



Incident Response Procedure

Related Policies	<i>Work Health and Safety Policy</i> <i>Work Health and Safety Responsibility Policy</i>
Responsible Officer	Director of Human Resources
Approved by	Director Governance and Legal
Approved and commenced	May, 2011 – v1.0
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Responsible Section / Work Unit	Work Health and Safety (WHS) Unit

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1 Objective

The objectives of this Procedure are to ensure that:

- All incidents that result in or have the potential to cause injury or damage, are reported and investigated in a consistent manner; and
- Corrective action(s) are implemented to prevent a recurrence.

2 Scope

This procedure applies to University of Tasmania employees, students and visitors at the Australian workplaces owned, managed or controlled by the University of Tasmania and approved offsite work including collaborative arrangements with other parties.

Whenever an employee, contractor/student or visitor to the University is involved in a University related incident, it must be reported, investigated and corrective actions taken, where deemed necessary.

3 Procedure

In the event of an incident the procedure, as summarised in the University Incident Response Flowchart (attachment b), is as follows:

3.1 First Aid Treatment

Immediately after an incident involving personal injury, first aid treatment shall be given. The injured person is to seek assistance from a designated First Aid Officer in their work area or by contact with Security Officers, in accordance with the UTAS First Aid in the Workplace procedure.

3.2 Immediate actions to consider following a Serious incident

- *Control of the incident site;*
- *Seek emergency assistance (if required);*
- *Notify relevant personnel (internal & external); and*
- *Implement interim control measures to prevent a recurrence.*

(If the incident is not serious or did not have the potential to be serious, go to 3.3 below).

Control of the incident site

The Supervisor / Responsible Officer is to ensure the incident site is safe which may include taping off the area to prevent unauthorised access. The site must be controlled to ensure a person does not move or otherwise interfere with any plant or other thing involved in the incident without the prior permission of a Workplace Standards Tasmania inspector (in accordance with WH&S Act – Section 48).

This does not apply if movement or interference of the incident site is necessary –
(a) to save life or relieve suffering; or
(b) to prevent damage to property or injury to persons.

Seek Emergency Assistance (if required):

Determine if emergency assistance is required to respond to the incident (e.g. Ambulance, Tas Fire, Police). If yes, immediately notify University Security.

Notify Relevant Personnel (Internal & External):

The following persons shall be informed of any serious incident as soon as practicable:

Who is to be notified	Responsible Person*	Method of notification
INTERNAL		
<u>Designated First Aid Officer:</u> If any person is injured, seek assistance from First Aid Officer in immediate work area.	First person on the scene or Supervisor	For more information refer: <i>UTAS First Aid in the Workplace Procedure</i>
<u>Security:</u> University security personnel should be notified immediately of the incident so they can contact, meet and provide directions to any external emergency services.		Contact Security by phone: Sandy Bay Ext: 6226 7600 Launceston & Burnie: Ext: 6324 3336 <i>(If away from campus – call 000 directly)</i>
<u>HR WHS Unit:</u> To be notified as soon as practicable.	Security Officer, Staff/Student Supervisor	Phone: (03) 6226 7555 Or (03) 6226 7509
<u>Critical Incident Management Team:</u> To be notified as required.	WHS Unit, Security Officer	WHS Unit or Security Officer to notify the rostered campus emergency co-ordinator
EXTERNAL		
<u>Workplace Standards Tasmania:</u> They must be notified of any incidents classified as Serious or Dangerous in the WH&S Act & Regs. Refer Appendix A for guidance.	WHS Unit/ Responsible Officer	Initial notification can be verbal via WST helpline (1300 366 322), followed up by written notification as required by the WHS Unit.
<u>Aurora Notification</u> In the event of a Serious Electrical Incident, notification to the State Authority is required within 24 hrs.	Asset Management Services	Phone: 13 2004
Environmental Protection Authority notification for environmental incidents	Asset Management Services	Phone: (03) 6233 6518

**The responsible person for the notification can delegate this responsibility if for example they are busy dealing with the incident site.*

Implement Interim Control Measures to Prevent a Recurrence:

An initial investigation should be conducted to identify and implement measures to prevent a recurrence in the interim. This may include inspection/maintenance of any plant / equipment involved in the incident, to ensure it is safe to be put back in to service.

3.3 Completion of the relevant Incident Report(s)

When investigating an incident, there are three key stages:

- Gather information (what happened and how);
- Analyse the information (why it happened); and
- Make recommendations (what action to take to prevent a reoccurrence).

To assist with this process, the University has two types of incident report forms available online which may be required to be completed depending on the classification of the incident:

i. Incident Report

An Incident Report must be submitted for all incidents without delay, ideally within 2 days of the incident occurring or as soon as reasonably practicable. This will ensure investigators are most likely to see the conditions as they were at the time of the incident.

The report is broken in to 3 sections:

- Part A is completed by the person involved in the incident (Originator). This is a summary of the incident details (Who? Where? When? What?).
- Part B is completed by an Employee Safety Representative (ESR). They are responsible for suggesting control measures based on the incident risk rating, and raising any relevant hazard reports &/or job requests.
- Part C is completed by the Responsible Officer (Dean/Head of Division or Head of School/Section). This includes delegation of responsibilities in a corrective action plan (action to be taken, by whom and by when) which must be communicated to the Originator, and approval of any job requests raised by the ESR. When determining appropriate corrective actions to prevent a recurrence, the Hierarchy of Controls shall be taken into consideration (refer Minimum Standard - Risk Management [Project/Task] for further information). Advice and assistance can be sought from the WHS Unit.

An Incident Report form is available to be completed on-line at: [health-and-safety](#).

ii. Accident and Incident Investigation Report

In addition to the initial Incident Report form, an Accident Incident Investigation Report shall be conducted for all incidents resulting in serious injury/fatality, and/or incidents reportable to Workplace Standards. It may also be conducted for some damage, near miss, medical treatment and lost time injury incidents, as well as those incidents where the cause is unclear (at the discretion of the WHS Unit and/or Responsible Officer).

The investigation team completing the full Report shall be nominated by the WHS Unit / Responsible Officer and generally will comprise of team members with:

- Incident investigation training;
- Knowledge of the work area; and
- Safety training (e.g. ESR).

All Reports should be saved as attachments to the initial Incident Notification along with any other supporting information such as witness statement of events, photographs, etc.

Principles of Incident Investigation

The purpose of an investigation is not to attribute blame but to identify factors that contributed to the incident (what went wrong) and what can be done to prevent it from recurring (control measures). Investigators need to look beyond causes such as human error or carelessness to identify any underlying problems in the workplace, focusing on the 3 P's:

- People;
- Plant (including equipment and materials used); and
- Processes (systems of work and management practices).

3.4 Implement, Review & Monitor Control Measures

Once identified control measures have been implemented, they should be reviewed to test their effectiveness, to ensure significant risk factors have been controlled and risk levels have been reduced to an acceptable level. Monitoring is also crucial to ensure that controls put in place remain effective.

3.5 Workers Compensation and Rehabilitation

If an employee suffers an injury or illness at the University which arises out of or in the course of University activities, they may be entitled to workers compensation. The University will take all reasonable steps to achieve the timely and complete physical and psychological rehabilitation of relevant employees. Refer to the University Rehabilitation of Injured Employees policy (hot link) for more detailed information.

3.6 Employee Support

Following any work-related stressful event such as an incident, all University employees involved are encouraged to seek counselling through a company Employee Assistance Provider (EAP). This service is confidential and available to all University employees free of charge.

For more information and to find out who is your local service provider, refer to: [staff-counselling-service](#)

4 Definitions and Acronyms

Budget Centre	A unit within the University's financial management structure that is functionally and financially distinctive. University Budget Centres include Faculties, Schools, Institutes, Centres, administrative Sections and University Business Enterprises.
Damage	A work-related incident resulting in property/equipment damage but not incurring personal injury.
Dangerous Incident	Refer Appendix A: Extract from the Tasmanian WH&S Act (Section 3 & 47) and WH&S Regulations (Section 61 & 62).
Designated First Aid Officer	An employee of the University who holds a current First Aid Certificate issued by an approved organisation and who has been appointed by their Budget Centre to provide and manage first aid care within the workplace.
Employee	Any University staff member or student.
Employee Safety Representative	UTAS individuals elected to this role. Responsibilities include suggestion of control measures based on incident risk rating and raising any relevant hazard reports and/or job requests.
Fatality	The death of a person as a result of a work-related incident.
First Aid	The emergency care of sick or injured persons.

Incident	Includes injury, near miss and damage; i.e. An event which causes, or has the potential to cause, an injury to a person, and/or damage to property and/or equipment.
Lost Time Injury (LTI)	Injuries involving a worker's absence from work of one full day (or shift) or more due to a workplace injury. Incidents are classified as LTIs by HR – Workers Compensation personnel, in consultation with Area Supervisors and/or treating Doctors.
Medical Treatment Injury (MTI)	<p>A work-related injury or illness that requires medical treatment beyond first aid (treatment from a medical professional) which does not result in lost workdays but may require reduced work hours or alternate work duties. Incidents are classified as MTIs by HR – Workers Compensation personnel, in consultation with Area Supervisors and/or treating Doctors.</p> <p>Examples of MTIs are:</p> <ul style="list-style-type: none"> • Any cut or laceration requiring stitches; • All partial/full thickness burns; • Removal of embedded objects from eyes; • Injuries which result in loss of consciousness; • Treatment of fractures by use of casts, splints or other professional means of immobilization; • Any general surgical treatment; • Issue of 'prescription only' medicines; • Surgical removal of foreign material; • Use of series of physiotherapy or other professional treatments for sprains or strains.
Near Miss (Near Hit)	A work-related incident involving the failure of an established safe working practice or procedure (such as a failure to observe safe work procedures) or failure of plant/equipment, with the potential to cause personal injury or property damage, but where the absence of personal injury, or property damage, was simply a matter of chance.
Responsible Officer (RO)	Deans, Heads of Division, Heads of School and Directors/Managers of Administrative Sections have been designated as Responsible Officers under the Workplace Health and Safety Act 1995.
Serious Incident	Refer Appendix A - The admission of a person to hospital as the result of a work-related incident (or admission would have occurred if the incident had resulted in its maximum potential impact); or the permanent disability of a person as the result of a work-related incident.
Serious Electrical Incident	A reportable incident involving electrocution or electric shock serious enough to cause temporary or permanent disability or to require medical attention beyond observation.
Worker	A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as an employee, a contractor or subcontractor, an employee of a contractor or subcontractor, student or a volunteer.

5 Supporting Documentation

- Minimum Standard – Risk Management (Project/Task)
- Codes of Practice under the *Workplace Health and Safety Act 1995*
- AS/NZS ISO 31000:2009 *Risk Management - Principles and Guidelines*
- AS/NZS 4801:2001 *Occupational Health & Safety Management Systems – Specifications with Guidance for Use*
- OHSAS 18001:2007 *Occupational Health and Safety Management Systems – Requirements*
- University of Tasmania *Risk Management Policy*
- University of Tasmania *First Aid in the Workplace Procedure*
- University of Tasmania *Rehabilitation of Injured Employees policy*

6 Appendices

- *Appendix A: What is a Reportable Incident?*
- *Appendix B: Incident Response Flowchart*

7 Versioning

Former Version(s)	Version 0. 4 (Draft)
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APPENDIX A:

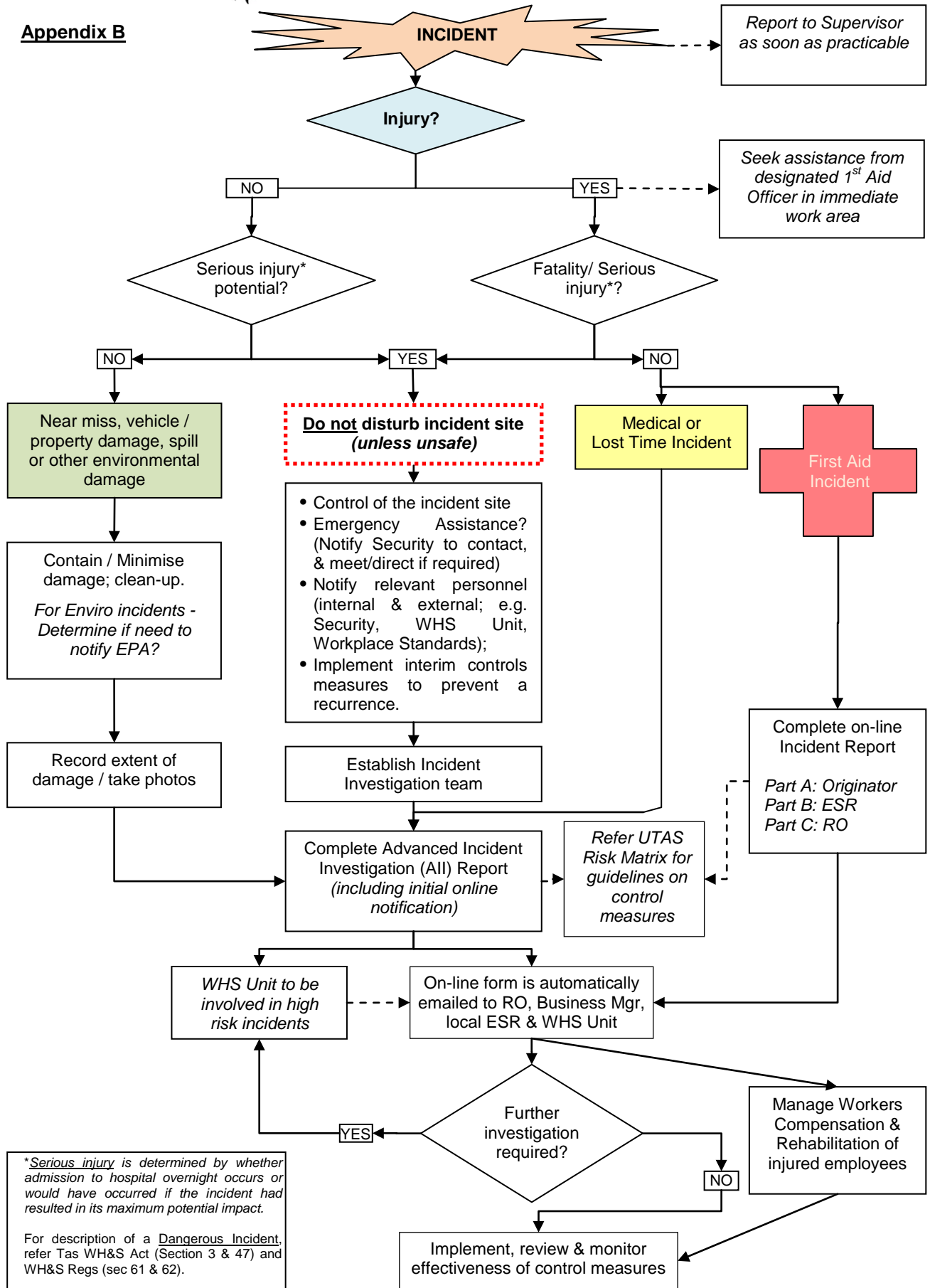
What is a Reportable Incident?

The following is a checklist to use to determine if an incident is classified as notifiable under the Workplace Health & Safety Act and Regulations:

		Applicable?
WAS IT A SERIOUS INCIDENT?		
<i>Workplace Health & Safety Act (section 3):</i> A serious injury is an injury or illness that disables a person to the extent that as a consequence of that injury or illness the person is subject to a period of admission to hospital as an in-patient.		
WAS IT A DANGEROUS INCIDENT?		
<i>Workplace Health & Safety Act (section 3 & 47):</i> A dangerous incident is an incident in which a person could have been killed or could have suffered serious bodily injury or illness, including:		
a) Damage to any boiler or other pressure vessel, or damage to a load bearing member of any lifting machinery, scaffolding or amusement structure, being damage which endangers the health or safety of any person in the vicinity.		
b) An uncontrolled explosion, fire or discharge of electricity, gas or steam.		
c) An occurrence, including those involving any dangerous substance, involving imminent risk of explosion, fire, death, serious bodily injury or illness to any person or serious damage to any property.		
<u>Workplace Health & Safety Regulations (sections 61 and 62)</u>		
a) An accidental explosion of gas, dust or explosive material.		
b) An incident involving a high probability of severe electric shock.		
c) A fire in a confined space including underground.		
d) A serious fire, other than a bush fire, requiring the attention of a trained fire fighting team.		
e) Any interference with, or obstruction of the use of, a sole emergency egress from an area in which a person is required to work.		
f) An accident or incident involving a mine winder or shaft, including a serious mine winder overwind.		
g) Any uncontrolled escape of high pressure oil or water.		
h) The tipping over of self-propelled mobile plant.		
i) An accident involving the failure of load-bearing or pressure-retaining components of registered plant.		
j) Any other type of incident of which an inspector has specifically requested.		
<p>If any of the above items are deemed applicable to the incident under review, the incident MUST be reported to Workplace Standards via the Helpline, by the WHS Unit or Responsible Officer.</p> <p>Verbal notification shall be followed up by written notification, using the online incident reporting form in consultation with the WHS Unit.</p>		



Appendix B



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