



Overview:

The objective of this policy is to ensure for the timely and effective reporting of incidents, hazards and near misses at Colbrow Care's workplace/s.

The objective of this policy is to also ensure for the timely manner and effective resolution of health and safety issues arising at a Colbrow Care workplace.

Scope:

This policy applies to all Colbrow Care employees and any person who carries out work in any capacity for Colbrow Care, including all employees providing nursing and care services to support people with a disability and clients in the home and community care sector.

Policy:

Colbrow Care will provide a mechanism for reporting incidents, hazards and near misses in a timely manner and will maintain statistical information about incidents, hazards and near misses.

All incidents that result in an injury or work-related illness / injury during the course of work must be reported to the Manager.

Any near miss or hazard which has the potential to result in injury or damage to property must be reported in the same manner as an incident.

Colbrow Care recognises the importance of resolving health and safety issues arising at the workplace. The best way to resolve issues is by talking about them at the local level, therefore, when an issue arises, Colbrow Care and its affected employees will try and resolve it using Colbrow Care's issues report and resolution procedures.

Definitions:

Incident:

An occurrence that results in injury, disease, plant or property damage.

Near Miss:

An unplanned incident that occurs which does not result in injury or disease although had the potential to do so. A near miss can include spills, trips, equipment failure / short circuiting, etc.

Notifiable Incident:

An incident required to be notified by legislation within a specified time. Notification is required where an incident at a workplace results in: Death or Serious Injury

Serious Injury:

Serious injury is used in this context to describe those incidents that result in the consequences that include, but are not limited to, incidents that result in the person requiring:

- medical treatment
- immediate treatment as an in-patient in a hospital

Immediate medical treatment for:

- amputation
- serious head injury
- serious eye injury
- separation of skin from underlying tissue (for example de-gloving or scalping)
- electric shock
- spinal injury
- loss of bodily function
- serious lacerations

The notification duty also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk through incidents including:

- the collapse, overturning, failure or malfunction of, or damage to, plant that is required to be licensed or registered
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the collapse or partial collapse of a building or structure; an implosion, explosion or fire
- the escape, spillage or leakage of any substance including dangerous goods
- the fall or release from a height of any plant, substance or object

The State Regulator (as required by Health & Safety Legislation) shall be notified immediately following the occurrence of an incident prescribed by the legislation as notifiable.

Procedure:

Following the incident/accident, or as soon as practical afterwards (within 5 days), the employee or the witness to the incident/accident, are to obtain a copy of the incident/accident report and complete the following details-

- Date of the Episode:
- Location: – where did the incident occur
- Episode type: – Near miss, Incident or Accident. Note if an accident occurs, the injury register must be updated.
- Nature of the Episode: – what happened, how, when, etc. Provide details of the event so that the investigation can determine the cause of the event.
- Personnel Involved:
- Nature of the episode / treatment: – this must be filled out even if no injury has been the result of the incident so that it clearly states “no injury”. If an injury occurs, then details of the treatment carried out on site or if the employee is sent to hospital, must be recorded here.

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- Immediate / remedial Action: – what has been carried out to prevent any-one else from experiencing this event / episode. Details the exact changes or activities that have been carried out.
- Witness (es): – who saw this event / episode?
- What Happened: – witness comments are to be noted here.
- Follow-up action required: – what needs to be done to permanently address this area / process. If there are more requirements, consider the use of an Improvement request to ensure that management follow-up is undertaken.
- Operations Manager's name: – the Operations Manager is to sign their name to signify that they have received the report, reviewed the details and agreed with the recommendations to address the event.
- Relevant authorities to be contacted – Police, WorkSafe, NDIS Commission etc - to be contacted if the accident is reportable and/or it has caused an injury.

OHS Act 2004 requires all Notifiable Incidents requires employers to notify WorkSafe immediately when they become aware of a notifiable incident at their workplace. The duty to notify applies as soon as an incident at a workplace results in one of the consequences outlined in the WorkSafe Guide to Incident Notification such as a serious head or spinal injury.


1. Respond to the immediate needs of the client
2. Contact emergency services, when required
3. Notify the client's or employee's family/guardian
4. Engage additional support when required
5. Complete and submit the form
6. Incident added to the register and form file in client/employee file

The report is completed and forwarded to the manager of the area, who will review the report and sign the document. It is the manager's responsibility to implement the required actions necessary to address the causes of the event. If the actions recommended are not sufficient, then, the manager may implement further actions to address the issues.

The report is forwarded to the Health and Safety Representative for Colbrow Care to review. The OH&S officer will review the report and initiate the following actions as required:-

- Order an accident investigation - where an employee has been injured
- Review the event
- Initiate corrective actions via an improvement request.

Following the review of the report, the Health and Safety Representative will sign and the report will be forwarded to be included in the Management Reviews.

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INTERNAL USE ONLY: Related Documents/Tasks Checklist

Description	Detail
Colbrow Care Policies	COL 0552 – Serious Incident Reporting COL 0689 – Critical Incident Debriefing and Counselling Procedure COL 0694 – Risk Management Policy and Procedure COL 0696 – Risk Control Plan WorkSafe Guide to Incident Notification
Colbrow Care Forms	
Flow Charts	COL 0695 – Risk Management Procedure Flow Chart
Related Staff Training	

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