

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Safety Incident Report Management
TYPE OF DOCUMENT	Procedure
DOCUMENT NUMBER	SESLHDPR/727
DATE OF PUBLICATION	March 2022
RISK RATING	Medium
LEVEL OF EVIDENCE	National Safety and Quality Health Service Standards, Standard 1 Incident reports, investigations and improvement plans, Injury Notification Form, Hazard Register and Alerts AS/NZS ISO 45001:2018 – 10.2 Incident Non-Conformity and Corrective Action
REVIEW DATE	March 2025
FORMER REFERENCE(S)	SESLHDPR/322 – Incident Management, Investigation and Reporting Procedure
EXECUTIVE SPONSOR	Director, People and Culture
AUTHOR	Agah Smith Manager, Safety Governance and Assurance
POSITION RESPONSIBLE FOR THE DOCUMENT	Rosanna Martinelli Head of Health Safety and Wellbeing rosanna.martinelli@health.nsw.gov.au
FUNCTIONAL GROUP(S)	Work Health, Safety and Wellbeing
KEY TERMS	Significant and notifiable incidents, injury, investigation, risk assessment, reporting, safety incident report, workplace incident, corporate incident management
SUMMARY	This procedure provides all employees within SESLHD on the managing and reporting of workplace (corporate) safety incidents. It meets the NSW Health Incident Management Policy, and provides direction for consistency in managing safety incidents and learning from these incidents. This procedure is activated by reported workplace safety incidents and is followed by the Workplace Safety Investigation Procedure.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

This Procedure is intellectual property of South Eastern Sydney Local Health District.
Procedure content cannot be duplicated.

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

1. POLICY STATEMENT

This procedure has been developed in line with [NSW Health Workplace Health and Safety: Better Practice Procedures PD2018_013](#), [NSW Health Incident Management Policy PD2020_020](#), AS/NZS ISO 45001:2018 WHS Management Systems, the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2017 and outlines reporting and managing work health and safety incidents.

2. BACKGROUND

The purpose of this procedure is to support South Eastern Sydney Local Health District's (SESLHD) commitment to an integrated approach in the effective identification and management of health, safety and wellbeing related hazards, risks and incidents across SESLHD. This procedure details the internal workplace safety hazard and incident management processes, roles and responsibilities.

2.1 DEFINITIONS

Refer to [Appendix A](#) for a full list of definitions of terms used in this document.

3. RESPONSIBILITIES

Role	Responsibilities
Employees	<ul style="list-style-type: none"> Implement emergency procedures immediately when an incident or emergency is identified Report the incident to their manager, health and safety partner and in the iMS+ safety reporting system as soon as is safe to do so Follow safety instructions provided by their manager or other response workers Participate in incident investigations as requested by management
Line Managers	<ul style="list-style-type: none"> Ensure workers have been trained in the department's emergency duress response and incident management procedures Implement department's emergency procedures when notified of an incident or emergency Report significant or notifiable incidents to the Health Safety and Wellbeing Partner immediately Report the incident in the Incident Management System (iMS+) If required, complete and process any Injury Notification Form Undertake an incident investigation and complete the Incident Investigation Form for all Harm Score 3 and 4 incidents Report to their senior manager the outcomes of the incident investigation including the corrective actions required to prevent reoccurrence of the incident within 45 calendar days Preserve the work area, so far as reasonably practicable (where a notifiable incident occurs)
Senior Managers	<ul style="list-style-type: none"> As soon as practicable, ensure that an incident entered in iMS+ is completed and confirmed

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

Role	Responsibilities
	<ul style="list-style-type: none"> For all incidents where an injury has occurred confirm the incident investigation is completed and subsequent controls are adequate to prevent a recurrence Ensure that the corrective action plans are implemented in a timely manner Ensure that any significant or notifiable incident has been called through to the Health Safety and Wellbeing Team Consult with other Senior Managers and Persons Conducting a Business or Undertaking (PCBU) to ensure they are aware of incident management procedures and action regarding the incident
Health Safety and Wellbeing Team	<ul style="list-style-type: none"> Review the Daily Triage Report, make an assessment on any incidents on whether or not they are Significant or Notifiable. Follow up on any incidents entered into IMS+ that require action or amendments and ensure that all fields have been addressed correctly. Notify SafeWork NSW if a notifiable incident has occurred Conduct an investigation on any Significant or Notifiable Incidents Follow up on completed investigations to confirm that corrective actions are being met. Complete a Reportable Incident Brief (RIB) for any Harm Score 1 incidents. A review report is due to the Ministry of Health within 60 calendar days Issue a Safety Alert/Notice/Information where an incident or hazard has been identified which has the potential to affect other services. Communicate and share learnings when a Safety Alert/Notice/Information is not appropriate
Medical Staff	<ul style="list-style-type: none"> Implement emergency procedures immediately when an incident or emergency is identified Report the incident to the manager of the workplace, health and safety partner and/or in the iMS+ safety reporting system as soon as is safe to do so Follow safety instructions provided by the manager of the workplace or other response workers

4. PROCEDURE

All workers must be trained in the local emergency preparedness, response and incident management procedures and should be prepared to implement processes in the event of an incident.

4.1 Health Safety and Wellbeing (HSW) Incident Management (All Staff)

Refer to [Appendix B – HSW Incident Management Flow Chart](#).

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

- a. As soon as is safe to do so workers must report an incident to their manager/supervisor. The manager and workers must consider at what stage it is necessary to implement an emergency alert code as per the Facility Emergency and/or Disaster Procedures.
- b. When notified of an incident, the manager (person in charge of the area) immediately implements the appropriate incident/emergency procedures.
- c. Check the area is safe and prevent further injury/damage if it is safe to do so:
 - Care for any injured or impacted people
 - Call for assistance as required
 - Secure the site
 - Preserve the scene for Health Safety and Wellbeing investigators and/or SafeWork NSW
 - Report the incident immediately to the manager/supervisor
 - Manager / Supervisor contacts their Health and Safety Partner or Manager Health and Safety
 - Manager / Supervisor initiates the local emergency plan / processes.
- d. Once the incident has been controlled or passed on to others in accordance with the facility emergency response plans and it is safe to do so, the manager completes the following steps (in conjunction with [Appendix B Workplace Safety Incident Management Flow Chart.](#))
 - Assist with collecting evidence and factual information
 - Report the incident into the iMS+ incident reporting system for NSW Health, if worker has not done so, and confirm the Harm Score 1-4
 - Where the incident results in an injury or illness, refer the impacted worker to the first response medical triage service provider (currently InjuryNet), and
 - EAP support services if appropriate
 - Worker completes an Injury / Illness notification form
 - Conduct an initial safety [Incident Investigation](#) and for all Harm Score 3 and 4 incidents, significant incidents, where the incident results in worker injury, illness, or where a worker's compensation claim is made
 - Within 45 days (Harm Score 3 or 4 incidents only) report to their manager and their Health and Safety Partner on the outcomes of the incident investigation and provide a copy of the investigation outlining the corrective actions required to prevent reoccurrence, responsible manager for completing the actions and the due date for completion of actions. This information is recorded into the iMS+ reporting system
 - Follow up with impacted workers and consult with them regarding, investigations, action plans and recommended improvements (where this will not breach confidentiality).
 - Finalise records in the iMS+ reporting system and close the incident in iMS+.

4.2 Health Safety and Wellbeing Incident Management (HSW team)

- a. Review the daily Incident Triage Report for all incidents reported into iMS+ from the previous day. Determine whether reports are Significant and/or Notifiable to a

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

- Regulator, and if Notifiable follow up with the Manager Health and Safety to report the incident to SafeWork NSW and any other regulatory requirements
- b. Follow up on any incidents reported into iMS+ that require action, completion or correction and confirm that all fields / information are categorised and completed accurately
 - c. Where an injury or illness has occurred, the HSW Workers Compensation and Injury Management team review the workers compensation report related to the incident
 - d. When alerted of the incident, make an assessment if the incident is Significant or Notifiable. Escalate the incident to Manager, Director, etc as per the Incident Management Flow Chart ([Appendix B](#))
 - e. Any Significant Incidents (Harm Score 1, Harm Score 2 or a High Risk Near Miss incidents) are investigated by the Health, Safety and Wellbeing team
 - f. If the incident meets the criteria of a Notifiable Incident, the Manager Health and Safety will notify SafeWork NSW with the full details, within 48 hours of the incident occurring, and notify the Head of Health, Safety and Wellbeing
 - g. Monitor and review the department manager's investigation and records, and ensure corrective actions are developed and implemented and the person responsible for completing the action including the due date for completion are recorded
 - h. Monitor and analyse incident, injury / illness data and trends, to identify areas of concern, hot spots and increasing risk. Determine whether there are learnings or opportunities for improvement, and prepare a briefing or a Safety Alert/Notice other communications or a review of specific areas of risk is required.

4.2 Confidential or Sensitive Incidents

These incidents are currently not reported into the iMS+ reporting system as the system does not have a capability for flagging and processing these incidents confidentially.

The Health Safety and Wellbeing (HSW) team is progressing this reporting system capability. However in the meanwhile everyone can report a health, safety or wellbeing incident, injury / illness, hazard, risk or concern, **confidentially** and directly to the Head of Health Safety and Wellbeing and/or Manager Safety Culture and Wellbeing.

5. DOCUMENTATION

- [SESLHD Form F117 – Safety Incident Investigation](#)
- [Injury Management and Workers Compensation](#)
- [IMS+ User Guides](#)

6. AUDIT

This procedure will be audited through the HSW audit program every two years.

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

7. REFERENCES

Legislation

- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2017](#)

NSW Ministry of Health

- [PD2018_013 NSW Health Workplace Health and Safety: Better Practice Procedures](#)
- [PD2020_047 NSW Health Incident Management Policy](#)
- [PD2022_002 Rehabilitation, Recovery and Return to Work](#)
- [PD2013_009 Safety Alert Broadcast System Policy Directive](#)

Internal

- [SESLHDPD/265 Emergency Management Policy](#)

8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
March 2022	1	Drafted by Agah Smith, Manager Safety Governance and Assurance and Rosanna Martinelli, Head of Health Safety and Wellbeing. Approved by Executive Sponsor and SESLHD Executive Council.

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

9. APPENDICES

APPENDIX A – Definitions

Term	Definition
Corporate Incident	<ul style="list-style-type: none"> • Incidents related to workers or visitors e.g. death, assault • Loss or disruption to service • Loss of assets • Fraud or theft • SafeWork NSW claims or prosecutions • Environmental incidents e.g. toxic release, fire
Event	An occurrence or change of a particular set of circumstances whereby the hazard leads to the consequence. Events include occurrence events and individual actions.
Harm Score 1 Incident (corporate)	Unexpected death or a worker or visitor or; A complete loss of service
Harm Score 2 Incident	Major harm to a worker or visitor, or major loss or disruption of service.
Harm Score 3	Minor harm to a worker or visitor, or minor loss or disruption of service.
Harm Score 4	<ul style="list-style-type: none"> • No harm or, • Near miss or • A hazard
Hazard	A situation, condition or source that has the potential to lead to negative consequences, harm or loss to people, property or the environment, or a combination of these. A hazard is not the negative outcome itself i.e. it is not an incident or accident.
High Risk Near Miss	An incident involving high potential consequences, such that could have caused a serious injury or death resulting in a Harm Score 1 or 2 if the occurrence had eventuated to its potential.
Incident	An unplanned event resulting in, or having the potential for injury, ill health, damage or other loss e.g. an occurrence, which affects or could affect the safety of operation.
Investigation	A process conducted for the purpose of occurrence prevention, which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes and, where appropriate, the development of agreed corrective and/or preventive

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

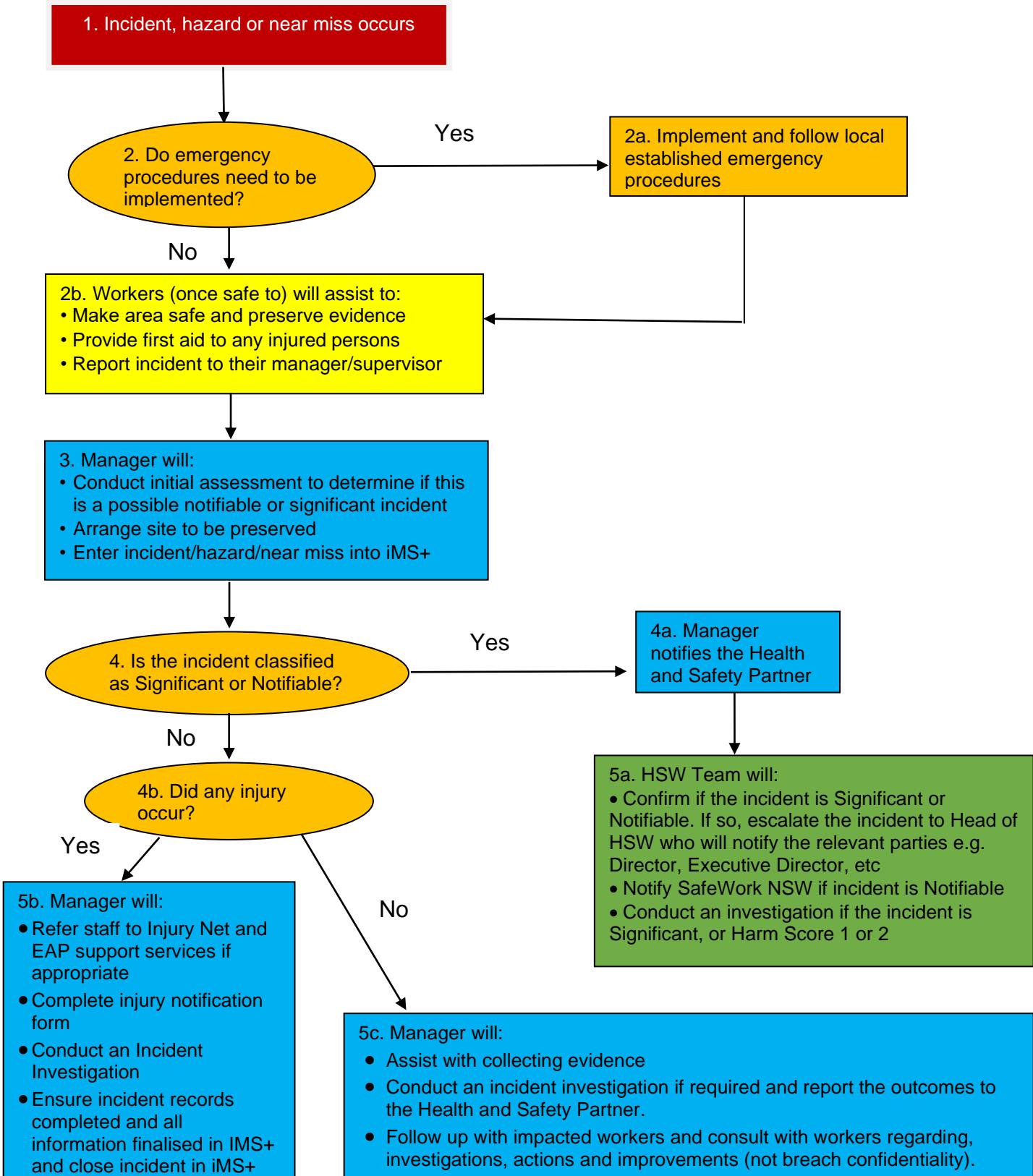
Term	Definition
	actions.
Near Miss	Any unplanned occurrence in the workplace which, although not resulting in any injury or disease, had the potential to do so.
Notifiable Incident	<ul style="list-style-type: none"> • the death of a person, or • a 'serious injury or illness of a person' or • a 'dangerous incident' <p>arising out of the conduct of a business or undertaking at a workplace.</p> <p>Further definitions of '<i>serious injury or illness</i>' and '<i>dangerous incident</i>' can be found under Section 36 and 37 of the Work Health and Safety Act 2011 and also Appendix C of this document.</p>
PCBU	A 'Person Conducting a Business or Undertaking' is a broad term used throughout work health and safety legislation to describe all forms of modern working arrangements, commonly referred to as businesses.
Risk	The effect of uncertainty on objectives, which is often expressed in terms of the consequences of an event and the associated likelihood of occurrence.
Risk Assessment	A systematic process to evaluate the levels of risks in order to prioritise and determine required actions.
Significant Incident	A workplace or worksite-related incident with any one of the following: <ul style="list-style-type: none"> • An incident resulting in a Harm Score 1 • An incident resulting in a Harm Score 2 • An incident resulting in a High Risk Near Miss
Sensitive Incident	An incident is classified as 'sensitive' if it involves any of the following factors: <ul style="list-style-type: none"> • Bullying or harassment within the workplace (but does not include harassment of workers by members of the public) • Person affected by drugs or alcohol • Any other health, safety or wellbeing matters that require confidentiality or sensitivity in managing.

SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

APPENDIX B – Safety Incident Management Flow Chart



SESLHD PROCEDURE

Safety Incident Report Management

SESLHDPR/727

APPENDIX C – Determining if an Incident is Notifiable to SafeWork NSW

