

Health, Safety and Environment Management System

HSE-PRO-014
HSE Incident & Hazard Management

Table of Contents

1	Intent.....	3
2	Scope	3
3	Definitions.....	3
4	Duty, Obligations and Responsibilities	5
4.1	James Cook University	5
4.2	Officers	6
4.3	Supervisors and Responsible Persons.....	6
4.4	Workers and Others.....	6
4.5	Health, Safety and Environment (HSE) Unit.....	6
4.6	Reporting and Recording Incidents using RiskWare	7
4.7	Legislative Requirements.....	8
5	Incident Investigations.....	8
6	Training Requirements.....	8
7	Related Documents and Other Resources.....	8
7.1	Regulatory Authorities and Other Relevant Entities.....	8
7.2	Related Legislation, Codes of Practice and Standards.....	8
8	Administration	9
8.1	Approval Details.....	9
8.2	Revision History	9
9	Schedules.....	9
10	Appendices	10
	Appendix 1: Management of Notifiable Incident.....	10
	Appendix 2: Incident Investigation	14

1 Intent

James Cook University has a legal obligation under the *Work Health and Safety Act 2011* (Qld) (the WHS Act) to manage and keep a record of all work related;

1. incidents;
2. hazards;
3. illnesses, and
4. near misses,

which arise from its activities and to eliminate or otherwise control hazards and risk within the workplace. In order to do this effectively, the University requires that all incidents and hazards including near misses are reported.

In addition, the University must notify Workplace Health Safety Queensland (WHSQ) of any death, serious injury or illness, or dangerous incident.

2 Scope

This Procedure applies to all staff, students, contractors, volunteers, adjuncts and visitors who undertake any activities on JCU premises, or who execute work for or on behalf of the University either on or off campus and:

- are involved in a Workplace Health and Safety incident or dangerous incident; and/or
- sustain an injury or illness; and/or
- are exposed to hazards; and/or
- are subjected to a near miss.

This Procedure does not pertain to a member of the public who suffers a medical event that occurs whilst participating in clinical activities, unless the facility or equipment was a contributing factor. For further clarification on this contact the HSE Unit.

3 Definitions

Term	Definition
Claim	(a) an application for compensation; or (b) a claim for damages.
Corrective Action Plan	A corrective action is to rectify the immediate issue/s to make it safe either short term or longer term until if needed a more suitable action can be found
First Aid	Initial treatment for an injury which is normally given by a first aider.
First Aid Injury (FAI)	A first aid injury (FAI) is an injury that requires a single first aid treatment and a follow-up visit for subsequent observation involving only minor injuries (minor scratches, burns, cuts and so forth) which do not ordinarily require medical care, and for which the person would typically return immediately to their normal activities
Hazard	A source or a situation with a potential for harm in terms of human injury or ill-health

Health and Safety Representative (HSR)	A Worker who has been elected by a work group to represent them on health and safety issues.
Illness	Any physical or mental ailment, disorder, defect or morbid condition which can be of sudden or gradual development. This also includes the aggravation, acceleration, exacerbation or recurrence of any pre-existing disease.
Incident	A finite and often isolated event which may cause injury, illness, property or environmental damage or some combination of all four in varying degrees from insignificant to catastrophic consequences, but is managed during the normal course of operations and within normal reporting lines, processes and procedures.
Lost Time Injury (LTI)	A work related injury which resulted in a complete shift or more being lost from work as a result of an injury or illness.
Medical Treatment Injury (MTI)	A work related injury which results in treatment provided by a qualified health professional e.g. General Practitioner, Physiotherapist.
MEX	The University's online maintenance request system. Raising of a request may be required as a measure following identification of a hazard or an action following an incident.
Near Miss	Any unplanned incident that occurred at the workplace which, although not resulting in an injury or disease, had the potential to do so.
Preventative Action Plan	A preventive action are used to prevent further issues arising and are based on the cause of an incident or possible source of a hazard.
Notifiable Incident	An incident that arises out of the conduct of a business or undertaking; that results in the death, serious injury or serious illness of a person, or involves a dangerous incident and therefore needs to be reported to Workplace Health and Safety Queensland (WHSQ). Refer to Appendix 1 for exact definition by classification
Officer	A person who makes decisions, or participates in making decisions that affect the whole or a substantial part of a business or undertaking or has the capacity to significantly affect the financial standing of the business or undertaking. If a person is responsible only for implementing those decisions, they are not considered an Officer under the Work Health and Safety Act 2011 (Qld). Holders of the following JCU positions are considered Officers: 1. Members of Council 2. University Executive, Pro Vice Chancellors, Directors and Deans
Others	Visitors to a JCU controlled property and students not performing work experience or paid or unpaid work.
RiskWare	James Cook University's cloud based online electronic incident, injury, hazard and near miss reporting system. This system has been developed specifically for the University's use, and provides a standardised electronic reporting tool that can be accessed via the HSE Unit website.
Supervisor/Responsible Person	Any person who is responsible for: <ul style="list-style-type: none"> • workers;

	<ul style="list-style-type: none"> • the allocation of tasks to Workers; • the oversight of all JCU students during teaching; and/or learning activities including field trips; • the person with oversight for an incident; and/or • for notifiable incidents only, the responsible person may be changed to a higher level of management within JCU.
Worker	<p>A person who carries out work in any capacity for JCU, and includes working as:</p> <ul style="list-style-type: none"> • an employee • a volunteer • an apprentice or trainee • a student gaining work experience (paid or unpaid) • a contractor or subcontractor and their employees • labour hire company employees assigned to work for JCU.
Workplace	<p>Any location for the purpose of work, study or research that is conducted by JCU staff, postgraduate and undergraduate students and volunteers at various sites which are on-campus, off- campus. This includes urban, rural (terrestrial), freshwater or marine locations.</p>
Workplace Health and Safety Queensland (WHSQ)	<p>The regulatory body responsible for overseeing the enforcement of the <i>Work Health and Safety Act 2011</i></p>

4 Duty, Obligations and Responsibilities

4.1 James Cook University

Under the WHS Act, the University as a person conducting business or undertaking (PCBU) must keep a register of injuries / hazards to record workplace injuries or illnesses sustained by workers regardless of whether there has been a claim.

The register of injuries must include:

- the name of the injured worker
- the worker's address
- the worker's age at the time of injury
- the worker's occupation at the time of injury
- the industry in which the worker was engaged at the time of injury
- the time and date of injury
- the nature of the injury
- the cause of the injury

A record of each notifiable incident must also be kept.

James Cook University uses the RiskWare system to record all workplace injuries, illnesses, near misses and hazards.

Under the WHS Act, a PCBU is required to notify WHSQ immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

Other legislation dealing with items such as radiation, drugs, and biosafety also have requirements for reporting certain incidents. Information on these reporting requirements is outlined in the relevant HSE Procedures. All boating and diving incidents must also be immediately reported to the University Boating and Diving Unit, notification should be verbal or by email.

4.2 Officers

Officers have a duty under the WHS Act to exercise due diligence to ensure the PCBU fulfils its health and safety obligations under the Act.

In exercising due diligence, Officers must take reasonable steps to:

- ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised; and
- confirm information regarding incidents, hazards and risks is received and the information is responded to in a timely way.
- allow staff time to attend to or participate in the incident investigation process.

4.3 Supervisors and Responsible Persons

Supervisors and Responsible Persons have a responsibility to investigate incidents and hazards, and take corrective action to reduce the level of risk and prevent the recurrence of similar incidents.

4.4 Workers and Others

Workers and others have a responsibility to report any and all incident and hazards and or system failures which have occurred or likely to occur in the event of an injury or unsafe situation.

Workers at the University are also encouraged to report and record 'near misses'. A near miss should be considered as a warning sign and may indicate a potential problem that could result in serious injury or illness if allowed to recur.

4.5 Health, Safety and Environment (HSE) Unit

The HSE Unit is responsible for:

- monitoring and reviewing the incident management system (RiskWare) to ensure effective incident / hazard management and reporting;
- providing advice and recommendations to the JCU community on corrective and preventative actions to improve the level of health and safety;
- conducting investigations and following up on significant incidents to prevent recurrence;
- HSE Unit to provide HSRs with information on incidents that are relevant to their workgroup if requested to do so;

- providing training on the use of RiskWare and overseeing the management of RiskWare.

4.6 Reporting and Recording Incidents using RiskWare

4.6.1 Incident / Hazard Reporting

All workplace health and safety incidents/hazards must be:

- Reported to the relevant supervisor or lecturer as soon as possible; and
- Logged into RiskWare. If you require assistance, contact the JCU HSE Unit at safety@jcu.edu.au

In the event of a Notifiable Incident refer to Appendix 1.

If the incident results in a death, call 000.

4.6.2 RiskWare

When JCU staff report an incident or hazard in RiskWare, the relevant supervisor of the person affected will automatically be inserted as the Responsible Person unless, otherwise manually changed under “Assign to” section or the incident is ticked “Do you require that this incident remains confidential from your supervisor/manager?”, if the latter is ticked then incident is referred only to a HSE representative.

4.6.3 Incident / Hazard Notification

When JCU staff report an incident or hazard in RiskWare, the relevant Responsible Persons will automatically receive an email notification. This email provides summary details of the incident or hazard, and instructions on what needs to be done. Supervisors and Responsible Persons are required to view the details of the incident or hazard in RiskWare and develop and complete an action plan.

4.6.4 Responsiveness and Response Times

A RiskWare action plan must be submitted within 10 working days of the incident/hazard being reported.

Action plans are to be completed within 21 working days from the date of the incident being logged. HSE must report all incident action plans in excess of the 21 day time frame. This is reported to each Divisional Executive Officer, Health, Safety & Environment Advisory Committee (HSEAC) and the Health, Safety & Environment Committee (HSEC).

RiskWare hazard action plans are required to be completed within a reasonable time frame that is suited to the hazard being rectified. The person responsible for the hazard should contact the person who is capable of completing the action to negotiate a time frame.

4.6.5 Corrective/ Preventative Action Plans

Corrective and Preventative action plans are used to plan and record the actions that have or will be taken in response to an incident or a reported hazard.

An action may include the raising of a MEX request. If a request is raised, the MEX request number must be recorded in the action plan.

The HSE Unit provides training on how to complete an action plan or alternatively you can watch one of the online RiskWare training videos on the HSE Web site.

4.6.6 Delegation

Day to day management of incidents/hazards in RiskWare will automatically be assigned to the relevant Responsible Person.

Responsible Persons who are away from work for a period of time are required to delegate their incident/ hazard management responsibilities.

4.7 Legislative Requirements

To achieve compliance with legislative requirements and to proactively review our incidents and hazard data to reduce the instances of harm, the University is committed to:

- prompt reporting of all incidents involving staff, students, contractors, volunteers and visitors, and investigate if required;
- recording and reporting of incidents in accordance with the *Work Health and Safety Act 2011* and associated Regulation;
- prompt action by supervisors to initiate action to correct and where possible, prevent recurrence; and
- monitoring and reviewing incident statistics by University health and safety committees.

5 Incident Investigations

The incident investigation function in RiskWare is mandatory for all incidents with an inherent risk rating above low in the Action Plan. Appendix 2 provides information on how to conduct an investigation in RiskWare.

6 Training Requirements

The HSE Unit provides interactive training to supervisors and managers who are responsible for managing reported incidents and hazards and creating action plans to address health and safety issues. Online training and information videos are located on the safety webpage including a suite of RiskWare training videos for staff.

For further information on health and safety training contact whstraining@jcu.edu.au

7 Related Documents and Other Resources

Health, Safety and Environment Policy

Health and Safety Management System (HSMS) documentation

7.1 Regulatory Authorities and Other Relevant Entities

Workplace Health and Safety Queensland

7.2 Related Legislation, Codes of Practice and Standards

Legislation	Work Health and Safety Act 2011 (Qld) Work Health and Safety Regulation 2011 (Qld) Electrical Safety Act
Standards	AS / NZS 4801:2001 Occupational health and safety management systems

8 Administration

NOTE: Printed copies of this Procedure are uncontrolled, and currency can only be assured at the time of printing.

8.1 Approval Details

Policy Sponsor	Deputy Vice Chancellor, Services and Resources
Version no.	1.0 (16-1)
Date for next Major Review	20/12/2019

8.2 Revision History

NOTE: A minor amendment will not result in a change of the next major review date.

Approval date - the date the Policy Sponsor approved the establishment, minor or major amendment or disestablishment

Implementation Date - the date the procedure was published in the Policy Library and is the date the procedure takes effect

Version	Approval date	Implementation date	Details	Author
17-1	28/09/2017	29/09/2017	Minor amendment following recommendations from Internal Audit report 10/07/2017	Health, Safety & Environment
1.0 (16-1)	20/12/2016	22/12/2016	Procedure established	Workplace Health & Safety Advisor

Keywords	Incident management
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Consultation Committee	Health, Safety and Environment Advisory Committee (HSEAC)
Contact Unit	safety@jcu.edu.au

9 Schedules

Not applicable

10 Appendices

Appendix 1: Management of Notifiable Incident

Notifiable Incidents

The University must notify WHSQ immediately by the fastest available method after becoming aware of the occurrence of the following:

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

A record must be kept of notifiable incidents for at least five years from the date the notice is given to WHSQ.

How to notify a Notifiable Incident

- In the first instance call 000, and then follow internal emergency notification procedures – including reporting to the Chief of Staff as Critical Incident Coordinator.
- During business hours, contact the JCU HSE Unit to arrange notification to WHSQ through the Senior WHS Advisor for the campus.
- After hours, notify JCU Security (unless the incident relates to a University Residential College, in which case contact the Residential Adviser). Security will advise the appropriate Dean/Director. The Senior WHS Advisor for the campus must also be advised as soon as possible and will contact WHSQ.
- The scene of a notifiable incident must not be interfered with except to save life, relieve suffering or prevent further injury to persons, remove a deceased person, or if permission is given by a police officer or by a WHSQ inspector.
- In the event of a death, the attending Emergency personnel (paramedics or police) will contact WHSQ.
- The following information must be collected before calling the Senior Safety Advisor who will advise WHSQ:
 - What type of event it is (serious injury, death, serious illness etc.);
 - Date, time and address of incident;
 - Description of incident;
 - Description of injury/illness;
 - Location of injury; and
 - Where the injured person has been taken for treatment.
- Notification must be by the most efficient means possible; usually by phone. A WHSQ incident notification form (approved form) will be completed with the injured person's particulars and submitted as soon as possible.

Reporting other incidents

Report all security incidents as early as possible to the JCU Security Office or a JCU Security Officer. Any emailed reports should be sent to security@jcu.edu.au. All reports remain confidential.

Douglas Campus – Townsville

Emergencies only

From an external or mobile phone – dial 4781 5555 or 1800 675 559

From an internal phone dial 15555

General Enquiries

From an external or a mobile phone – dial 4781 6000

From an internal phone dial 16000.

Email address is securitycontrol@jcu.edu.au

Smithfield Campus – Cairns

From an external or mobile phone –

Dial 4232 1293 or mobile phone dial 0419 677 874

From an internal phone – 21293 (this number may divert to a mobile number)

Email address is cairnssecurity@jcu.edu.au (internal use only)

University Vehicle Incident

If the incident involves damage to a JCU University Fleet Vehicle, a University Vehicle Accident Form must be completed. This form can be obtained from the Fleet Vehicles web site.

What can be a Notifiable Incident?

The death of a person other than by electricity

An injury or illness requiring a person to have immediate treatment as an in-patient in a hospital

A serious injury or illness requiring a person to have any of the following:

- immediate treatment for the amputation of any part of his or her body
- immediate treatment for a serious head injury
- immediate treatment for a serious eye injury
- immediate treatment for a serious burn
- immediate treatment for the separation of skin from an underlying tissue
- immediate treatment for a spinal injury

- immediate treatment for the loss of a bodily function
- immediate treatment for a serious laceration
- medical treatment within 48hrs of exposure to a substance

An infection to which the carrying out of work was a significant contributing factor

An infection reliably attributable to carrying out work:

- with micro-organisms
- that involved providing treatment to a person
- that involved contact with human blood or body substances
- that involved handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products

Contraction of the following zoonosis in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:

- Q fever
- Anthrax
- Leptospirosis
- Brucellosis
- Hendra virus
- Avian Influenza
- Psittacosis

A dangerous incident that exposed 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:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- an electric shock that is not a serious electrical incident or a dangerous electrical event
- the fall or release from a height of any plant, substance or thing
- 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
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel

A serious electrical incident involving electrical equipment where:

- a person was killed by electricity

- a person received a shock or injury from electricity, and was treated for the shock or injury by or under the supervision of a doctor
- a person received a shock or injury from electricity at high voltage, whether or not the person was treated for the shock or injury by or under the supervision of a doctor (high voltage means a voltage above 1000 V AC or 1500 V ripple-free DC)

A dangerous electrical event involving:

- the coming into existence of circumstances in which a person was not electrically safe, if the circumstances involve high voltage electrical equipment; and despite the coming into existence of the circumstances, the person does not receive a shock or injury (high voltage means a voltage above 1000 V AC or 1500 V ripple-free DC)
- the coming into existence of both of the following circumstances (1) if a person had been at a particular place at a particular time, the person would not have been electrically safe and (2) the person would not have been electrically safe because of circumstances involving high voltage electrical equipment (high voltage means a voltage above 1000 V AC or 1500 V ripple-free DC)
- electrical equipment and in which significant property damage was caused directly by electricity or originating from electricity
- the performance of electrical work by a person not authorised under an electrical work licence to perform the work
- the performance of electrical work by a person if, as a result of the performance of the work, a person or property was not electrically safe
- the discovery by a licensed electrical worker of electrical equipment that has not been marked as required under the *Electrical Safety Act 2002*

Appendix 2: Incident Investigation

All incidents must be investigated by a JCU staff member in a management, supervisory or delegated role. The level and type of investigation will be dependent on the severity of the incident.

An incident involving an injury or illness may require more investigative effort than a near miss or a non-injury incident. The aim of the investigation is to establish a cause so it can be corrected and or prevented through elimination or risk reduced by other control measures.

After an incident has been logged in RiskWare, the responsible person for the incident must complete the action plan within the designated time frame listed in section 4 of this procedure.

During the action plan stage in RiskWare, the outcome of the Risk Matrix will determine if the investigation section is required. If the investigation is required, prompting will occur and lead you through the action plan. If there is no requirement to do this level of investigation then the user will be prompted to consider contributing factors and respond with a suitable control measure that will correct and or prevent further re-occurrence of the initial incident.

Incident investigation criteria:

- JCU management must allow staff time to complete a thorough investigation within a designated timeframe.
- JCU management must allow staff to be part of incident investigation teams when required by the HSE Unit
- All investigations for notifiable incidents will be instigated and lead by the HSE Unit.
- All incidents should be investigated as soon as reasonably possible and action taken to eliminate or minimise the risk of a further or other occurrences.
- Where the investigation has revealed that an individual may have contributed to the incident whether inadvertently or intentionally the matter may be referred back to the immediate Supervisor and/or the Manager of Human Resources. It should be kept in mind when conducting the investigation that the people who know more about the workplace than anyone else are the employees. Employees should therefore be given the opportunity to recommend safety solutions during the investigation, and questions should be asked as to whether similar incidents have occurred in the past.
- An investigation team for a serious bodily injury, fatality, or extensive property damage could include the supervisor of the injured employee, HSE Unit, technical specialists and other employees familiar with the process or operation

Managers/ Supervisors

What to do if a staff member is injured

- Arrange first aid and support for the injured team member as appropriate.
- Ensure that the injury is reported in RiskWare within 24 hours of the occurrence.
- If the injury is work related and there are medical costs or lost work time resulting from the injury, inform the injured employee of their eligibility to claim workers' compensation.

- Support the worker as required through any injury management and return to work programs.

Supervisors/Lecturers

What to do if a student is injured

- Arrange first aid and support for the student as appropriate.
- Arrange for a JCU employee to report the incident/injury in RiskWare on behalf of the student within 24 hours.