHS Manager, and
 - Elected Health and Safety Representatives
- 3.13 All above parties shall actively participate in the investigation process as required by the investigation team.

- 3.14 The investigation 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. Such 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.
- a risk assessment will be conducted using the risk management process to ascertain the risk score before any control measures are implemented.
 - another risk assessment will be conducted to ascertain the risk score after control measures are implemented, to ensure that the risk has been effectively controlled.
 - the control measures will be monitored by the supervisor and formally followed-up by the OHS Unit within one month to ensure the control measures are effective.
- 3.15 For a 'notifiable incident' a copy of the investigation report will be provided to 'The Regulator' (defined by WorkSafe Australia) or the Electrical Safety Office as necessary.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 Management, employees, students, contractors and visitors at CQUniversity 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 person. 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 National OHS Manager and OHS Unit are responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.3 The National OHS Manager will compile a regular report detailing incidents, statistics and trends for the University's Audit, Risk and Finance Committee (quarterly) and Vice-Chancellor's Advisory Committee (monthly).

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 University Sector Retention and Disposal Schedule on the [Queensland State Archives website](#).

5 DEFINITIONS

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

6 RELATED LEGISLATION AND DOCUMENTS

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

[Incident Notification Fact Sheet](#)

[Incident Online Work Instruction – 'Submitting and OHS Incident'](#)

[Occupational Health and Safety Policy](#)

[SafeWork Australia Regulators](#)

[WHS Notifiable Incident Checklist](#)

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

7 FEEDBACK

- 7.1 University employees and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
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Advisory Committee to Approval Authority	Vice-Chancellors Advisory Committee
Administrator	National Occupational Health and Safety Manager
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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 (16/03/2016).