



Incident Reporting and Investigation Procedure

Major changes to this document: Rebrand.

1. What is the purpose of this procedure?

This procedure aims to ensure that:

- All workplace incidents are reported and recorded in an appropriate and timely way.
- Reported incidents are investigated and appropriate controls put in place to prevent recurrence; and
- Serious bodily injuries, work-caused illness or dangerous events are identified and reported to Workplace Health and Safety Queensland as soon as is possible.

2. Definitions

An Incident: Incident is defined as any occurrence that leads to injury or illness to people, danger to health and/or damage to property or the environment.

The categories below define the types of incidents that should be reported to the Human Resources Team Leader. The reporting of all incidents will assist Multicultural Australia to develop and monitor corrective/preventive programs. The list is not necessarily exhaustive and nor are the categories necessarily mutually exclusive.

- Occupational injuries or illnesses (psychological and physical) to workers whilst on duty including travel and attendance at network meetings, forums, courses etc.
- Occupational injuries (psychological and physical) or illnesses to workers who are working on premises owned or occupied by the organization ¹and/or staff ²working at home.
- Failure of staff, contractors and visitors to comply with WH&S policies, procedures and systems.
- All workplace accidents (e.g. fire or explosion or vehicle accidents).
- Theft or damage to property owned by staff, Multicultural Australia, visitors and subcontractors who are working on premises owned or occupied by us.
- Near misses (i.e. events which had the potential to cause any of the above outcomes).
- Hazards which have the potential to cause injury or illness.

3. When does this procedure begin?

This procedure begins as soon as an incident occurs or when a member of staff becomes aware that it has occurred, e.g. where a manager is informed that a staff member has had an accident the day after the accident occurred.

An incident may be the result of an accident, e.g. a motor vehicle accident, an illness or injury caused or made worse by work, e.g. a repetitive strain injury, or a 'near miss', e.g. if someone trips over a loose tile and does not injure themselves, this should still be reported so that the problem can be fixed to ensure that no-one risks injury in future.

Please note that Multicultural Australia **is legally obliged to report the below noted incidents or illness to Workplace Health & Safety Queensland as soon as is possible.**

¹ Prior approval from line manager is required for staff to work from home

² A work place is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

Work Health and Safety Act (2011) describes ³notifiable incident as:

- (a) The death of a person; or
- (b) A serious injury or illness of a person; or
- (c) A dangerous incident.

4. Who is responsible for ensuring that this procedure is followed and reviewed?

All staff, including Cultural Support Workers (CSWs) and volunteers, are responsible for following this procedure and completing a [Safety Incident Report Form](#) if they are involved in an accident or a near miss or they believe that they have been affected by a work-caused illness or injury.

Managers are responsible for:

- Ensuring that staff in their program area, including volunteers and Cultural Support Workers (CSWs), complete safety incident report forms when they are involved in accidents, incidents or near misses in the course of their work.
- Working collaboratively with the Human Resources Team Leader to investigate reported incidents and implement any control measures that arise following an investigation; and
- Ensuring that the CEO is immediately notified of any serious incidents (as defined above). Email or verbal notification will be sufficient in the first instance.

The Human Resources Team Leader is responsible for:

- Investigating incidents.
- Confirming that the CEO has been notified of any serious incidents.
- Obtaining CEO sign off of critical incident reports following investigation.
- Notifying Workplace Health & Safety Queensland of reportable incidents in the approved form. *In the event that the Coordinator is not on site to make this notification, the CEO will be responsible for making the notification, or for delegating this task to another member of staff.*

5. Identify any related documents (e.g. policies, other procedures, legislation etc.)

- [Multicultural Australia Safety Incident Report Form](#)
- [Multicultural Australia Workplace Health & Safety Policy](#)
- [Queensland Government Incident Notification \(Form 3\)](#)

6. What are the tasks and activities?

6.1 Initial Action

- 6.1.1 Any staff who have witnessed, been involved in, or become aware of an incident, hazard, or near miss must make an initial assessment of the situation and determine if it requires immediate intervention. For instance if the person:
- Has been injured.
 - Has been robbed.
 - Has been sexually assaulted.
 - Is at imminent risk of harm.
- 6.1.2 Where the situation requires immediate intervention, workers shall take any necessary steps to ensure the persons' immediate safety and wellbeing.
- 6.1.3 Staff must always seek medical treatment if in any doubt as to whether it is needed.
- 6.1.4 Staff shall as soon as practical report the incident to their Line Manager and the Human Resources Team Leader who shall advise a course of action.
- 6.1.5 If a crime has been committed, management shall direct workers to secure the scene and not tamper with any possible signs of evidence for forensic purposes and to contact the

³ <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf>

proper authorities. No further investigations, which may compromise or prejudice the involvement of the police or other external organisations or impede natural justice, are to be conducted.

6.2 Incident Reporting

- 6.2.1 Staff, including Cultural Support Workers (CSWs) and volunteers, are responsible for completing a [Safety Incident Report Form](#) and providing the report to Human Resources Team Leader ***within 24 hours of being involved in an incident***, or within 24 hours of becoming aware that an incident has occurred.
- 6.2.2 All incidents must be recorded and reported immediately following any actions that have been taken to safeguard persons injured or otherwise affected (e.g. first aid or medical treatment) and/or actions necessary to prevent a repeat occurrence (e.g. removal of equipment that has caused an accident).
- 6.2.3 The form must be completed and provided to the Human Resources Team Leader even if all the information required on the form is not available at the time. Additional information can be provided when the incident is being investigated. What is most important is that Multicultural Australia is made aware of any incidents as soon as possible and can take action quickly to ensure that any staff involved are safe and/or to prevent a similar incident occurring again.
- 6.2.4 Staff who are working off site and unable to complete a safety incident report form immediately, must contact their Line Manager as soon as possible by telephone, email or text message to inform them that an incident has occurred and provide brief details.

6.3 Responsibility of Managers

- 6.3.1 Managers may be required to assist with completing [Safety incident Report Forms](#) and/or may be required to complete forms on behalf of staff where staff are unable to do so either due to the staff being off site, due to language or literacy difficulties, or due to injuries sustained or the effects of work-caused illness.
- 6.3.2 Where several staff are involved in the same event, one member of staff may complete an [incident report](#) on behalf of all of those involved provided that everyone involved is listed in the report and is provided with the opportunity to provide their own report or supporting documentation if they wish to do so.
- 6.3.3 Managers are also required to report any significant incidents which involve a major injury or WorkCover Claim to their Executive Manager.

6.4 Workplace Health & Safety Queensland Reporting

- 6.4.1 On receipt of a completed [Safety Incident Report form](#), the Human Resources Team Leader must immediately review the form to determine whether the incident is serious enough to require notification to Workplace Health & Safety Queensland (as per Appendix A).
- 6.4.2 If so, the Human Resources Team Leader must complete the approved form ([Form 3](#)) and send this to Workplace Health & Safety Queensland within 24 hours of receipt of the initial incident report.
- 6.4.3 Where a reportable incident has occurred, the Human Resources Team Leader must also follow up to ensure that the CEO and Deputy CEO have been informed and is aware of any follow up action that has been taken.
- 6.4.4 The Human Resources Team Leader must include brief details of any incidents that have occurred in the regular WHS report to the Nominations and Remuneration Committee.

6.5 Incident Investigation

- 6.5.1 The Human Resources Team Leader (or, in the event of being unavailable, the CEO or delegate) must investigate the incident within three (3) working days of receiving the [Safety Incident Report Form](#). Investigation may involve speaking to people who were involved in or witnessed the incident; inspecting equipment, office spaces, work areas etc.; speaking to managers or other staff about work practices, and/or making whatever enquiries are necessary to establish what happened, why it happened and how it might be prevented from happening in future.
- 6.5.2 On completion of the investigation, the Human Resources Team Leader must complete the relevant section on the [Safety Incident Report Form](#), including any recommendations for action and seek sign off for the investigation and recommendations from the CEO where relevant.
- 6.5.3 Notifiable Safety Incident Report Forms must be kept for five (5) years following investigation.
- 6.5.4 The Human Resources Team Leader is responsible for liaising with staff, managers, the Board and others, as appropriate, to implement effective control measures following an investigation. This process will be recorded and monitored on the Multicultural Australia Continuous Improvement Register.
- 6.5.5 Control measures may include reviewed or new policies, procedures and/or work practices, and/or the provision of instruction, training and/or equipment. This may include instructions that staff must carry out certain tasks or activities, e.g. use protective equipment if it is provided to them, or that staff must not carry out certain tasks of activities, e.g. manual handling if they are not trained to do so.

7. What are the outputs or measures for this procedure/process?

- All workplace incidents are reported and recorded in an appropriate and timely way;
- Notifiable incidents are quickly identified and reported to Work Health & Safety Queensland in the approved form and within the required timeframe;
- The CEO is promptly notified of all serious incidents;
- Incident investigations are carried out quickly and effectively; and
- Control measures are implemented to prevent the recurrence of preventable incidents.

APPENDIX A

Determining the level of the incident requires the identification as a “Critical Incident”.

Definitions

Critical Incidents have been defined as falling into one of two levels which reflect the urgency and nature of the events as well as the response required in workers providing advice.

LEVEL ONE

Any of the following incidents:

- Unexpected/suspicious death of a worker.
- Life threatening or serious injury to a worker.
- Death, life threatening injury or serious injury of a worker or member of the public where another worker or member of the public is allegedly involved.
- Matters which involve clients in the Criminal Justice System.
- Major incident requiring an emergency response, e.g. hostage situation, fire, discovery of a bomb or natural disaster.

A level one incident must be reported to the Human Resources Team Leader immediately.

LEVEL TWO

Any incident that has the potential to escalate to a level one incident:

- Assault, injury or threat to a customer, worker or member of the public where another customer, workers or member of the public is allegedly involved.
- Alleged criminal activity by a workers which is not related to personal injury.
- Major damage to property belonging to a worker, customer, Multicultural Australia or member of the public.

A level two incident requires immediate verbal report to a manager and a critical incident report to be written and forwarded to the Human Resources Team Leader within forty-eight hours.