



Context and Purpose

The Incident/Hazard Reporting and Investigation Procedure (the Procedure) outlines the requirements for the reporting of workplace incidents and/or hazard (including potential sexual harassment and/or psychosocial risk factors) and the process for investigating to assist with:

- Preventing injury and/or a recurrence of a similar incident.
- Capturing data to monitor corrective action.
- Analysing trends to determine the most appropriate use of resources and need for the development of specific preventative programs to eliminate/control risk on a priority basis.
- Informing the University's identified [Officers](#) (Council members, the Enterprise Leadership Team (ELT) and members of Audit, Finance and Risk Committee) as well as the University Safety & Wellbeing Committee of identified trends and recommended action as appropriate.

This Procedure also outlines the requirements for statutory reporting of:

- Notifiable incidents including fatalities, serious injury or illness and dangerous incidents, a mandatory requirement under the Work Health and Safety (WHS) Act 2012 (SA).
- Radiation emergencies and/or incidents, a mandatory requirement as defined under the Radiation Protection and Control (Ionising Radiation) Regulations 2000.
- Incidents involving electric shock or electrical burns, a mandatory requirement under the Electricity (General) Regulations 2012.

The WHS Act 2012 (SA) defines Workers as staff members, volunteers, apprentices/trainees, work experience students, contractors, sub-contractors and labour hire staff. For the purpose of this Procedure, staff, Higher Degree Research (HDR) Degree students and contractors will be identified separately where applicable.

This Procedure applies to all University staff, HDR, and contractors, and for the purpose of this Procedure, staff and HDR and contractors will be identified separately where applicable.

Responsibility

Executive Deans, Directors and General Managers are responsible for:

- The implementation of this Procedure within their area of responsibility and accountability.
- Ensuring supervisors are aware of the requirements relating to statutory reporting, reporting timelines and receive sufficient information, instruction, or training to enable incidents and/or hazard to be thoroughly investigated, appropriately actioned and findings recorded.
- Ensuring incidents that occur at the University or in the course of University business (involving staff, students, contractors, volunteers and/or members of the public) are reported in the University's online reporting system ([UniSafe](#)) and are investigated in accordance with this Procedure and within the designated timelines.
- Ensuring identified hazard that cannot be immediately and permanently eliminated are promptly reported in [UniSafe](#) to the responsible person for appropriate action to be taken.
- Facilitating the prompt and appropriate management of injured/ill staff.

- Ensuring appropriate information and instruction on reporting requirements are communicated to staff, HDR, and/or contractors (where applicable) to ensure their health and safety and that of others.

University staff, HDR, and contractors are responsible for:

- Ensuring any [notifiable incident](#) (as defined by SafeWork SA) that occurs University work sites managed by a principal contractor, are immediately reported in [UniSAfe](#).
- Ensuring service contractors are informed of the requirement to report all incidents and/or hazard to the relevant University Contract Supervisor, Campus Facilities Coordinator or Security, immediately after they become aware of an incident and/or hazard.
- Complying with the requirements of this Procedure to eliminate and/or reduce the risk of injury/illness, or harm to property or the environment.

Health and Safety Representatives (HSR) are encouraged to report incidents, hazard and/or near misses and participate in investigations to assist with the development, implementation, and evaluation of measures to prevent injury/illness.

Procedure

In the event an incident occurs at the University or while undertaking University business, the following steps must be followed by the person(s) involved, the person nominated to investigate (responsible supervisor or other delegated University staff member) and others providing assistance.

1. Immediate Incident Response

- a. If no danger to yourself, provide immediate action to ensure your safety and that of others.
- b. Where there is a foreseeable risk to yourself and/or others in taking immediate action, seek assistance from FM Assist (dial **55555** from an internal phone or **1800 500 911** from an outside phone/mobile phone).
- c. Provide or seek first aid treatment and where necessary, emergency assistance where medical assessment is identified for any injuries sustained.
- d. Isolate the site where there remains risk of further injury.
- e. Where an incident is notifiable to SafeWork SA (results in serious injury or a dangerous occurrence) notify the [Safety & Wellbeing team](#) and so far as is reasonably practicable, ensure the site where the incident occurred is not disturbed until a SafeWork SA inspector arrives at the site or directs otherwise (whichever is earlier).

2. Notifiable Incidents and Reporting to the Regulators

- a. Immediately notify your supervisor/manager of the incident that has occurred.
- b. A near-miss that meets the definition of a [dangerous incident](#) must be reported. If unsure if the incident is notifiable, contact the [Safety and Wellbeing team](#) for advice.
- c. The responsible supervisor/manager or delegated person must:
 - i. **Immediately** notify a member of the [Safety and Wellbeing team](#) of any incidents that meet the criteria for [notifiable incident](#).
 - ii. **Immediately** advise the relevant Unit Director/Executive Dean, ED: PTC and FMU Campus Manager where a serious injury/illness or death has occurred. Where there is potential for serious harm to a person or persons, significant damage to property or serious impact on the environment the relevant Unit Director/Executive Dean and FMU Campus Manager must be advised.

- iii. Assist in facilitating prompt injury management processes for any injured/ill persons.
Note: Injury/illness reports submitted in [UniSAfe](#) relating to a staff member will initiate an injury management response directly with the injured staff member.
- iv. Arrange for debriefing where an incident has resulted in serious injury/illness, death to a person or persons and/or has impacted on other people or caused concern within an area.
Counselling should be offered to any staff member or student affected by the incident using the University's [Employee Assistance Program](#) provider by calling: **1300 277 924**. **For critical incidents such as a fire, bomb threat or flood, refer to the [University Emergency Management and Response Procedures](#).**
- d. The person involved or a person on their behalf must:
 - i. Log details of the incident in [UniSAfe](#) as soon as reasonably practicable after the incident, ideally within 48 hours.
Note: A staff member can log details of an incident in [UniSAfe](#) on behalf of a contractor, volunteer, or others (i.e., member of public, visitor). All Students can access the [UniSAfe](#) to report incidents.
 - ii. [UniSAfe](#) will automatically nominate the supervisor of the staff member logging the incident (course coordinator for students and supervisor for HDR) as responsible for investigating the incident/hazard. This can be changed in the event the report is being made on behalf of another staff member or it is more appropriate for another staff member to be responsible for the investigation, for example:
 - The injured staff member has a different supervisor to the staff member reporting.
 - A member of the Safety and Wellbeing will lead investigations for notifiable incidents and reports lodged as confidential.
 - iii. For incidents that occur (e.g., on fieldtrips, placements etc), where a computer is not available, the UniSAfe ROAM5 app can be used to report.
 - iv. In remote locations where mobile service is limited and/or not available, the UniSAfe ROAM5 app will allow an incident to be recorded and will report once the person is within service range.
- e. All notifiable incidents must be reported to SafeWork SA as soon as reasonably practicable after becoming aware of the incident.
- f. The Safety and Wellbeing Team are responsible for reporting notifiable incidents to SafeWork SA.

3. Incident Investigation

The responsible supervisor or other delegated person nominated to investigate an incident must:

- a. Establish that the incident site is safe prior to investigating to prevent further injury. Refer to section 1 (e) to ensure an incident site is not entered into where a serious notifiable incident has occurred.
- b. Ensure an investigation commences as soon as possible after an incident occurs and in consultation with:
 - Any injured/involved person (where practical)
 - The HSR (where one is appointed to the applicable work group)
 - The designated Safety and Wellbeing Consultant (if assistance is needed)
 - Any other person(s) relevant to the matter.
- c. Gather any factual information available related to the incident, for example what happened, what occurred leading up to the incident, other contributing factors, who else was involved etc.

- d. Analyse all factual information gathered to identify contributing factors and underlying causes relating to potential deficiencies in the following:
- **System** – a method, a set of independent and interrelated elements that function as a whole i.e., workplace procedures or processes that specify the way in which something is implemented.
 - **Design** – design of plant/machinery/equipment, design of work task/processes.
 - **Environment** – the surroundings in which work is performed i.e., work environment/work conditions/naturally occurring environmental conditions.
 - **Behaviour** – human factors including inexperience/complacency/work pressure/fatigue, medical illness etc.
- Note:** the investigation should identify causes other than just ‘human error’ or ‘complacency’ where factual information relates to potential deficiencies in any of the four categories mentioned above.
- e. Make conclusions about why the incident occurred based on the investigation findings.
- f. Recommend appropriate corrective action(s) in consultation with all people involved in the investigation to prevent a recurrence.
- g. Ensure identified corrective action(s) are implemented prior to work re-commencing e.g., building/refurbishment projects, building services infrastructure, laboratory/workshop processes.
- j. Complete the investigation tabs in [UniSAfe](#), including details of corrective action(s) taken or expected to be taken. Monitor and evaluate corrective action(s) implemented to ensure the controls selected have been effective to mitigate risk and have not presented any new hazard.
- k. A member of the Safety and Wellbeing Team will lead the investigation of notifiable incidents.

4. Reporting Identified Hazard

- a. Fix the hazard immediately and safely if competent to do so and there is no danger to yourself or others.
- b. Where the hazard cannot be immediately and permanently eliminated, notify your supervisor, local HSR (where one is appointed to the applicable work group) and isolate the site where there is immediate risk of injury.
- c. Immediately notify FM Assist of any campus related matters (i.e., hazard relating to building/infrastructure) by raising a Customer Service Request (CSR) for assistance where corrective action is required.
- d. Log details of the hazard (attach photos where possible) in [UniSAfe](#) to ensure appropriate action is taken to eliminate the hazard or mitigate the risk.
- Note:** Nominate the supervisor responsible for the area where the hazard was identified, to investigate the reasons for the hazard being present. For example:
- Supervisor responsible for a hazard present within the context of work performed within an Academic/Professional Unit, or Research Institute.
 - UniSA Contract Supervisor responsible for a project involving work undertaken by an external contractor.
 - Course Coordinator responsible for a hazard relating to a course undertaken by a student.
- e. Supervisors are required to proactively identify reasonably foreseeable hazard within the context of work being performed in a local area (i.e., hazard associated with working with hazardous chemical, plant and equipment or fieldtrips etc.) and advise relevant staff and students of the requirement to report any identified hazard immediately.

For example:

- A laboratory manager must instruct people working in their laboratory to report any malfunction of a fume cupboard.
- A person observed performing an unsafe task, activity and/or in unsafe conditions should also be reported.

5. Hazard Investigation

The responsible supervisor or other delegated person nominated to investigate an identified hazard must ensure:

a. An investigation/assessment is conducted in consultation with:

- The reporter of the hazard.
- A HSR (where one is appointed to the applicable work group).
- Other people (performing the activity/with knowledge of the hazard).
- The designated Safety and Wellbeing Consultant (if assistance is needed).

b. The investigation must:

Identify the reason(s) for the hazard being present and the hazard category type i.e., physical, mechanical/electrical, chemical, biological, or psychological.

Assess the probability (likelihood) and consequence of the hazard causing harm to any person, damage to property or impact to the environment. (Refer to the [Managing Health and Safety Risks Procedure](#) for instructions on risk assessment).

Control the risk using the [hierarchy of controls](#) with the primary aim to eliminate the hazard wherever possible. Where this is not possible, select one or more control measures (from the highest possible option within the hierarchy to the lowest option) to minimize the risk so far as reasonably practicable.

Monitor implemented controls and/or re-evaluate existing controls to determine if the most appropriate control measure is in place.

- c. Corrective action(s) recommended are implemented to either eliminate the hazard or manage the risk associated with it so that it no longer poses a threat.
- d. The hazard investigation is completed in [UniSafe](#), including details of corrective action(s) as soon as practicable following the investigation.
- e. Control measures selected are monitored and evaluated to ensure the action taken has been effective to mitigate risk.

6. Data Analysis

The Safety and Wellbeing team will monitor compliance with the required reporting timeframes and implementation of outstanding corrective action through [UniSafe](#).

University-wide incident/hazard data is analyzed by the Safety and Wellbeing team to identify trends and determine the need for preventative intervention and appropriate use of resources on a priority basis. Recommendations are made to Council and ELT via the quarterly Safety and Wellbeing Report in consultation with the University Safety & Wellbeing Committee as appropriate.

The University Business Intelligence (BI) Reporting System is the process used to generate management reports from data maintained in UniSafe. Names of individuals must be excluded from general/group discussions to protect confidentiality and privacy.

Academic/Professional Units and Research Institutes have local area safety and wellbeing working/network groups and/or management forums that analyse Unit level incident/hazard data to assist in identifying trends and any preventative intervention to control risk where required.

7. Record

All record must be maintained in accordance with the University WHS Document Control and Record Management Procedure. Electronic incident/hazard record are maintained in the UniSAfe.

8. Benchmarking

- 75% of incidents and hazard have been reported and logged in [UniSAfe](#) within 48 hours of the incident occurring or hazard being identified.
- 75% of recommended corrective actions have been implemented by the expected completion date.

Definitions

Corrective Action	An action taken to control the risk and reduce the likelihood of injury following an incident occurring or a hazard being identified.
Critical incident - for University Purposes	A traumatic event, or the threat of such (within or outside Australia) which has the potential to harm life or well-being and causes extreme stress, fear or injury to the person experiencing or witnessing the event.
Event	For the purposes of this Procedure and UniSAfe, an event is a significant incident involving multiple people where injury/illness has not occurred or is not known at the time of reporting.
Hazard	A situation, task or object that has the potential to cause injury or illness.
Health & Safety Representative (HSR)	A staff member formally elected to represent a designated workgroup and who has the authority under the Work Health and Safety Act 2012 (SA) to raise and investigate health and safety issues with management on behalf of their workgroup.
Hierarchy of Controls	The hierarchy of controls, in order of effectiveness, are: Elimination - removed the hazard. This is the most effective hazard control. For example, work from the ground instead of at height. Substitution - replace the hazard with a something that is not hazardous or is less hazardous. This is the second most effective control. To be an effective control, the alternative must not produce additional hazard. Engineering controls - engineering controls isolate people from hazard. For example adding safeguarding onto a piece of machinery creates a physical barrier from a person's body to the machines moving parts. Administrative controls - administrative controls change the way people work. For example adding warning signage, introducing procedure changes, or providing employee training. Personal protective equipment - provide and require employees to wear protective equipment such as gloves, noise or eye protective, high visibility clothing, hard hats etc
Incident	An unplanned occurrence or event that causes or contributes to personal injury or damage to property.
Investigation	A process to identify all possible causes of an incident or reasons why a hazard is present and corrective action required to eliminate or control a hazard.
Lost-time injury/illness	Incidents that resulted in injury, disease, permanent disability, or time lost from work of one or more days/shifts.
Near miss	Any incident that could have resulted in (but did not) in injury or illness to people, danger to health and/or damage to property or the environment.
Officer	Definition prescribed in Part 13 Legal proceedings, Division 5, Section 252 of the WHS Act 2012 (SA):

	<p>A person who makes, 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.</p> <p>If a person is responsible only for implementing those decisions, they are not considered an Officer under the WHS Act 2012 (SA).</p> <p>Incumbents of the following University positions are considered Officers:</p> <ul style="list-style-type: none"> ▪ Members of Council ▪ Members of the Enterprise Leadership Team (ELT). ▪ Audit Finance & Risk Committee members.
Risk	The likelihood and consequence of an injury or illness occurring.
Statutory Reporting	<p>A legal obligation to:</p> <ul style="list-style-type: none"> ▪ immediately notify SafeWork SA of the death of a person, a serious injury/illness, or a dangerous incident ▪ immediately notify the Environmental Protection Authority of any radiation incidents and accidents ▪ immediately notify the Office of the Technical Regulator of any incidents involving an electric shock
Notifiable Incident	<p>Definition prescribed in Part 3 – Incident Notification, Section 35 of the WHS Act 2012 (SA):</p> <p>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 SafeWork SA</p>
Worker	<p>A person who carries out work in any capacity for the University and includes working as:</p> <ul style="list-style-type: none"> ▪ A staff member ▪ A volunteer ▪ An apprentice or trainee ▪ A student gaining work experience (paid or unpaid) ▪ A contractor or subcontractor and their employees ▪ Labor hire company employees assigned to work for the University.

Further Assistance

Further advice on Incident and Hazard reporting and investigation is available on the [Safety and Wellbeing](#) website or via contacting the [Safety and Wellbeing Team](#).

Related Documentation:

Further advice on managing risks in university workplaces, including supporting documents and training courses are available on the [Safety and Wellbeing](#) website.

- [UniSAfe - Reporting an Incident or Near Miss User Guide](#)
- [UniSAfe Reporting a Hazard User Guide](#)
- [WHS Procedure - Managing Workplace Health and Safety Risks](#)
- [WHS Procedure Document Control and Record Management](#)
- [University Emergency Management Response](#)

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