

If there is an accident/incident or near miss workplaces need to

- Have agreed understood investigation procedures that involve workers and their representatives at all stages of the investigation
- Use control measures immediately
- Implement an investigation that applies systematic approach for the identification and removal of the root causes of the incident to prevent a reoccurrence.

1. Gathers Information about the incident

The physical evidence of what happened and what was the course of events leading up to it? Including the physical aspects of the worker and the environment i.e. fatigued, stressed, noisy, equipment / plant failure etc.

2. Gather information about the workplace - Aim to find out why hazard controls were ineffective;

i.e., technical data – maintenance reports, incidents reports, work processes/safe working procedures (SOP, JSA), and training records, investigate work processes behaviours/ cultures involved i.e. - Tight schedules, awkward rules, long hours, fatigue, lack of on-going training, lack of safety awareness, bullying. Pressure from supervisor.

3. Gather information about the Organisation

Aim to determine how organizational structures, processes, OH&S and business culture may have influenced how hazard controls are implemented i.e. company structure, budgets, policies & procedures.

4. Analysis of what and how information to determine the Why?

Aim is to determine why controls were ineffective and identify and remove root causes that prevented to prevent are occurrence i.e. use of a model i.e. a casual analysis tree.

5. Prepare Report and recommendations

- Clearly document evidence be as concise and focused as possible,
- Identity root causes and why you believe they are the root causes,
- Be clear about what exactly needs to be done, refer to corporate / legal requirements
- Allocate time frames and responsibilities,
- Ensure the report has allowed contribution by all those involved i.e. workers, supervisors, worker representatives, consultants etc
- Establish a review process of new control hazards involving management, workers and their representatives.



Effective Investigations

Accident Investigation

- Establish chain of events
- Identify root cause
- Identify faults
- Identify corrective/preventative action(s)

Investigation Techniques

- Attend promptly
- Ensure area is safe
- Ensure medical attention
- Leave scene undisturbed
- Take photographs/sketches
- Take measurements
- Take samples
- Gather documentation
- Interview witnesses

Interviewing Witnesses

- Explain purpose
- Their version of events
- Do not listen to 'hear say
- Ask open questions
- Avoid leading or implying
- Do not apportion blame
- Express appreciation

Investigation Report

- Identify team
- Summarise consequential events
- Identify root cause
- Describe other weaknesses
- Identify corrective/preventative action(s)
- Allocate responsibility and timescale
- Keep a copy