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First issued	July 2012

Incident Management Policy & Procedure

(Incidents, Accidents and Near Misses)

Scope of policy	Councils of Synod: Personnel as defined in A Foreword - Workplace Policies & Procedures
	Notwithstanding the legislative requirements of PCBUs (employers), congregations are encouraged to adapt and adopt this policy for their work environments.

Policy Statement

The Uniting Church SA (“UCSA”) is committed to providing a safe workplace for all personnel, contractors and visitors. UCSA is committed to establishing a formal process to report and investigate all workplace accidents/incidents and near miss occurrences. This process includes identifying contributing factors of the accident/incident or near miss and making the necessary recommendations to prevent a recurrence.

Purpose

To provide guidelines as far as reasonably practicable to establish the process for reporting, investigating and applying appropriate control measures when an accident, incident or near miss occurs. The aim is to provide safe systems of work along with a safe working environment for all UCSA worksites.

Definitions - *Please read the definitions outlined in Appendix 1*

Responsibilities

Person Conducting a Business or Undertaking (PCBU)

PCBU must ensure so far as is reasonably practicable, that the health and safety of persons is not put at risk from work carried out as part of the conduct of the business or undertaking by:

- ensuring all accidents/incidents and near miss occurrences are reported to UCSA Synod within 24 hours;
- having investigations commence immediately upon receiving the report and, where a worker is injured, involve the worker in the investigation;
- implementing the most effective controls practicable that do not introduce other hazards.
- monitoring and reviewing controls;
- consulting with workers who carry out work for the business or undertaking who are, or are likely to be, directly affected by an incident;
- information/feedback is provided to the relevant Health & Safety Representative and/or WHS Committee (where applicable);
- ensuring workers and, where applicable, contractors are provided with induction and training so that they understand their responsibilities and carry out their role in the management of any incident;

Officers

Must exercise due diligence to ensure that the PCBU meets their responsibilities as above. Due diligence includes taking reasonable steps to:

- acquire and keep up-to-date knowledge of work health and safety matters including legislative requirement for reporting incidents;
- gain an understanding of the nature of the operations of the business or undertaking and generally of the hazards and risks associated with those operations;
- ensure that the PCBU has appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out;
- ensure that the PCBU has appropriate resources for the management of incidents;
- ensure that the PCBU has appropriate processes for receiving and considering information regarding incidents,

hazards and risks and responding in a timely way to that information;

- to ensure that the PCBU has, and implements, processes for complying with duties/obligation under the Act.

Workers

Are responsible for:

- reporting accidents, incidents or near misses to their Officer as soon as practicable.
- take reasonable care for their own health and safety, and reasonable care that their acts or omissions do not adversely affect the health and safety of others;
- complying with reasonable instructions that are given by the PCBU in order for the PCBU to comply with the Act.

Procedure

<p>Immediate</p>	<ul style="list-style-type: none"> • Assess the situation and check for danger • Remove person from danger if safe to do so • Call Emergency Services (dial 000) if required • Refer to First Aid Officer for appropriate application of First Aid treatment if required - relevant details to be recorded onto the <i>First Aid Register/Injury Log</i> (see form). <i>Also refer to UCSA HR Intranet for Code of Practice: First Aid</i> • Do not alter scene (unless necessary to reduce risk of further harm or damage) • Report the incident to UCSA Synod within 24hours (refer to Appendix 3)
<p>Notifiable Incident</p>	<p style="text-align: center;">CHECK IF THE OCCURRENCE IS A “NOTIFIABLE INCIDENT” – REFER APPENDIX 2</p> <ul style="list-style-type: none"> • If Notifiable (or unsure) contact UCSA Synod <u>immediately</u> after becoming aware of the incident (refer to Appendix 3). Information required will be: <ul style="list-style-type: none"> - Name and address of the person giving notice - Date and time of the event - The place where the dangerous occurrence happened - The apparent cause - The nature and extent of the damage - The work that was being carried out at the time of the incident - Name and contact details of any injured/affected parties • UCSA Synod will notify SafeWork SA and OTR (where applicable) • The person with management or control of the workplace <u>must ensure</u>, so far as reasonably practicable, that the site where the incident occurred is not disturbed until either a SafeWork SA inspector or UCSA Synod informs you that the area is no longer required to be preserved. <p>Note: If the incident <u>IS</u> Notifiable and are unsuccessful in contacting UCSA Synod (in the first instance) within the required time, contact SafeWork SA direct - refer Appendix 3</p>
<p>Accident/Incident/ Near Miss Reporting</p>	<ul style="list-style-type: none"> • Immediately complete pages 1, 3 and 4 of an <i>Incident Report Form</i> (see form) - if multiple people injured, complete pages 3 and 4 <u>for each person</u>
<p>Investigation</p>	<ul style="list-style-type: none"> • Immediately after Incident Report Form is submitted (within 24hours of the incident), assign investigator/s • <u>All contributing factors to be identified</u> and recommendations for control measures to be made using “Hierarchy of Controls” (WHS Consultative Group Member may assist with this) • On completion of the investigation, complete page 2 of the Incident Report • Forward copy of Incident Report (via email, fax or post) with any corresponding documentation such as witness statements, photos, etc.)
<p>Debriefing – for serious accidents/incidents and near misses which has had an impact on other Workers</p>	<ul style="list-style-type: none"> • Allow opportunity for worksite to facilitate informal debrief • Ensure support and access to counselling be made available including: <ul style="list-style-type: none"> eg. Employees = Employer Assistance Program (“EAP”) – refer Appendix 3 Specified Ministries = UCSA Pastoral Relations Volunteers = encourage to contact the person supervising them • Where a serious incident has had an impact on other Workers, contact Employee Assistance Program (refer to Appendix 3)
<p>Notifiable Communicable Diseases</p>	<ul style="list-style-type: none"> • If Workers or others are diagnosed with a notifiable communicable disease, they are to report to their Officer immediately – if unsure contact UCSA Synod
<p>Workers Compensation Claim</p>	<ul style="list-style-type: none"> • Complete Workers Compensation Forms within three (3) working days and <ul style="list-style-type: none"> ➢ for <i>Councils of Synod employees</i>, forward to Manager Human Resources, UCSA Synod ➢ for <i>Congregation employees</i>, forward to Employees Mutual Ltd within 2 working days of receipt of the forms • Attach to the Workers Compensation Form: <ul style="list-style-type: none"> - Medical Certificate

	<ul style="list-style-type: none"> - Copy of completed Incident Report Form (<i>see form</i>) - Employee Report Form • The Manager Human Resources (or delegated Manager) will complete an Employer Report Form • The completed Workers Compensation documents will then be forwarded to EML within two (2) business days of receipt. • The UCSA Synod Human Resources department can assist with all matters pertaining to WorkCover. Email: humanresources@sa.uca.org.au Phone: B/H 8236 4234 or A/H 0402 325 333
Fitness for Work	<ul style="list-style-type: none"> • Where Workers are exposed to a hazard (eg. loud noise, hazardous substances, electric shock, etc.) that could potentially affect their health, must seek professional medical advice to determine their fitness for work.
Implementation of Controls	<ul style="list-style-type: none"> • Any hazards identified are entered onto the Hazard Register (<i>see form</i>) – refer to <i>Hazard Management Policy & Procedure</i> • Implement corrective action/controls • Review controls and update SOPs as required • Enter information onto an Incident Report Database/Spreadsheet
Consultation	<ul style="list-style-type: none"> • Consult and provide feedback with all involved in the incident • Provide information/feedback to other Workers through meetings
Monitor & Review	<ul style="list-style-type: none"> • Ensure control measures that are implemented are appropriate/adequate • Review all worksite incidents • WHS Consultative Site Group/WHS designated person to review First Aid Register/Injury Log each quarter to identify any trends that may exist
Documentation Control	<ul style="list-style-type: none"> • Incident Report Forms to be kept for a <u>minimum</u> 5 year period • First Aid Register/Injury Log to be kept for a <u>minimum</u> 5 year period • Electronic documents to be kept indefinitely

Information, Instruction and Training

All Workers will be informed of the incident reporting and investigation requirements during induction and whenever the procedure is amended. Those responsible for investigating any accident/incident or near miss as part of their role will be trained in the requirements.

Monitor and Review

This procedure will be monitored for compliance and effectiveness in accordance with Uniting Church SA policy, or at any time pursuant to legislative change.

Review will be in consultation with Uniting Church Presbytery & Synod of SA at least every 3 years.

Appendices

Appendix 1 – **Definitions**

Appendix 2 – Work Health and Safety Act 2012 – **Part 3 – Incident Notification**

Appendix 3 – **Contact Details** (telephone numbers)

References

Work Health and Safety Act 2012

Work Health and Safety Regulations 2012

Workers Rehabilitation and Compensation Act 1986

AS.NZS 4804:2001 Occupational Health & Safety Management Systems – general guidelines on Principles, Systems...

Australian Standard 1885.1 1990 – Workplace Injury and Disease Recording Standard

Public and Environmental Health Act 1987, Schedule 1 – Notifiable Diseases

Related Policies (but not limited to)

Hazard Management Policy & Procedure

First Aid Policy & Procedure (under development)

Workers Compensation and Rehabilitation Policies

Employee Assistance Program Policy

APPENDIX 1

Definitions

Accident	An <i>unforeseen event</i> that caused damage to property, injury or death
Breakdown Agency	The action, medium, or means by which something broke down; caused interruption or injury/disease; failed to operate
Corrective Action	Is an action taken after an incident to correct the problem and to reduce the risk of a similar incident occurring
Councils of Synod	UCSA Synod Office; UAICC; UCLT; Uniting Venues SA
Fatality	An injury that results in loss of life
Hazard	A situation that has the potential to harm a person, environment or damage to property
Incident	An <i>occurrence</i> that caused (or could have caused, in the case of a 'Near Miss') damage to property, injury/illness or death
Investigation	A systematic examination of an event and its cause/contributing factors to persons, plant, material or the environment
Lost Time Injuries/Diseases	Those occurrences that resulted in a fatality, permanent disability or time lost from work of one day/shift or more
Minor Injury	An injury that requires no medical attention or only First Aid
Near Miss	Any incident that occurred at the workplace (or elsewhere during a UC organised activity/event) which, although not resulting in any injury/illness or damage, had the potential to do so. Note: This can include an attempted break-in (as an example) where people could have been at risk of harm had they been on site.
Notifiable Communicable Diseases	(a) a communicable disease included in Schedule 1 (Public and Environmental Health Act 1987); or (b) a communicable disease prescribed by regulation to be a Notifiable disease
Notifiable Incident	<i>Refer to Appendix 2 and 1st page of Incident Report Form for an abbreviated and clarified definition</i>
Office of the Technical Regulator ("OTR")	Electrical and Gas authorities for South Australia
Officer	(Section 9 Corporations Act 2001 (Cth) A person who makes or participates in making decisions that affect the whole or a substantial part of the business of the entity; or who has the capacity to affect significantly the entity's financial standing. For example Church Council members, Minister of the Word (MOW).
PCBU	A person conducting a business or undertaking, for example a Uniting Church Congregation Church Council
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
WHS Consultative Site Group (WHSCSG)	A group of nominated people (including employees who are required as part of their role and other employees who have offered their time to be members of this group). The primary purpose of these groups is to <i>consult</i> with workers on matters which directly affect work health and safety.
WHS Consultative Site Group Member ("WCSGM")	A person nominated to be member of the WHSCSG to assist personnel to have health and safety issues raised. WHSCGMs have rights and functions to assist them to carry out their role effectively
Worker	A person carrying out work for the PCBU such as employee (including some people in Specified Ministries); contractor or subcontractor; volunteer,

	apprentice, trainee or student gaining work experience;
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APPENDIX 2

This page is an extract from the
Work Health and Safety Act 2012

Part 3 – Incident Notification

35 – What is a notifiable incident?

In this Act, notifiable incident means:

- a) the death of a person; or
- b) a serious injury or illness of a person; or
- c) a dangerous incident

36 – What is a serious injury or illness

In this Part, serious injury or illness of a person means an injury or illness requiring the person to have:

- a) immediate treatment as an in-patient in a hospital; or
- b) immediate treatment for:
 - i) the amputation of any part of his or her body; or
 - ii) a serious head injury; or
 - iii) a serious eye injury; or
 - iv) a serious burn; or
 - v) the separation of his or her skin from an underlying tissue (such as degloving or scalping); or
 - vi) the loss of a bodily function; or
 - vii) serious lacerations; or
- c) medical treatment within 48 hours of exposure to a substance,

and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

37 – What is a dangerous incident

In this Part, a dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- a) an uncontrolled escape, spillage or leakage of a substance; or
- b) an uncontrolled implosion, explosion or fire;
- c) an uncontrolled escape of gas or steam; or
- d) an uncontrolled escape of a pressurised substance; or
- e) electric shock; or
- f) the fall or release from a height of any plant, substance or thing; or
- g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- h) the collapse or partial collapse of a structure; or
- i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- l) any other event prescribed by the regulations,

but does not include an incident of a prescribed kind.

APPENDIX 3

CONTACT	TELEPHONE	COMMENTS
Police / Fire / Ambulance	000	
<p>Uniting Church SA Synod Office</p> <p>Emergency Incident Contacts:</p> <p><i>after hours</i></p> <p><i>if WHS Coordinator unavailable:</i></p> <p><i>after hours</i></p> <p><i>after hours</i></p>	<p>8236 4200</p> <p>1300 766 956</p> <hr/> <p>8236 4214</p> <p>0466 333 144</p> <p>8236 4278</p> <p>0402 325 333</p> <p>8236 4226</p> <p>0409 672 604</p>	<p>Office Hours</p> <p>Country Callers</p> <hr/> <p>WHS Coordinator Wayne Booth</p> <p>Manager, Human Resources Karen Granger</p> <p>Manager, Insurance Services Tony Philips</p>
EAP – Employee Assistance Program (provider = PPC Worldwide)	1300 361 008	24hrs / 7 days
Return to Work SA (formerly WorkCover)	13 18 55	or Facsimile = 8233 2990
Communicable Disease Control Branch (CDCB)	8226 7177	or Facsimile = 8226 7187
Environment Protection Authority (Pollution Hotline)	1800 623 445 8204 2004	
Office of the Technical Regulator	1800 558 811	for all electrical and gas incidents
SafeWork SA	1300 365 255 1800 777 209	8.30am to 5.30pm Emergency After Hours (Facsimile = 8204 9200)