Hazard and Incident Reporting and Investigation Procedure

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1. Purpose

The purpose of this Procedure is to describe the Department of Education and Training’s (the Department) [hazard](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) and [incident](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) reporting, management and investigation process.

1. Scope

This procedure applies to all Department workplaces, including schools and central and regional offices.

1. Procedure

## 3.1 Reporting On Edusafe

All Department [employees](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) are responsible for reporting all hazards, incidents and n[ear misses](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) via [eduSafe](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx). [Contractors](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx), [Volunteer Workers](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) and visitors should report hazards, incidents or near misses to their site contact (who should then enter the incident or hazard onto eduSafe). Hazards, incidents and near misses should be reported as soon as practicable.

3.1.1 Reporting hazards

The **Workplace Manager** and/or **Management OHS Nominee** are to ensure identified hazards are reported onto eduSafe. Minor hazards (e.g. torn carpet) do not need to be reported on eduSafe, provided that they are recorded in an alternative manner, for example in a school or local maintenance log book.

3.1.2 Reporting incidents

The **Workplace Manager** and/or **Management OHS Nominee** are to ensure all [incidents](http://www.education.vic.gov.au/hrweb/safetyhw/Pages/definedohsterms.aspx) involving employees, volunteer workers, visitors, contractors and members of the public are reported onto eduSafe. This includes employee or volunteer worker related incidents that occur both on and off the Department premises.

3.1.3 Actioning and closing out reports

The **Workplace Manager** and/or **Management OHS Nominee** in consultation with the affected person(s) are to close out the eduSafe report by developing and implementing an ‘action plan’ to address the hazard or incident in order to manage the risk and to prevent a reoccurrence.

## 3.2 Reporting on CASES21

3.2.1 Reporting Student Related Injuries/Incidents

The **Workplace Manager** and/or **Management OHS Nominee** are to ensure all student related incidents are reported in a local [injury](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) register. The following incidents/injuries must be reported on CASES21:

* dislocation
* strains/sprains
* lacerations/cuts
* burns/scalds
* crushing/amputations
* bruises/knocks
* dental injuries.

For more information, refer to [CASES21 webpage](http://www.education.vic.gov.au/school/principals/spag/infrastructure/Pages/cases.aspx).

## 3.3 Reporting to the Security Services Unit

The **Workplace Manager** and/or **Management OHS Nominee** are to report immediately all serious incidents to the Security Services Unit. Examples include:

* death or serious injury to employee, student, volunteer worker, parent or visitor
* flood, storm or earthquake incidents
* assault
* theft or vandalism.

For all reportable incidents, refer to [Reportable Incidents page](https://edugate.eduweb.vic.gov.au/sites/i/Pages/production.aspx#/app/content/2353/).

## 3.4 Reporting notifiable incidents (incidents to be reported to WorkSafe Victoria)

The **Workplace Manager** and/or **Management OHS Nominee** are to contact [WorkSafe](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) on telephone 132 360 to report [notifiable incidents](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx) immediately after becoming aware that an incident has occurred and to provide WorkSafe with a written report within 48 hours.

WorkSafe Victoria will provide a reference number on notification and will advise whether the incident site is to be isolated/preserved until an inspector arrives.

Legislation also requires the reporting of dangerous occurrences (an incident which may serious endanger the health and safety of people in the vicinity, whether or not an injury has occurred). Refer to [Notifiable Incidents to WorkSafe Flowchart](http://www.education.vic.gov.au/Documents/school/principals/management/incidentnotificationflowchart.docx)and[WorkSafe Inspector Visit Guidelines](http://www.education.vic.gov.au/Documents/school/principals/management/worksafeinpectorvisitguidlines.docx) for more information.

## 3.5 Conducting an incident investigation

The **Workplace Manager** and/or **Management OHS Nominee** are to conduct a formal incident investigation within 24 hours of the notifiable incident, where possible, using the [Hazard and Incident Investigation template](http://www.education.vic.gov.au/Documents/school/principals/management/incidenttemplate.docx) or equivalent.

The **Workplace Manager** may convene an incident investigation team comprising management, the Health and Safety Representative (HSR), affected employee and other employees, depending on the nature of the incident. The investigation should seek to identify the causes and any potential hazards, and provide recommended control and preventative measures.

Upon completion of the investigation, the **Workplace Manager** and/or **Management OHS Nominee** should implement the recommended risk controls and communicate outcomes of the investigation to all employees (excepting private or confidential information which must not be disclosed). The [OHS Risk Register](http://www.education.vic.gov.au/Documents/school/principals/management/ohsriskregister.xlsx) should also be reviewed and updated if necessary.

The Department’s Central Office or the relevant Regional Office may also conduct or commission an investigation into incidents or major hazards that have, or could potentially have resulted in serious injury or [risk](http://www.education.vic.gov.au/school/principals/management/Pages/definedohsterms.aspx).

The **Workplace Manager** and/or **Management OHS Nominee** may contact the Department’s OHS Advisory Service for support during or after the investigation process on ph. 1300 074 715 or email safety@edumail.vic.gov.au.

## 3.6 Record keeping

The **Workplace Manager** must maintain copies of all documentation used as part of the hazard and incident investigation and control process. Documentation associated with any hazard or incident should be retained according to the [Department’s Records Management Policy](https://edugate.eduweb.vic.gov.au/sites/i/pages/production.aspx#/app/content/2581/policies_(corporate)%252Fdata_and_information_management%252Frecords_management_policy).

1. Defined terms

Terms defined within this Procedure can be located on the Department’s [Defined Health, Safety Terms](http://www.education.vic.gov.au/hrweb/safetyhw/Pages/definedohsterms.aspx) website. Defined roles will appear **in bold**.

1. Related references

*Occupational Health and Safety Act 2004*

*Occupational Health and Safety Regulations 2017*

*Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC Act)*

*WorkSafe Victoria: Guide to Incident Notification 2008*

*School Policy Advisory Guide*

1. Related documentation

*Hazard and Incident Investigation Template*

*Notifiable Incidents to WorkSafe Flowchart*

*OHS Risk Register*

*WorkSafe Inspector Visit Guidelines*

1. Further assistance

Further information, advice or assistance on any matters related to hazard and incident reporting or incident investigation is available by contacting the OHS Advisory Service on ph. 1300 074 715 or email safety@edumail.vic.gov.au.