

# Incident Reporting & Investigation Procedure (2)





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## 1. PURPOSE

To outline requirements and standard work practices in relation to reporting and recording of health and safety related incidents that occur at the worksite, as well as any associated injuries and illnesses. It also outlines statutory obligations regarding reporting of notifiable work-related injuries, disease, and dangerous occurrences.

## 2. SCOPE

This procedure applies to all workers under the Catholic Church Endowment Society Inc. (CCES).

## 3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management Website](#).

### 3.1. Information

Notifiable incidents must be reported to the worksite's CSaIM Safety Business Partner immediately. For afterhours incidents, contact the Director, CSaIM (0417 534 020). Refer [section 5.1.4](#).

## 4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to particular position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers and others in the workplace.

Responsibility, authority, and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure \(12\)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers \(025G\)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors \(023G\)](#);
- [Responsibility, Authority & Accountability Matrix – Officers \(024G\)](#); and
- [Work Health & Safety and Injury Management Policy](#).

You are required to familiarise yourself with this procedure in order to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.

This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.

## 5. PROCEDURE

### 5.1. Reporting an incident / injury

#### 5.1.1. What should be reported?

Incidents including but not limited to:



- death.
- injury and illness.
- near miss.
- environmental incidents.
- dangerous occurrence.
- property loss or damage.

#### 5.1.2. Who should report the incident?

The injured worker, or workers involved in the incident.

Managers / supervisors and / or Work Health and Safety Coordinator may assist the worker to make a report. The incident shall be reported within twenty-four (24) hours where practicable into the incident data base.

#### 5.1.3. How should the incident be reported?

Minor incidents are to be recorded on the [First Aid Treatment Record Form \(042F\)](#) or equivalent.

More serious incidents / injuries must be reported to the Officer or WHS Coordinator within twenty-four (24) hours.

Ensure the details of the injury or incident is recorded on CSaIM [Incident & Investigation Report Form \(043F\)](#) - Part 1 OR directly enter onto the electronic Incident Reporting Database on the [Catholic Safety & Injury Management Website](#).

If an incident involves Asbestos Containing Material (ACM), refer to [Asbestos Procedure \(4\)](#).

Refer to [Incident Database Reporting Guidelines \(011G\)](#) for assistance on how to log an incident.

#### 5.1.4. Notifiable Incident

Notifiable incidents must be reported to the worksite's CSaIM Safety Business Partner immediately. For afterhours incidents, contact the Director, CSaIM (0417 534 020).

- CSaIM will notify SafeWork SA and Office of the Technical Regulator (OTR) (where applicable – for electrical or gas incidents) of the incident as soon as the CSaIM Safety Business Partner is made aware, and will inform appropriate Executives / Leadership as soon as possible. CSaIM will complete the Notifiable Incident Report Form and upload it to the Incident Reporting Database.
- the person responsible for managing or controlling the area where a notifiable incident has occurred must ensure, so far as is reasonably practicable, that the site is not disturbed – including any plant, substance, structure, or thing associated with the notifiable incident – until an inspector from SafeWork SA arrives at the site or any earlier time the inspector directs.



Workers may only disturb the site:

- to assist an injured person.
- to allow emergency services to rescue, provide aid or remove a deceased person.
- to make the site safe or to minimise the risk of a further notifiable incident.
- to comply with a police investigation; or
- where permission has been given by an inspector of the regulator.

## 5.2. Incident Management

### 5.2.1. Immediate action

Immediate action must be taken to prevent further workers / other persons from being injured. This may involve activation of the worksite's emergency procedures or other action to control the immediate risk to workers / other persons in the area (e.g., barricading the area).

### 5.2.2. First aid and medical assistance

Where a worker / other person has sustained an injury, seek first aid assistance.

If medical assistance is required, the first aider or another person providing assistance must call for an ambulance or arrange for transport.

**Note: reported electric shock** - must be directed to get an Echocardiograph (ECG).

## 5.3. Investigation

### 5.3.1. Why investigate incidents?

Incidents are investigated to determine:

- what occurred.
- how it occurred.
- why it occurred.
- what controls must be put in place to prevent such an incident occurring again.

An incident investigation is not conducted in order to point the finger and blame someone for what happened or to exonerate the PCBU and its management. Incident investigation is a cooperative problem-solving process which ensures that the root causes of the incident are identified, and the problem fixed so that it does not reoccur in the future. Relevant stakeholders will be consulted throughout the investigation process.

### 5.3.2. Who should be involved in the investigation?

The severity of the incident will determine the complexity of the investigation and who needs to be involved. For minor incidents, it may be the manager / supervisor / WHS coordinator in consultation with the injured worker/s that completes the



investigation. For serious incidents, the Officer may put together an investigation team that could include:

- manager.
- supervisor.
- WHS Coordinator.
- HSR (where applicable at the worksite).
- Safety Business Partner from CSaIM.
- injured or involved workers (other persons).
- any other person who has knowledge / technical expertise that can assist with the investigation (e.g., maintenance personnel).

### 5.3.3. What incidents should be investigated?

The Officer will ensure that all incidents no matter how minor are investigated to a level that is relative to the nature and seriousness of the incident and in line with any legislative requirements.

In circumstances where the Officer is unsure as to the extent of the investigation required, the worksite's CSaIM Safety Business Partner must be consulted and will provide guidance for determining the level of investigation to be undertaken.

### 5.3.4. Conducting the investigation

The Officer or their delegate (e.g., WHS Coordinator) must commence the investigation of the incident, as soon as is reasonably practicable and within forty-eight (48) hours of its occurrence or within twenty-four (24) hours if it is a notifiable incident. This is critical in obtaining a clear recall of what actually happened before people forget what did occur.

The Officer (or their delegate) should:

- go to the scene of the incident where applicable.
- take photographs of the area, equipment, tools.
- interview witnesses separately where applicable and record their statement of facts (only facts are to be recorded).
- have each witness read their statement and amend it if necessary.
- have each witness sign their statement where applicable.
- collect, retain and if necessary, copy any records or documents which could relate to the incident or could verify activities (e.g., training records, maintenance records, inspection records, procedures, risk assessments, standard operating procedure).
- notify the worksite's CSaIM Safety Business Partner of the preliminary findings, depending on the severity of the incident.

For challenging behaviour incidents, the [Behaviour Management Flow Chart \(005T\)](#) can be used.





### 5.3.5. Investigation Report

The Officer or their delegate is responsible for documenting the incident investigation using [Incident & Investigation Report Form \(043F\)](#) – Part 2 or logging it onto the Incident Reporting Database. Details of the investigation shall include:

- the names and positions of the people involved in the incident.
- the location of the incident.
- the date and time of the incident occurred.
- type of incident.
- details of the hazard.
- details of property damage – where applicable.
- injury details – where applicable.
- incident details:
  - a description of the surrounding area
  - the facts related to what was happened at the time of the incident
  - what the reporter thought caused the incident
  - the immediate action taken
  - the names and contact details of all witnesses.
- the sequence of events describing what happened leading up to and at the time of the incident.
- the causal path or root causes – what actually caused the incident. Include photos and measurements if relevant.
- the factors which contributed to the incident.
- the recommended corrective action(s) and implementation timeframe, using the [WHS Risk Assessment Matrix Guideline \(039G\)](#).
- any interim control measures which need to be put in place.
- signed witness statements attached to the report, where required.
- the date of the report.

Where the report relates to a student / resident / companion etc., for privacy and confidentiality reasons, names may be de-identified.

If necessary, CSaIM may produce or commission more detailed or comprehensive reports, testing, expert witness statements to supplement the internal investigation.

The Officer or their delegate (e.g., WHS Coordinator) is responsible for communicating the findings which result from the investigation to the injured party(s), the person(s) who reported the incident and the workers affected.

Access to incident investigation reports may be required and entitled by other parties where an incident has the potential to result in criminal or civil litigation. The Director, CSaIM in consultation with the Nominated Officer and the relevant Executive for the PCBU is responsible for managing the handing over of such documents.



### 5.3.6. Corrective action

After conducting the investigation, the worksite is required to:

- ensure appropriate corrective action is taken to prevent recurrence based on the hierarchy of controls (elimination, substitution, engineering, administration, and personal protective equipment) and timeframes based on [WHS Risk Assessment Matrix Guideline \(039G\)](#).
- review and evaluate controls – modify if necessary.

Worksites are to close the incident report when the corrective actions have been implemented and reviewed.

### 5.4. Debriefing

Where a serious or significant hazard or incident has impacted on other people or has caused concern within an area, informal debriefing may be offered. Formal debriefing should be arranged with the worksites Employee Assistance Program (EAP) if required.

### 5.5. Workers Compensation

If a paid worker sustains an injury, they are required to notify the incident to their employer. Refer to [Recovery & Return to Work Procedure \(32\)](#).

### 5.6. Notifiable Communicable Diseases

If workers or others are diagnosed with a notifiable communicable disease, they are to report to their Officer immediately. If unsure, contact CSaIM. A list of notifiable communicable diseases can be found on the [Department of Health and Aged Care website](#).

### 5.7. Records

Documents used to manage incidents as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in [Document Control Procedure \(22\)](#).

### 5.8. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in [Document Control Procedure \(22\)](#).

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity.
- investigations.
- performance reports.





## 6. RELATED SYSTEM DOCUMENTS

### 6.1. Policies & Procedures

- Asbestos Procedure (4)
- Consultation & Communication (5)
- Document Control Procedure (22)
- First Aid Procedure (11)
- Hazard Management Procedure (14)
- Recovery & Return to Work Procedure (32)
- Responsibility, Authority & Accountability Procedure (12)
- WHS & Injury Management Policy

### 6.2. Forms & Tools

- Behaviour Management Flow Chart (005T)
- First Aid Treatment Record (042F)
- Group Legal Register (010T)
- Incident & Investigation Report Form (043F)
- Process Flow Chart - Incident Reporting and Investigation (2) (020T)

## 7. REFERENCES

Legislation and other requirements related to this procedure are defined in [Group Legal Register \(010T\)](#) which can be accessed via the Catholic Safety & Injury Management website.

### 7.1. Internal Resources

- Incident Reporting Guidelines (011G)
- Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)
- Responsibility, Authority & Accountability Matrix – Officer (024G)
- Responsibility, Authority & Accountability Matrix – Workers (025G)
- WHS Risk Assessment Matrix Guideline (039G)

### 7.2. External Resources

- AS / NZS 4004 Occupational Health & Safety Management Systems – General Guidelines on Principles, Systems and Supporting Techniques
- AS 1885.1 Workplace Injury and Disease Recording Standard
- Schedule 1 Public and Environmental Health Act 1987



## [SafeWork SA - Incident Investigation](#)

### 8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- Incident / investigation reports
- Review of incidents
- Corrective Action system in place
- Serious Injuries, Dangerous occurrences reported to CSaIM in a timely manner
- First aid treatment record



## 9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V4	All Sectors	2013	New WHS Legislation	2015
<b>April 2015 – Document consolidated across CCES sectors</b>				
V1	Executive Manager CSHWSA	24/04/2015	Document consolidation	2016
V2	Executive Manager CSHWSA	17/10/2016	Review	2019
V3	Executive Manager CSHWSA	06/03/2019	Review	2022
V4	Executive Manager CSHWSA	22/01/2021	Reviewed content. Updated template	2023
V5	Executive Manager CSHWSA	05/04/2023	Changed sequence of procedure Added Notifiable Incidents to 3.1 Information Added Process Flowchart (020T) & WHS Risk Assessment Guideline (039G)	2026
V5.1	Executive Manager CSHWSA	04/07/2023	Changed section 5.5 to refer to Lawson Risk Management	2026
V5.2	Director CSaIM	23 July 2024	Updated procedure numbers	2026

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*DNation*

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