

INCIDENT REPORTING & INVESTIGATION

Injury Management

-

Injuries are to be assessed and treated by a nominated first aider. The first aider will record details of the injury and treatment on form *Work Incident Report*.

- Medical Treatment Injuries and Potential Lost Time Injuries

The injured employee's Supervisor (Choice Contract Cleaning or subcontractor supervisor) must personally take the injured worker to the Nominated Doctor or Medical Centre and remind the treating practitioner of Choice Contract Cleaning return to work policy and obligations and what alternative/modified/suitable duties can and will be arranged. Upon the return to site the Supervisor will copy the WorkCover medical certificate/certificate of capacity and advise the Managing Director of the outcome.

An investigation as to the cause of the incident must be conducted

Lost Time Injuries

Choice Contract Cleaning Management must supervise the entire process with the explicit aim of ensuring that the injured employee(s) return to work and have gainful employment as quickly and safely as possible.

If the injured employee does not return to work the next normal work day/shift following an incident in which no time off has been given then that employee's Supervisor (Choice Contract Cleaning or subcontractor) must contact the injured person as soon as they are aware of the employee's absence from work to ascertain the reason for his/her absence.

Choice Contract Cleaning employees must ensure that an investigation as to the cause of the incident is conducted in line with this procedure and forwarded onto the Managing Director.

All employees returning to work after a lost time injury must provide the site with a final medical certificate/certificate of capacity identifying their return to work status.

Incident Investigation

The level of investigation will depend on the type of incident that has occurred. *Table 2* indicates the level of investigation required.

Table 1

Type of Incident	Level of Investigation
First Aid Injury Incident	1. Work Incident Report
Medical Treatment Injury	1. Work Incident Report 2. Incident Investigation Report
Lost Time Injury	1. Work Incident Report 2. Incident Investigation Report 3. Reviewed by Choice Contract Cleaning Management
Non-Injury Incident	1. Work Incident Report 2. Incident Investigation Report <u>(if applicable)</u> 3. Reviewed by Choice Contract Cleaning Management
Dangerous Occurrence	1. Work Incident Report 2. Incident Investigation Report 3. Reviewed by Choice Contract Cleaning Management
Notifiable	1. Work Incident Report 2. Incident Investigation Report 3. Reviewed by Choice Contract Cleaning Management 4. Notify WorkSafe as per the OH&S Act & Regulations requirements

Non-Disturbance

Depending on the requirements of the relevant and appropriate State Health and Safety Authority the incident scene should not be disturbed until authorisation has been received from the Authority. However, this does not exclude the immediate management of the injured so as to protect the health and safety of those involved.

Investigation Process

The investigation process involves the following steps:

- Observe, photograph and/or take sketches of the scene of the incident;
- Interview the person(s) involved in the incident. If the incident resulted in serious injury or hospitalisation use discretion;
- Individually interview witnesses, other members of the persons work team or other workers that are experienced in the same type of work;
- Gather evidence of site induction, work activity training, certificates of competency, safe work method statements, job hazards analysis, site safety plans etc;
- Obtain information from specialist or experts, if necessary;
- Identify all contributory factors to determine the root causes(s); and
- Recommend action(s) necessary to eliminate or control contributory factors to prevent recurrences.

Details of the investigation are to be recorded.

When interviewing person(s) involved or witnesses to the incident, typical questions to ask are:

- What time did the incident occur?
- What were people doing immediately before the incident?
- Were people working with or nearby the injured person/incident?



INCIDENT REPORTING & INVESTIGATION

- What type of PPE was being worn?
- What plant and/or equipment were being used?
- From what equipment or on what surface was the injured person working?
- What were the weather conditions?
- What instructions had been issued prior to the incident and by whom?
- Who was the first person at the scene?
- Who administered first aid?

Collecting Evidence

- Compile a "snapshot" of the work activity at the time of the incident;
- In internal reports, avoid speculation, conjecture, rumours and "guesswork" about what happened, or hasty conclusions. Be careful when stating what action to take to prevent recurrence;
- Consider consistency between different reports (including other statutory reports and internal reports to senior management);
- Notes, reports etc. should be coordinated by Choice Contract Cleaning Management (otherwise they may not be privileged).

Information Management

- All documents provided to third parties (e.g. OH&S authorities) should first be reviewed by Choice Contract Cleaning Keep documents and information confidential (be sensitive about media/public knowledge);
- Minimise the distribution of information (avoid widely distributing emails);
- Collate all relevant documentation/evidence as early as possible. Obtain statements or proofs of evidence from all potential witnesses (including non employees);
- Ensure Choice Contract Cleaning Management is consulted before any expert reports/audits etc. are obtained. These should be "privileged and confidential".

Dealing with Health and Safety Authorities

- Understand the scope of the Health and Safety Authority's powers. Unions also have some limited investigatory powers;
- Staff must cooperate with and provide reasonable assistance to an OH&S authority. It is also important to balance the need to retain control over information with the goal of fostering and preserving good long term relationships with OH&S authorities;
- Consider "shadowing" the evidence collected by the OH&S authority (samples, photos etc);
- Ensure witnesses are briefed by management as early as possible;
- If the OH&S authority requests a formal interview, always ask for the questions in writing. Consider having a lawyer present during any interview. Do not sign statements until they have been checked by Choice Contract Cleaning Management. There is no obligation to sign a record of interview;
- When issued with an OH&S authority's notice, get Choice Contract Cleaning Management advice immediately.

Public Relations/Dealing with the Media

All media interaction is to be undertaken by senior management.

If required, the Choice Contract Cleaning Management will speak to the media on behalf of Choice Contract Cleaning

Management Incident Investigation and Debrief

Following the submission of an incident investigation report for a lost time injury or dangerous event an Choice Contract Cleaning management review and debrief of the incident will be conducted to ensure that a full and comprehensive investigation process has been undertaken and that all recommended preventative and corrective actions have been implemented or are in the process of being implemented. The debrief needs to occur as soon as possible following the incident.