

INCIDENT AND HAZARD REPORTING AND INVESTIGATION PROCEDURE



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1 PURPOSE

- 1.1 This procedure provides a framework for how CQUniversity will manage, investigate, control and monitor safety and wellbeing [hazards](#) and [incidents](#).

2 SCOPE

- 2.1 This procedure applies to CQUniversity members, which include:
- members of the University Council and Committees
 - an office holder or board member of a University controlled or non-controlled entity
 - adjunct or honorary appointees of the University
 - University employees and students, and
 - any other person/s appointed or engaged by the University to perform duties or functions on its behalf, including contractors, consultants and/or volunteers.

3 PROCEDURE

- 3.1 The University has an obligation to provide a work environment without risks to health and safety, so far as is reasonably practicable. As such, any [hazards](#) or [incidents](#) identified by University members must be reported to the Safety and Wellbeing Unit to be investigated.
- 3.2 Where there is an immediate threat to life or property which requires an emergency response, [University members](#) should not hesitate to:
- call 000 and report the incident to the police department or one of the emergency services
 - following that, report the incident to University Security (by activating the Emergency function on the SafeZone mobile application and/or call 0418 792 982, or 07 4936 1331), then
 - record the incident as per the procedure below.

Hazards

- 3.3 If a [University member](#) identifies a [hazard](#) that they can easily rectify, they should do so as safely and soon as possible. For example, if there is spill of detergent in a lunchroom, clean it up to eliminate exposure.
- 3.4 However, if the hazard cannot be immediately rectified, it must be reported to the Safety and Wellbeing Unit via the [Report a Hazard Form](#) (or OHS-Unit@cqu.edu.au if there are any issues with the reporting system). In addition to being reported, the University member must ensure that the area is safe and that others are not exposed to the hazard. This may include placing a temporary control in place so that others are aware of the hazard, including signage, a physical barrier, locking the area out to restrict access, or tagging out the equipment.

Incidents and confidential incidents (other than a notifiable incident)

- 3.5 After an [incident](#), the injured/ill individual must:
- report the incident to the Work Area Supervisor as soon as possible (except where the incident is considered a [confidential incident](#) and can be reported on in confidence)
 - submit an incident via the [Report An Incident Form](#), or [Report a Confidential Incident Form](#) as soon as possible, but no later than three working days after the event, and
 - contact a First Aid Officer (using the SafeZone mobile application), or the Safety and Wellbeing Unit immediately if an injury requires medical treatment (i.e. treatment by a general practitioner, allied health professional, or anything more severe than initial first aid).
- 3.6 Where required, the Work Area Supervisor will assist to complete the above tasks.

Notifiable incidents (death, serious injury or illness or dangerous incident)

- 3.7 Any potential [notifiable incidents](#) (incidents resulting in the death of a person, a serious injury or illness, or a dangerous incident that exposes someone to a serious risk) must be reported to the Safety and Wellbeing Manager or Executive Director People and Culture immediately. Where the potential incident includes an on-site death, the site will be immediately secured, and the police called. The police will oversee the area until such time as they release it to the University.
- 3.8 The Safety and Wellbeing Manager will confirm the incident meets the notifiable incident criteria under the applicable state legislation. If the incident is confirmed as a notifiable incident, the Safety and Wellbeing Manager will:
- immediately notify either:
 - 'The Regulator' ([defined by SafeWork Australia](#)) for the respective state, or
 - the relevant state's Electrical Safety Office if the case is considered a serious electrical incident or dangerous electrical event, and
 - inform the Vice-Chancellor and President and Chief Operating Officer, or relevant Vice-President, Deputy Vice-President, and Associate Vice-President.
- 3.9 The site of the incident will be preserved until an inspector from 'the Regulator' or relevant Electrical Safety Office arrives or directs otherwise.

Investigating incidents

- 3.10 Reported [incidents](#) will be reviewed as soon as possible by the Safety and Wellbeing Unit and/or other representatives suitably trained and authorised by the Safety and Wellbeing Unit. Where an incident is managed under a different policy document (such as fraud or misconduct), the Safety and Wellbeing Unit will forward the report to the relevant [business area](#)/investigating officer in accordance with that policy document.
- 3.11 Once the severity of the incident has been determined, the Safety and Wellbeing Manager or a Senior Safety and Wellbeing Adviser will determine the scope, level and appropriate team members required for the investigation.

3.12 Investigations may require active participation and input from the following:

- the injured/ill individual and other bystanders
- Work Area Supervisors
- Supervisors
- Technical Specialists
- Elected Health and Safety Representatives.
- First Aid Officers
- Safety and Wellbeing Advisers and Senior Safety and Wellbeing Advisers, and
- the Safety and Wellbeing Manager.

3.13 Investigations will include:

- conducting risk assessments for both the inherent risk (the risk score before any control measures are implemented) and the residual risk (the risk score once control measures have been implemented to ensure that the risk has been effectively controlled), in accordance with the [Enterprise Risk Management Framework](#)
- identifying casual factors of the incident and providing recommendations for preventative actions to eliminate or minimise the risk of such an incident recurring. Casual factors and recommendations may include, but not limited to, work methods, work environment, equipment, work organisation, the employee, or a combination of these, and
- ensuring control measures are monitored by the supervisor and formally followed-up by the Safety and Wellbeing Unit within one month after being implemented, to ensure the control measures are effective.

3.14 Investigation reports will be provided to 'The Regulator' ([defined by SafeWork Australia](#)) or the Electrical Safety Office, as necessary, for notifiable incidents.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 [University members](#) have a duty to take reasonable care for their own health and safety and must not adversely affect the health and safety of other persons. They must comply with reasonable instruction and co-operate with any reasonable legislation or policy document relating to health and safety at the workplace. For further information on an University member's roles and responsibilities for safety and health, refer to the [Work Health and Safety Roles and Responsibilities Procedure](#).
- 4.2 The Executive Director People and Culture is responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.3 The Safety and Wellbeing Manager will report quarterly on occupational health and safety matters, including identified hazards and incidents, to the University Management Committee, Audit, Risk and Finance Committee and Council.

Records management

- 4.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

5 DEFINITIONS

5.1 Terms not defined in this document may be in the University [glossary](#).

Terms and definitions

Confidential incident: incidents that can be reported on in confidence. Events that are considered confidential incidents include:

- fraud/theft
- harassment/bullying
- serious misconduct/misconduct
- sexual violent/sexual harassment, or
- whistleblowing.

Hazard: a situation or thing that has the potential to harm a person. Items that are considered hazards include:

- Snake sightings
- Smoking on campus
- Workstation assessments
- Uneven pathways/walkways
- Noise
- Emergency exits being blocked
- Mould in office spaces
- Thermal comfort – air conditioning issues
- Lighting in office spaces
- Chemical storage overflows
- Missing safety guards on workshops/laboratory equipment.

Incident: an unplanned event related to a person, resulting in, or potential, for injury/illness or other loss. An incident can be an event or condition, expected or unexpected, that threatens life or safety and requires immediate action. Multiple or ongoing incidents may have a cumulative effect, becoming a major incident or crisis. Events that are considered incidents include:

- work-related injury/illnesses (any physical or mental injury) including:
 - industrial deafness
 - diseases contracted by a worker during the worker's employment (whether at or away from the play of employment)
 - recurrences, aggravation, acceleration, exacerbation or deterioration of any pre-existing injury or disease
- property damage
- near misses (events not causing harm but has the potential to cause injury or illness, such as pedestrian/vehicle interactions, chemical spills or falling objects), or
- security incidents (for example intruders, theft, threats or unlocked facilities)

Notifiable incidents: in accordance with the [Work Health and Safety Act 2011](#) (Qld), notifiable incidents are incidents that include -

- the death of a person
- a serious injury or illness of a person, or

- a dangerous incident.

The Safety and Wellbeing Manager will determine if an incident is considered a notifiable incident under the relevant state legislation. Notifiable incidents must be reported to The Regulator for the respective state.

Risk: the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

University members: a member of the University community which must adhere to this procedure. University members include:

- members of the University Council and Committees
- an office holder or board member of a University controlled or non-controlled entity
- adjunct or honorary appointees of the University
- University employees, and
- any other person/s appointed or engaged by the University to perform duties or functions on its behalf, including contractors, consultants and/or volunteers.

6 RELATED LEGISLATION AND DOCUMENTS

[Business Continuity Planning and Incident Management Policy and Procedure](#)

[Complaints Policy and Procedure](#)

[Electrical Safety Act 2002](#) (Qld)

[Electrical Safety Regulation 2013](#) (Qld)

[Enterprise Risk Management Framework](#)

[Fraud and Corruption Control Framework](#)

[Occupational Health and Safety Act 2004](#) (Vic)

[Occupational Health and Safety Policy](#)

[Public Interest Disclosure Policy and Procedure](#)

[Report a Confidential Incident](#)

[Report a Hazard](#)

[Report an Incident](#)

[Reporting an Incident or Hazard StaffNet page](#)

[Research Higher Degree Integrity Policy and Procedure](#)

[Risk Management Policy](#)

[SafeWork Australia Incident Reporting](#)

[SafeWork Australia Regulators](#)

[Sexual Harassment Policy and Procedure](#)

[Student Academic Integrity Policy and Procedure](#)

[Student Conduct Policy and Procedure](#)

[Student Critical Incident Policy and Procedure](#)

[Work Health and Safety Act 2011](#) (ACT)

[Work Health and Safety Act 2011](#) (NSW)

[Work Health and Safety Act 2011](#) (Qld)

[Work Health and Safety Act 2012](#) (SA)

[Work Health and Safety Act 2020](#) (WA)

[Work Health and Safety Regulation 2011](#) (Qld)

7 FEEDBACK

7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	N/A
Advisory Committee	University Management Committee
Required Consultation	Joint Consultative Committee
Administrator	Executive Director People and Culture
Next Review Date	13/02/2027

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor and President 30/03/2011.
Amendment Authority and Date	Vice-Chancellor and President 16/03/2016; Vice-Chancellor and President 06/03/2019; National Occupational Health and Safety Manager 17/10/2019; Director People and Culture 13/04/2021; Acting Director People and Culture 28/09/2021; Editorial amendment 05/07/2022; Editorial amendments 10/01/2023; Editorial amendments 27/03/2023; Vice-Chancellor and President 13/02/2024; Editorial amendments 22/05/2024.
Notes	This document was formerly known as the Safety Health Environment WorkCover Sustainability (SHEWS) Incident and Hazard Reporting and Investigation Procedure (last approved 16/03/2016).