GOVERNING POLICY

This procedure has been made under the Occupational Health and Safety Act 2004.

SCOPE

This procedure applies to all staff, students, contractors and other personnel under the management or control of ECA Melbourne and Sydney campuses.

This procedure applies to work-related plus campuses incidents and hazards, including:

- incidents, near misses or hazards
- injuries or illnesses
- environmental damage

This procedure describes ECA's process for:

- recording and classifying occupational health and safety – related incidents, including work-related injuries or illnesses, in accordance with the requirements of the Accident Compensation Act 1985 (Vic)
- assessing and where necessary investigating reported incidents and hazards to determine the causes
- monitoring planned corrective actions to prevent or reduce the risk of reoccurrence of reported incidents.

PROCEDURE

1. Incident response

1.1 Anyone involved in an incident must immediately respond with these actions:

1. Protect your health and safety.
2. Protect the health and safety of others.
3. If necessary, provide aid to any injured persons involved in the incident.
4. If necessary, call for a first aider.
5. If necessary, call emergency services.
6. If applicable, call security to coordinate access for emergency services on campus.
7. If applicable, take essential action to make the site safe or to prevent a further incident.

1.2 After injured persons have been assisted, those involved must isolate the incident site or take any essential action to prevent a further incident.
1.3 The site must not be disturbed further until it is confirmed that the incident does not require notification to a regulatory authority.

1.4 On confirmation that the site can be disturbed, work may start on restoration, repair work and arrangements to make the site safe.

2. Incident reporting

2.1 The Campus Manager must maintain a register of injuries in accordance with the requirements of the Accident Compensation Act 1985 (Vic).

2.2 Staff, students, contractors and visitors must report any incident and/or hazard to their senior or the manager as soon as reasonably practicable.

2.3 High consequence incidents must be reported immediately. Other incidents must be reported in writing within 24 hours of becoming aware of the incident, injury or illness.

2.4 Staff, students, contractors and visitors must complete a formal incident report for any OHS incident that occurred on campus, or while engaged in any campus-sanctioned activity. Events that must be reported include:

- injuries or illnesses
- incidents or near misses
- property loss or damage
- environmental damage

2.5 Staff who do not notify their senior of any work-related injury or illness within 30 days of becoming aware of it may risk any entitlement they have to make a workers compensation claim.

2.6 Incident reports should be submitted via to the senior/campus manager, except where there is valid reason (for example, if the senior/campus manager is the subject of an allegation, or if they are absent).

2.7 An acknowledgement email will be sent to the person who submitted the incident report and (if applicable) to the injured person. They will receive further email notifications of the progress of the incident report, including:

- acknowledgement of receipt by the senior/nominated recipient
- finalisation of corrective actions by the senior/nominated recipient
- close-out by the relevant local OHS practice expert.

2.8 On receiving the incident report, the manager/campus manager must, as soon as reasonably practicable, identify and record:
immediate actions taken to assist any persons injured during the incident
immediate actions taken to prevent reoccurrence of the incident
severity of the incident
likelihood of the incident occurring or reoccurring
resultant risk rating of the incident
if an on-site incident investigation has been completed
if applicable, the members of the incident investigation team
planned actions to prevent reoccurrence of the incident
due date for completion of planned corrective actions.

3. Incidents requiring notification to WorkSafe Victoria

3.1 The categories of incident requiring notification to WorkSafe Victoria are:

- The death of a person.
- A person requiring medical treatment within 48 hours of exposure to a substance.
- A person requiring immediate treatment as an in-patient in a hospital.
- A person requiring immediate medical treatment for:
  - the amputation of any part of his or her body
  - a serious head injury
  - a serious eye injury
  - the separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
  - electric shock
  - a spinal injury
  - the loss of a bodily function
  - serious laceration.
- An incident that exposes a person in the immediate vicinity to an immediate risk to the person's health or safety through:
  - the collapse or partial collapse of all or part 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.

3.2 The senior must ensure that the incident site is not disturbed until authorised (see section 1.3).

4. Incident investigation

4.1 When the senior/campus manager assesses the risk rating of an incident, near miss, illness or injury to be medium, high or very high, they must ensure that a formal incident investigation is carried out.
4.2 The investigation must identify any:

- behavioural causes of the incident (substandard practices that caused the exposure to harm)
- physical causes of the incident (substandard conditions that caused the exposure to harm)
- management system deficiencies that led to behavioural or physical causes (absence or failure of process to adequately control substandard practices or conditions).

4.3 Incident investigations must commence within 48 hours or as soon as reasonably practicable after the senior is informed of the incident.

4.4 The senior/campus manager must establish an incident investigation team, which may include:

- local senior or manager (team leader)
- persons involved in the incident and witnesses

4.5 The incident investigation team must establish the facts, including circumstances leading up to the incident, and what happened during and after the incident. The team must gather and consider information including:

- identified hazards
- effectiveness of the existing risk assessments
- effective of the existing risk controls
- photos, sketches and other evidence from the site gathered during inspections and observations,
- discussions with persons involved (or who are aware of possible contributing factors), and
- statements from witnesses
- materials, equipment chemicals and substances involved
- exact location and environmental conditions including lighting, weather, ventilation and floor conditions
- exact time and date of the incident and other time factors (for example, class changes, rest breaks, task duration, work time frames and deadlines)
- sequence of events, before, during and after the incident, including any unusual events.

5. Corrective actions

5.1 The team will recommend corrective actions to eliminate or reduce the risk of a similar incident occurring, so far as is reasonably practicable.

5.2 The senior/campus manager must ensure that appropriate corrective actions are implemented, or that the recommended corrective actions are escalated to a person responsible for their implementation.
5.3 When implementing corrective actions, the senior/campus manager must ensure that local personnel affected are consulted.

5.4 The senior/campus manager must monitor progress on implementing corrective actions and record when implementation is finalised.

**DEFINITIONS**

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<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Corrective actions</td>
<td>The actions taken after an incident to prevent or reduce the risk of the incident reoccurring.</td>
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<tr>
<td>Disease</td>
<td>Any physical or mental ailment, disorder, defect or morbid condition whether of sudden or gradual development. The aggravation, acceleration, exacerbation or recurrence of any pre-existing disease. <em>(Accident Compensation Act 1985 [Vic])</em></td>
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<td>Environmental damage</td>
<td>An event that causes harm to the environment through the generation of environmental noise, environmental release or excessive resource consumption.</td>
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<td>Hazard</td>
<td>A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these. <em>(AS 4801)</em></td>
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<td>High consequence incidents</td>
<td>Incidents that require notification to a regulator, or incidents that are assessed to be very high risk. Includes incidents that expose a person to immediate health or safety risk, or seriously endanger or threaten their health or safety.</td>
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<td>Illness</td>
<td>Any work-related illness, including disease.</td>
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<tr>
<td>Incident</td>
<td>Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss. <em>(AS 4801)</em></td>
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<td>Medical treatment</td>
<td>Treatment by a registered medical practitioner within the meaning of the Health Professions Registration Act 2005 (Vic).</td>
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<td>Near miss</td>
<td>An event that could have resulted in human injury or damage to property, process or the environment, but did not.</td>
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<td>Preventative actions</td>
<td>The actions taken to prevent or reduce the risk of an incident occurring.</td>
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<td>Work-related injury</td>
<td>Any physical or mental injury and, without limiting the generality of that definition, includes (a) industrial deafness; (b) a disease contracted by a worker in the course of the worker’s employment</td>
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<td>(whether at, or away from, the place of employment); (c) a recurrence, aggravation, acceleration, exacerbation or deterioration of any pre-existing injury or disease. (<em>Accident Compensation Act 1985 [Vic]</em>)</td>
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