



PURPOSE AND SCOPE

This procedure details the process for reporting all work-related incidents to meet Excelsia College Work Health and Safety Policy, WHS Regulations, WHS Act, WorkCover NSW and other legal requirements.

Incidents involving actual or allegations of abuse or reportable conduct must NOT be reported using this process; refer to:

- [Excelsia College Grievance Procedure](#).

Privacy Note: The information collected on the [Excelsia College Incident Report](#) is used for the reporting of incidents to Wesley Institute, its insurers, and government agencies as required by law.

DEFINITION

Incident: An unplanned event that caused (or could have caused) harm. The following situations are classified as incidents:

- Near miss
- Theft or Financial Loss
- Physical Injury
- Psychological Injury
- Client Challenging Behaviour
- Motor Vehicle Damage
- Service Disruption
- Other Property Damage or Loss
- Illness or Disease
- Medication Error

For the purposes of this procedure, all accidents, incidents and near misses will be referred to as incidents.

PROCEDURE

WARNING: This procedure must be completed within 24 hours of an incident occurring. Failure to complete this procedure within this timeframe may place Excelsia College in breach of its legal obligations and expose to significant fines or prosecution.

When an incident occurs:

Step/Item	Who	Requirement/Process	Documents
1. Verbal notification	Injured Person or Witness	Verbally notify your supervisor of the incident as soon as possible after the event (and before leaving the College at the end of the shift).	
2. Assist Injured Person	Other Employees	Assist any injured person, obtain first aid or medical treatment as required. If first aid is required call either reception for the first aider or ask the first aider in your school to administer first aid.	
3. Incident Report Section 1	Excelsia College Employee	Complete Section 1 of the Excelsia College Incident Report . Indicate the incident outcome by ticking the relevant box in the Outcome section. If the incident has multiple outcomes, tick as many boxes as apply.	Incident Report – Section 1

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4. Incident Report Section 2	Excelsia College Employee	<p>Based on the incident outcomes, the following additional sections of the <u>Incident Report</u> must be completed:</p> <p>a. Physical Injury, Psychological Injury, Illness or Disease</p> <p>Action: Complete Section 2 of the <u>Incident Report</u> for <i>each injured person</i>.</p>	Incident Report – Section 2																
		<p>b. Risk Corrective Action Plan</p> <p>Action: Complete Section 2 of the <u>Incident Report</u> for <i>the risk corrective action plan</i>.</p> <p>There are 2 factors you need to consider when determining the risk rating of the Hazard namely: The consequence of being exposed to the hazard and the likelihood this outcome will take place.</p> <p>For consequences: Refer to the following table to assisting in selecting the consequence. <i>What do you think is the most likely consequence of this hazard?</i></p> <table border="0" data-bbox="544 925 1342 1144"> <tr> <td>Catastrophic</td> <td>death or permanent disability to one or more persons</td> </tr> <tr> <td>Major</td> <td>hospital admission required</td> </tr> <tr> <td>Minor</td> <td>first aid required</td> </tr> <tr> <td>Negligible</td> <td>injuries not requiring first aid</td> </tr> </table> <p>For likelihood: Refer to the following table to assist in selecting the likelihood. <i>How probable do you think it is that this consequence will take place?</i></p> <table border="0" data-bbox="544 1279 1342 1597"> <tr> <td>Almost certain</td> <td>expected to occur in most circumstances (10+ times per year)</td> </tr> <tr> <td>Likely</td> <td>will probably occur in most circumstances (at least 1 time per year)</td> </tr> <tr> <td>Unlikely</td> <td>is not likely to occur in normal circumstances (once every 100 years)</td> </tr> <tr> <td>Rare</td> <td>may occur only in exceptional circumstances (only in extreme circumstances)</td> </tr> </table> <p>NSW legislation requires that foreseeable hazards are identified and where possible, the risks arising from these hazards are eliminated entirely.</p> <p>Examples of Elimination:</p> <ul style="list-style-type: none"> • Removing faulty or hazardous equipment • When designing a new work area, making sure furniture & fittings don't create ergonomic hazards <p>If you can't eliminate these risks, you must reduce the risks to the lowest level possible, using the following Hierarchy of Controls:</p>	Catastrophic	death or permanent disability to one or more persons	Major	hospital admission required	Minor	first aid required	Negligible	injuries not requiring first aid	Almost certain	expected to occur in most circumstances (10+ times per year)	Likely	will probably occur in most circumstances (at least 1 time per year)	Unlikely	is not likely to occur in normal circumstances (once every 100 years)	Rare	may occur only in exceptional circumstances (only in extreme circumstances)	Incident Report – Section 2
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Step/Item	Who	Requirement/Process	Documents
		<p>1. Substitution</p> <p>This involves replacing the hazardous substance, equipment or process with a safe alternative.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Using water-based chemicals instead of solvent-based chemicals • Use detergent instead of chlorinated solvent for cleaning • Replace photocopier toner ink with sealed cartridges • Replacing an unsuitable office chair with an ergonomic chair with proper lumbar support for lower back <p>2. Engineering</p> <p>This involves modifying a piece of equipment or work process, enclosing equipment, putting guards in place, to make it safer.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Adding machine guards or lock-out devices • Automatic cut-off switches <p>3. Administration</p> <p>This involves developing and implementing safe work procedures and introducing training for hazardous tasks. Please note this is a less effective control because it is reliant on people following the correct procedures and adhering to their training at all times. Consequently, elimination, substitution and engineering controls are preferred.</p> <p>4. Personal protective equipment and clothing</p> <p>This involves safety glasses, footwear and hearing protection. As a control measure, personal protective equipment should be used a last resort, as its effectiveness is dependent on the individual take responsibility to wear the equipment or clothing.</p> <p>NOTE: Wherever possible try to put controls in place that are at the top of this hierarchy (i.e. substitution), as these are the most effective controls. You can also implement more than one control at a time. E.g. Substituting a safer piece of equipment, but also provide training how to use the new piece of equipment.</p>	
5. Signoff	Supervisor / HOD	Sign page 1 of the <u>Incident Report</u> .	Incident Report
6. Send Submission	Excelsia College Employee	<p>Place original copy of all three (3) pages of the <u>Incident Report</u> in the tray of Manager Human Resources.</p> <p>Note: If the supervisor is not available to sign the report, send the report to Manager Human Resources within the 24 hour deadline, obtain the supervisors' signature as soon as possible thereafter, and re-send the signed report.</p>	Incident Report

Step/Item	Who	Requirement/Process	Documents
8. Incident Report Section 3	Manager Human Resources	Manager Human Resources completes Section 3, entering date received, internal notifications and ensuring form is signed by the Managing Director.	
8. Maintain Records	Manager Human Resources	Keep a copy of the <u>Incident Report</u> in a secure location on site for a minimum of 5 years then archive off-site. Information from Incident Report Form is entered in <u>WHS Incident Report Progress</u> . Incident Reports are mentioned in the WHS Committee Meetings, Management Committees and Board Meetings.	Incident Report WHS Incident Report Progress

DOCUMENT STATUS

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