

# Incident/Hazard Reporting and Investigation Protocol

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Created by	HR & Operations Manager	Created on	12 September 2024
Responsible person	HR & Operations Manager	Scheduled review date	11 September 2027

## Overview

All incidents must be reported within 24 hours, no matter how minor they are.

All hazards must be reported as soon as reasonably practicable.

It is the responsibility of New England Conservatorium of Music (NECOM) staff, students, parents and visitors to report any health and safety related incidents they are involved in. NECOM staff may report incidents on behalf of contractors, volunteers, students, parents and visitors.

## Scope

This Protocol applies to all incidents and hazards impacting on health and/or safety. The Protocol applies to NECOM staff, students and visitors when they are either on site at Armidale Teachers' College building or engaged in activities at other venues, such as concert locations.

## Protocol

### Incidents – Initial Response

The first priority in response to an incident is to ensure that all affected persons are attended to, and anyone requiring first aid or medical treatment is provided with treatment as soon as possible.

### Emergency Response

If a serious incident occurs that requires emergency services, call '000' and then inform the Administrator on 0477213507 to assist while emergency services respond. Any other incident or hazard that requires IMMEDIATE response by NECOM should be reported to the Administrator on 0477213507.

All emergency situations must be managed in accordance with NECOM's Emergency Response Plan.

### Hazards – Initial Response

The first priority in response to a hazard is to take any immediate precautions or actions to control the hazard, and inform others of the hazard that may be immediately affected. The actions may include isolating the hazard by tape or other barriers, or through removing the hazard itself. This may only be a temporary measure and require the hazard to be reported for a more permanent control or repair.

### Scene Preservation

Areas subject to (or possibly subject to) an incident or a hazard investigation must be made safe and preserved in the event that the scene is required to be attended by Police or the Safety Regulator (SafeWork NSW). The scene may be barricaded to restrict access if appropriate. Scene preservation would occur in the event of a notifiable incident as defined in Part 3 of the Work Health and Safety Act 2011 (NSW). The requirement to preserve an incident scene is legislated and will be directed by the HR & Operations Manager or another person in control of the work environment.

### Reporting Incidents and Hazards

All staff are required to report incidents through NECOM's Health & Safety documents.

If the injured person is unable to complete the report, the responsible person in charge at the time must complete the report.

The incident notification and report will automatically be sent to the HR & Operations Manager. Any questions regarding the privacy of incident details can be directed to the HR & Operations Manager.

### Reporting Incidents and Hazards – Students, Contractors, and Visitors

In the event that an incident occurs or a hazard is identified on site and under the supervision of a staff member, the supervising staff member is responsible for submitting a report.

### Notifiable Incidents

Part 3 of the Work Health and Safety Act 2011 (NSW) provides the definition of a notifiable incident as being:

- a. "The death of a person, or
- b. A serious injury or illness of a person, or
- c. A dangerous incident".
- d. Definitions of a 'Serious injury or illness' and a 'dangerous incident' are provided in the Act.

If an incident is notifiable to the regulator, the HR & Operations Manager is to be contacted directly and will notify SafeWorkNSW or the appropriate state regulator as soon as reasonably practicable. All notifiable incidents are to be reported to the NECOM CEO as soon as reasonably practicable.

### Historical Reporting

Injuries that relate to workplace incidents may become known after an extended period of time or after a staff member has ceased employment, or some time after a visitor has been present on site. Incidents can be reported via the relevant report form or directly to the NECOM HR & Operations Manager. There is a statute of limitations relating to reporting of historical injuries, which needs to be considered.

### Investigations

The purpose of all investigations is to:

- a. identify factors that contributed to the incident (what went wrong);
- b. assess the risk (what was the potential for harm); and
- c. determine what can be done to prevent a reoccurrence (control measures).

The investigation needs to look beyond the immediate causes, to the underlying or lost cause of an event. The investigation should consider the impact of multiple causes rather than a single cause.

Investigations of incidents are divided into two (2) categories, Level 1 and Level 2:

- a. A Level 1 incident is an incident that is not notifiable to the regulator and of a less serious nature, these incidents are to be investigated generally by the supervisor of the person reporting or involved in the incident.
- b. A Level 2 incident is an incident that is notifiable to the regulator, or of a 'serious nature', and the investigation should be conducted by a suitably trained Incident Cause Analysis Method (ICAM)

Investigator. The determination of what incidents are deemed to be of a 'serious nature' is at the discretion of the HR & Operations Manager.

Investigations into hazards that are reported are conducted by the HR & Operations Manager.

#### Incident Cause Analysis Method (ICAM) Investigations

ICAM investigations identifies the local factors that contributed to the incident and the latent hazards within the system and the organisation.

ICAM analysis can be broken into six steps:

- a. Prepare and gather evidence;
- b. Identify absent / failed defences e.g. interlocks, isolation, guards, barriers, standard operating procedures, job safety analysis, supervision, emergency response, personal protective equipment;
- c. Identify individual/team actions e.g. errors and violations;
- d. Identify task / environmental factors e.g. working conditions, time pressures, resources, tool availability, job access, task complexity, fitness for work, workload, task planning;
- e. Identify organisational factors e.g. staff selection, training, procedures, equipment selection, equipment design, operational vs. safety goals, contractor management, management of change; and
- f. Develop recommendations that directly link back to the incident and achieve prevention of reoccurrence and reduction in the level of risk.

ICAM incident investigation should be viewed as a process in which safety within the organisation will be improved. The organisational factors should be addressed in order to prevent error downstream (e.g. operator error).

#### Identification and Allocation of Corrective Actions

The identification and implementation of appropriate corrective actions are critical to the success of reducing the risk of incidents in the workplace. Corrective actions need to be implemented to eliminate or reduce the risk to an acceptable level utilising the hierarchy of controls of 'elimination, substitution, engineering controls, administrative controls, and Personal Protective Equipment (PPE)'.

Corrective actions should:

- a. be determined in consultation with workers who will be directly affected by the implementation of the corrective actions in the workplace;
- b. be implemented in a timely manner;
- c. be appropriate for the root cause;
- d. eliminate or control the risk to an acceptable level; and
- e. not introduce any new hazards or risks (that cannot be adequately controlled).

#### Immediate Actions/Controls

When an incident occurs it is the responsibility of the person(s) involved, or the supervisor, to implement any immediate actions or controls to reduce the risk of any re-occurrence of a similar incident (if appropriate).

When an investigation is allocated to a supervisor or ICAM investigator, it is the responsibility of the investigator to review and implement any appropriate immediate actions or controls to reduce the risk of any re-occurrence of a similar incident.

When a hazard is reported it is the responsibility of the person(s) reporting the hazard to implement any immediate actions or controls, to reduce the risk of injury or near-miss incident from the hazard.

When the hazard has been investigated it is the responsibility of the HR & Operations Manager to review and implement any appropriate immediate actions or controls, to reduce the risk of injury or near-miss from the hazard.

#### Long-Term Actions/Controls

At the conclusion of an investigation, the investigator may identify or recommend actions or controls that are required to be implemented to address the root cause of the incident, reduce the level of risk, or address the hazard. These long-term actions or controls may require other areas of NECOM and any associated landlord to implement and include repairs, maintenance or training, and be subject to external factors including financial and resource restraints.

#### Closing an Incident or Hazard Report

Once an investigation has been conducted and corrective actions have been identified, and all additional incident information saved, the person responsible for the corrective actions or controls must update the action item allocated to them and indicate when this has been or will be complete.

#### Workers Compensation and Other Insurance

Staff who are injured while carrying out a work-related activity may be eligible for workers compensation. To lodge a workers compensation claim, please email HR & Operations Manager.

You will need to provide a 'Certificate of Capacity' (obtained from a hospital or General Practitioner) in order to lodge a claim.

Students, adjunct staff, and volunteers are not eligible for Workers Compensation. Information about public liability and insurance can be obtained by contacting the HR & Operations Manager.

### **Authority and Compliance**

The HR & Operations Manager is authorised to make procedures and guidelines for the operation of this Protocol. The procedures and guidelines must be compatible with the provisions of this Protocol.

This Protocol operates as and from the Effective Created Date.

### **Protocol version and revision information**

Protocol Authorised by:

Title: