

HAZARD, NEAR MISS AND INCIDENT REPORTING POLICY AND PROCEDURE

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Author:	People & Performance
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Relevant Legislation/Authority:	Occupational Health & Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2007 (Vic) Victorian Accident Compensation Act 1985 Workplace Injury Rehabilitation and Compensation Act 2013 WorkSafe Victoria: Guide to Incident Notification 2008 A/S 4801: 2001 – OHS Management Systems Equipment Public Safety (Incident Notification) Regulation, 2007 Equipment Public Safety Act 1994 The Privacy and Data Collection Act 2014 The Charter of Human Rights and Responsibilities Act 2006 Dangerous Goods Act 1985 Dangerous Goods (Explosives) Regulations 2011 Dangerous Goods Storage and Handling Regulations 2012 Dangerous Goods Incident Reporting, December 2012

1. PURPOSE

The City of Greater Bendigo is committed to providing a safe workplace. The purpose of this policy and procedure is to provide a standard process for recording, reporting and investigating work related hazards, near misses and incidents.

2. SCOPE

This policy and procedure applies to all employees, volunteers, contractors and their employees, consultants, products and services over which the City of Greater Bendigo has control or influence, including activities, products and services of contractors and suppliers. It covers work-related:

- Attacks
- Injuries
- Encounter with an aggressive person
- Near Misses
- Illnesses
- Environmental damage (spills etc)
- Incidents
- Property damage
- Property loss or theft
- Hazards
- Exposure
- Threat

3. RELATED DOCUMENTS

- Alarm Activation Procedure (ECM Ref. 3242119)
- Asbestos Management Policy (ECM Ref.3428289)
- Bullying Prevention Policy (ECM Ref. 1822686)
- Discrimination & Harassment Prevention Policy (ECM Ref. 1822685)
- Employee Code of Conduct (ECM Ref. 3480851)
- Fraud and Corruption Prevention Policy (ECM Ref. 2514232)
- Hazard Report, Near Miss and Incident Report Form (ECM Ref. 3405573)
- Health and Safety Policy (ECM Ref. 3157309)
- Health, Safety and Wellbeing Procedure (ECM Ref.3413083)
- OHS Planning (ECM Ref.3448770)
- OHS Risk Management Procedure (ECM Ref.2644738)

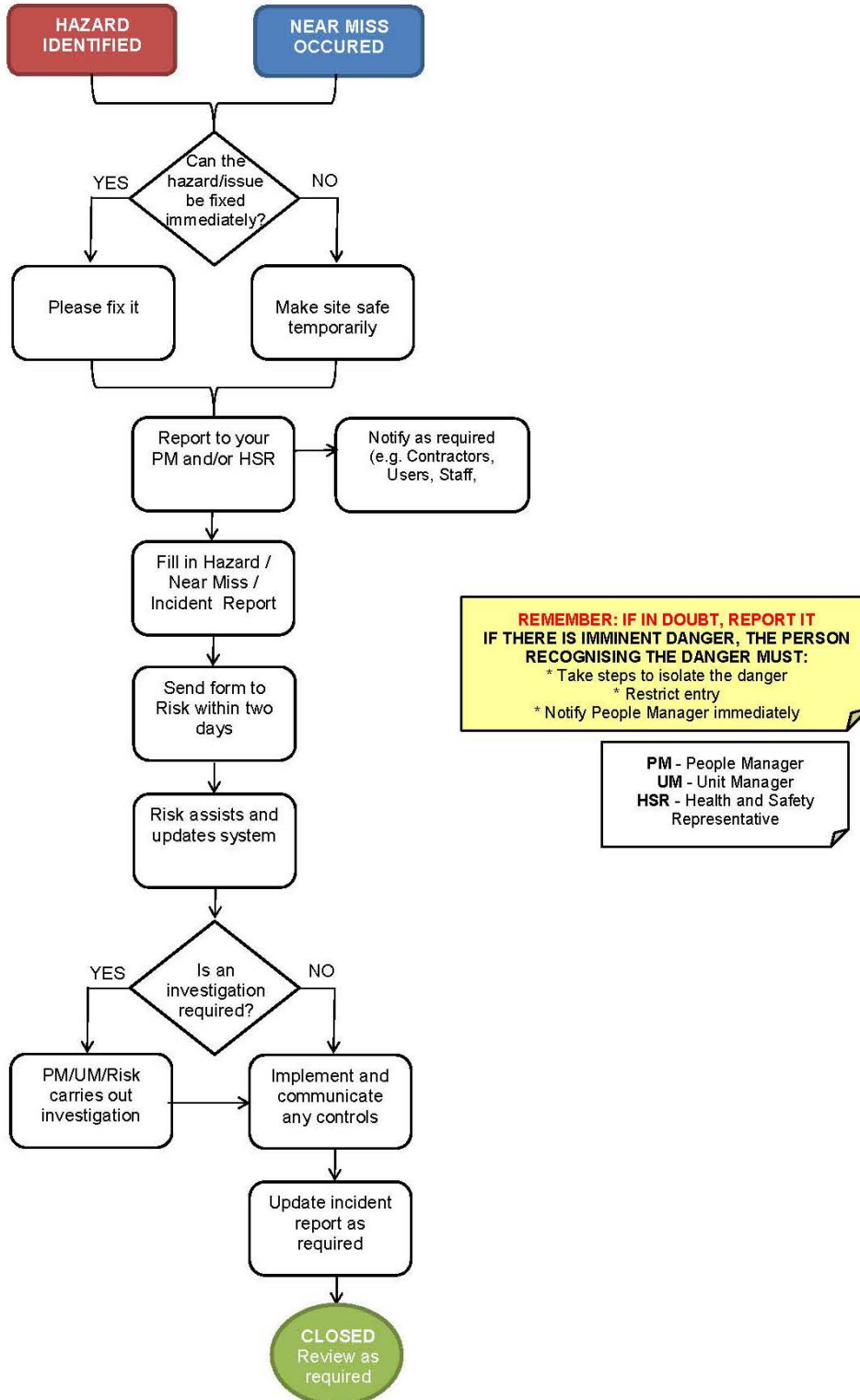
4. POLICY

The City of Greater Bendigo will:

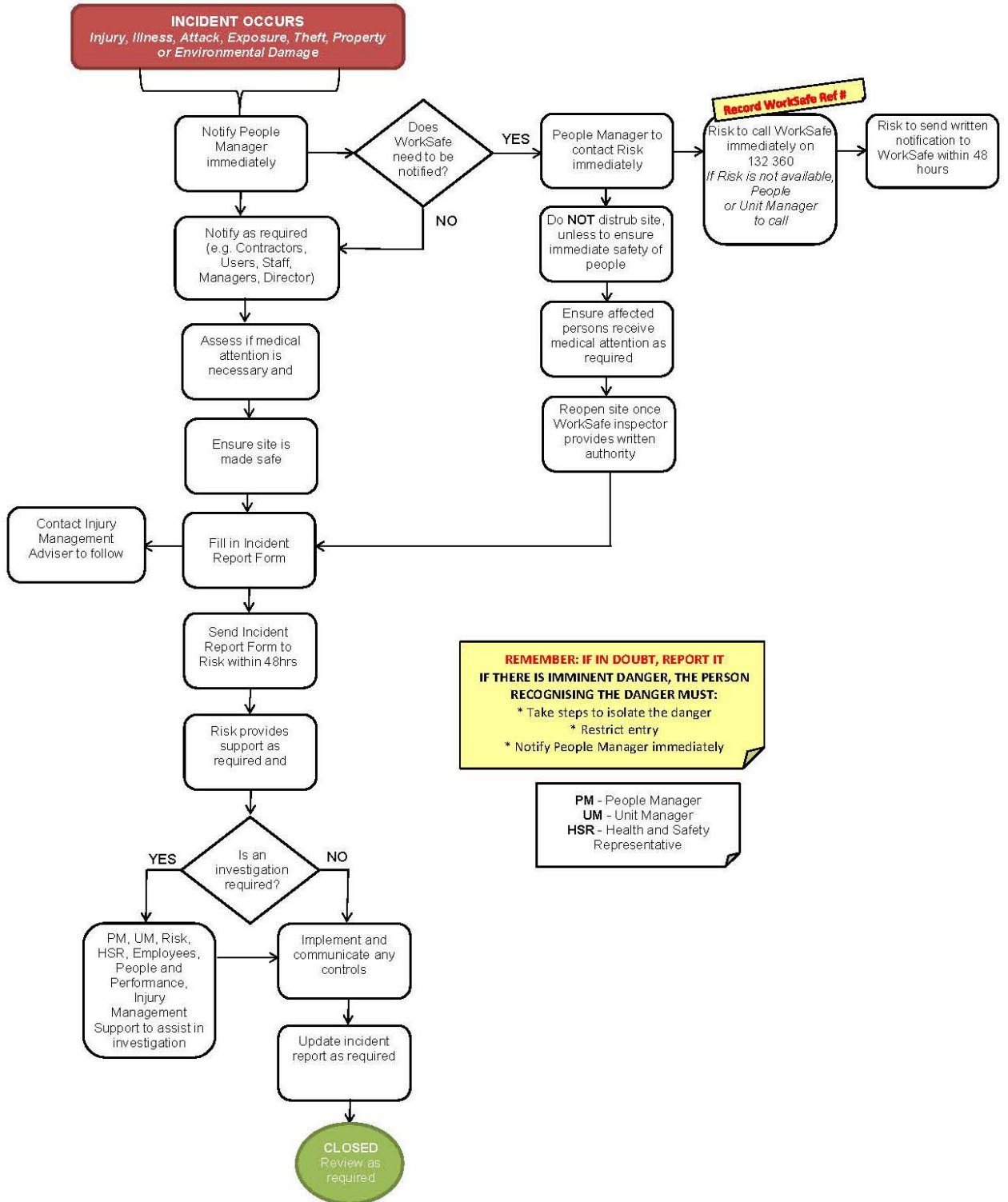
- provide a mechanism for reporting hazards, incidents, near misses and work-related illnesses;
- investigate incidents to determine the cause, with the objective of preventing recurrence;
- obtain statistical information about incidents; and
- meet its legislative requirements for reporting incidents.

5. PROCEDURE

5.1 FLOW CHART FOR HAZARDS AND NEAR MISSES



5.2 FLOW CHART FOR INCIDENTS



6. RESPONSIBILITIES

6.1 Responsibilities to prevent an incident or hazard from occurring

Employees	<ul style="list-style-type: none"> • Follow safe work procedures and instructions, • Ensure access to relevant forms and policies and procedures, • Report incidents/near misses/hazards
Contractors, volunteers and visitors	<ul style="list-style-type: none"> • Follow safe work procedures and instructions provided by site contact, • Follow safe work procedures and instructions provided by their external managers.
People Managers	<ul style="list-style-type: none"> • Ensure the requirement to report incidents/near misses/hazards is communicated to all employees, • Ensure relevant forms and policies are accessible to all employees, • Ensure compliance with OHS policies and procedures.
Unit Managers	<ul style="list-style-type: none"> • Ensure the requirement to report incidents/hazards is communicated to all employees, • Ensure relevant forms and policies are accessible to all employees, • Ensure compliance with OHS policies and procedures, • Ensure employees are appropriately inducted and trained at commencement and during employment, • Develop unit procedures in consultation with employees to facilitate reporting of hazards, near-misses, or incidents as suited to the unit's operations, • Review monthly summaries and discuss trends and incidents with work teams, • Encourage reporting of hazards, near-misses, and incidents.
Risk Team	<ul style="list-style-type: none"> • Provide training and support resources to staff on relevant forms and policies, • Maintain the register of incidents, injuries, hazards and near misses, • Encourage reporting of hazards, near-misses, and incidents. • Provide monthly summaries to the Health and Safety Committee and EMT.
Health and Safety Reps	<ul style="list-style-type: none"> • Encourage reporting of hazards, near-misses, and incidents, • Review monthly summaries and discuss trends and incidents with work teams, • Provide feedback to their work teams from Health and Safety Committee meetings.
Site Wardens	<ul style="list-style-type: none"> • Conduct routine site inspections and monitor site hazards, • Conduct regular emergency drills and preparation activities.
Executive Management Team (EMT)	<ul style="list-style-type: none"> • Ensure that as far as practicable there are adequate budgetary provisions for the implementation and maintenance of this Policy and Procedure, • Ensure this procedure is appropriately communicated to staff, volunteers and contractors, • Ensure appropriate staff responsibilities are established and communicated.

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6.2 Responsibilities as soon as an incident occurs or hazard is identified

Employees	<ul style="list-style-type: none"> • Reporting incidents/near misses/hazards to their people manager, • Assist in immediate short term action is taken safely to minimise further risk, • Follow instructions from authorised persons to ensure their own and others safety, • Contact the People and Performance Unit for injury management support if required.
Contractors, volunteers and visitors	<ul style="list-style-type: none"> • Reporting incidents/near misses/hazards to their site contact, • Assist in immediate short term action is taken safely to minimise further risk, • Follow instructions from authorised persons to ensure their own and others safety.
People Managers	<ul style="list-style-type: none"> • Assess the risk associated with any reported hazard, • Ensure immediate short term action is taken safely to minimise further risk • When required, preserve site as per below definition, • Report incidents/near miss/hazard to their Unit Manager, • Ensure adequate first aid and/or medical treatment to be provided to injured persons, • When required and when safe to do so, take photos as soon as possible, • Assist employee to complete incident/near miss/hazard form if assistance is required, • Comply with this policy and its requirements including reporting timeframes.
Unit Managers	<ul style="list-style-type: none"> • Notify effected customers, contractors, Service Unit Managers, Site Wardens, work teams, Director and CEO if the incident or hazard will affect their activities or worksite, • Ensure the completed incident/hazard report is sent to the Risk Team within 24hours, • If the incident is a “Notifiable Incident”, (as per below definition) notify the Risk Team who will liaise with WorkSafe Victoria. Notify effected Service Unit Managers, Site Wardens, Directors and the CEO that a notifiable incident has occurred, • If the Risk Team is unavailable, contact WorkSafe Victoria and secure a reference number, • Provide assistance to Risk Team and People Manager completing incident report forms, • Provide assistance, time and resources for employees and people managers to submit reports and take immediate short term action to minimise further risk.
Risk Team	<ul style="list-style-type: none"> • Report notifiable incidents to WorkSafe in accordance with this procedure, • Complete and send an incident notification form to WorkSafe within the following 48 hrs, • Provide advice to staff, contractors and managers to help minimizing further damage, • Provide advice to staff, contractors and managers to ensure this procedure is followed, • Notify the People and Performance Unit if injury management support if required.
Health and Safety Reps	<ul style="list-style-type: none"> • Assist in reporting incidents/near miss/hazards incidents, • Assist with communicating the incident/near miss/hazard to effected persons.
Site Wardens	<ul style="list-style-type: none"> • Assist in ensuring immediate short term action is taken safely to minimise further risk, • Assist with communicating the incident/near miss/hazard to effected persons.
People and Performance	<ul style="list-style-type: none"> • Assist with investigation, • Conduct disciplinary investigation and process if required.
Injury Mgmt Support	<ul style="list-style-type: none"> • Assist with investigation, • Support injured staff, arrange medical treatment and return to work plans as required.
Executive Management Team (EMT)	<ul style="list-style-type: none"> • Manage public / media relations. (Note: The Chief Executive Officer or delegate will be the only people responsible for media comment and for making a statement about the incident).

6.3 Responsibilities during an investigation and implementing solutions

Employees	<ul style="list-style-type: none"> • Cooperate fully with the investigation and complete witness statements when necessary, • Attend relevant training and participate in the implementation of solutions.
Contractors, volunteers and visitors	<ul style="list-style-type: none"> • Cooperate fully with the investigation and complete witness statements when necessary, • Attend relevant training and participate in the implementation of solutions.
People Managers	<ul style="list-style-type: none"> • Sign off incident and investigation forms, • Initiate an incident investigation or risk assessment to identify latent hazards, • Seek assistance from staff, HSR, Unit Manager or Risk Team if required for investigation, • Within their capacity, implement appropriate controls to correct hazards and prevent a reoccurrence of incident, • Disseminate incident investigation findings and training to relevant employees, • Update relevant risk registers, work instructions or procedures to reflect changes to hazard controls, risk ratings, risk controls, instructions etc.
Unit Managers	<ul style="list-style-type: none"> • Sign off all incident and investigation forms, • Provide employees with the time and resources to investigate and resolve issues, • Cooperate and provide feedback during the incident investigation process, • Ensure actions from the investigation process are completed in the agreed time frame, • Disseminate incident investigation findings and training to relevant employees, • Notify People and Performance Unit for disciplinary investigation if required.
Risk Team	<ul style="list-style-type: none"> • Provide qualified advice during the incident investigation process. If requested, conduct incident investigation or risk assessment, • Review incident reports and incident investigations when requested, • Follow up issues and solutions related to incident and injury reports, when required, • Assist to disseminate incident investigation findings and training to relevant employees, • Identify and work with other units where the investigation findings could also be used, • Liaise with Worksafe and other external authorities during the investigation process.
Health and Safety Reps	<ul style="list-style-type: none"> • Cooperate and provide feedback during the incident investigation process, • Assist to disseminate investigation findings and training to relevant employees.
Site Wardens	<ul style="list-style-type: none"> • Cooperate and provide feedback during the incident investigation process, • Assist to disseminate investigation findings and training to relevant employees.
Executive Management Team (EMT)	<ul style="list-style-type: none"> • May determine if an Independent External Investigation will be commissioned, • Manage public / media relations. (Note: The Chief Executive Officer or delegate will be the only person responsible for media comment and for making any statement about the incident). • Ensure appropriate resources and supports are available to conduct investigations and implement solution,

7. REPORTING INTERNALLY - **IF IN DOUBT, REPORT IT**

- Employees must submit a formal incident, hazard or near miss report as soon as reasonably practicable, but no more than 48 hours after the incident, near miss or hazard,
- Internal reporting include contractors, volunteers and the community under our control,
- Hard copy incident reports can be submitted to your People or Unit Manager,
- Please see section 3.2 for more information about responsibilities for internal reporting,
- The timely and accurate reporting of these events is important to ensure appropriate corrective action are put into place and that relevant stakeholders are informed.

8. REPORTING TO EXTERNAL AUTHORITIES - **IF IN DOUBT, REPORT IT**

- The Risk Team is responsible for notifying Worksafe, unless Risk is not available, in which case the People or Unit Manager must report
- All other external authorities can be notified by the People Manager or Unit Managers.

8.1 Energy Safe Victoria (ESV)

- To report an electrical incident, call 1800 000 922.
- The Electrical Safety (Installations) Regulations 2009 requires mandatory reporting of any electrical incident that causes or has the potential to cause:
 - death or injury to a person,
 - serious risk to public safety,
 - significant damage to property,
 - involves accidental contact or electric shock with any electrical installation,

8.2 The Natural Gas Industry

- To report a gas incident, call 1800 GAS LEAK (1800 427 532).
- If you smell gas in the street or on your property before or including the meter, you should call the state Gas Leaks and Emergency Number (1800 427 532) to locate and repair the leak.
- If you believe the leak to be on private property (after the meter) e.g. on a section of pipe work connecting your appliances, or on the appliance itself, you should contact a licensed gasfitter to rectify the problem.

8.3 Environmental Protection Authority (EPA)

- The EPA requests we report the following incidents to them.
- To report an incident to EPA, please call 1300 372 842.
 - **Pollution** is the introduction of substances into water, land or the atmosphere, so that the condition is adversely altered to be detrimental to its use, or harmful to humans.
 - **Littering from Motor Vehicles** is reportable for litter thrown from any Victorian-registered motor vehicle.
 - **Illegal waste dumping** is the deliberate or unauthorised dumping, tipping or burying of waste on land that is not licensed or fit to accept that waste. Illegal dumping can range in scale from a single bag of household rubbish to large household items such as TVs and appliances or industrial wastes, construction and demolition materials, garden waste, tyres and old cars.

8.4 Worksafe Notifiable Incidents

An incident at a workplace is notifiable to Worksafe if it:

- results in:
 - A death of a person/s
 - a person requiring medical treatment within 48 hours of exposure to a substance,
 - a person requiring immediate treatment as in in-patient in a hospital,
 - a person requiring immediate medical treatment for:
 - the amputation of any part of their body;
 - a serious head injury;
 - a serious eye injury;
 - serious lacerations.
 - the separation of his or her skin from underlying tissue (such as degloving or scalping);
 - electric shock;
 - a spinal injury;
 - the loss of bodily function;

or

- exposes a person in the immediate vicinity of the incident to an immediate risk through:
 - the collapse, overturning, failure or malfunction of , or damage to any item of plant requiring licensing under the OHS Regulations or listed in section 903(3) of the Equipment (Public Safety) Regulations 2007;
 - the collapse or failure of an excavation or of any shoring supporting an excavation;
 - the collapse or partial collapse of any part of a building or structure;
 - an implosion, explosion or fire; or
 - the escape, spillage or leakage of any substances including dangerous goods as defined in the Dangerous Goods Act; and
 - the fall or release from a height of any plant substance or object.

When a notifiable incident occurs:

- The People Manager must contact the Risk Team and their Unit Manager immediately,
- Risk Team must contact WorkSafe Incident Notification Unit on 132 360,
- If Risk Team is not available, the People Manager or Unit Manager must report the incident to WorkSafe immediately and record the WorkSafe Reference Number provided,
- The person in charge of site must ensure incident scene is preserved and not disturbed until an inspector arrives (see details of Incident Site Preservation),
- The normal internal and external notification processes are to also be followed,
- Risk Team must send a completed incident notification form to WorkSafe within the following 48 hours.

The City of Greater Bendigo prefers the Risk Team to complete an Online Incident Notification Form. To do so you must use the reference number issued when WorkSafe was first notified of the incident.
- Copies of the Worksafe incident notification form and reference number must be kept on our internal Incident notification system and distributed to all internal stakeholders.
- We must keep a record of the incident notification form for at least five years.

8.5 Police or Fire Brigade

- Under the Dangerous Goods Act we must report without delay to the nearest fire authority or a police station any fire, explosion, spillage, leakage or escape involving dangerous goods in our ownership, possession or control.
- To report an incident to the Police or Fire Brigade, call 000 or 1800 000 922.

9.1 Incident Site Preservation

- Employees must not disturb the site if it is:
 - a notifiable incident
 - an asbestos incident
 - a fire or explosion incident involving dangerous goods
 - directed by a Manager or Risk advisor
- Sites can be disturbed to avoid immediate threat to people, e.g. to administer medical or first aid treatment,
- This does not apply where permission has been granted by an inspector of the relevant Authority, or where it is required to ensure the safety of any person,
- Barricading around the immediate area is recommended to restrict access to authorized persons,
- The site can be reopened and unpreserved once an inspector of the relevant Authority or Risk Team advisor provides written authority,
- On confirmation that the site can be reopened, work may start on site restoration, repair work and arrangements to make the site safe permanently.

9.2 Media

- If media is in attendance or you believe the media may be notified, please contact the communications unit immediately.
- If approached by the media for comment please refer them to the emergency services for comment (e.g. police, CFA, SES).
- If the emergency services are not in attendance, refer all media to the communications team.

9.3 Bullying Incidents

For bullying and harassment, discrimination, workplace and sexual harassment, equal opportunity and diversity incidents please refer to the relevant Council Policy listed above in section 4, page 2.

9.4 Post-Incident Employee Assistance

A confidential Employee Assistance Program (EAP) is available for City of Greater Bendigo employees and immediate family through Converge International. To access:

- Call: 1300 687 327
- Email: eap@convergeintl.com.au
- Visit the website: www.convergeinternational.com.au

If a critical incident support is required onsite, please contact People and Performance to arrange.

9.5 Incident Investigation

- If an investigation is necessary, the People Manager should conduct the incident investigation with the assistance of their Unit Manager, the Service Unit Manager, employees, the Risk Team, contractors, external authorities and health and safety representatives.
- During an incident investigation it is important to establish the facts relating to the incident by interviewing witnesses and examining any evidence that may be available.
- Where applicable, photographs, plans and witness statements are to be attached to the report.
- Opportunities for improvement are to be documented with actions assigned to relevant parties.
- The actions from the investigation report are to be entered and assigned through the Interplan system or unit specific safety management systems.
- If any long-term actions are required (e.g. budget allocation for the following year) these are to be monitored by the Unit Manager.
- The Action Officer is to mark the corrective action as 'complete' once the required actions tasks have been undertaken.
- The original incident notification form and resulting investigation report are to be filed on ECM and referenced in the Tech1 Incident Report.

9.6 Communication and Consultation

- All incidents are reported, with those involved de-identified, to EMT weekly, the health and safety committee monthly and a summary available to all staff in the minutes.
- Periodic reports are provided to specific departments with regard to health and safety performance and incident reporting trends.
- Incidents that are notified to a regulator or considered of a serious nature are reported to the Audit Committee quarterly.
- Employees subject to a serious injury are consulted on the outcomes of investigations and, where appropriate, remedial action.
- The original reporter or a Health and Safety Representative will be provided with the outcomes of an investigation into a hazard, near miss or incident, upon request.

10. ADMINISTRATIVE UPDATES

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter the document, such a change may be made administratively. However, any change or update which materially alters this document must be made with the approval of EMT or where required, resolution of Council.

For further information regarding this policy, contact the People and Performance Unit

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APPENDIX 1. INTERNAL CONTACT NUMBERS - IF IN DOUBT, REPORT IT

Unit	Phone Number
Main Council Reception	03 5434 6000
Risk Office	03 5434 6474
John Salter	0427 701 797
Adam Street Depot Office	03 5454 9500
After hours response (Redirected to rostered on call personnel)	03 5434 6000
Communications Office	03 5434 6000
Aleisha Verwoert North (after hours)	0407 797 479
Tony Gellatly (MERO)	0407 866 043
Roger Barbetti (Deputy MERO)	0417 360 873
People and Performance Office	03 5434 6227
Injury Management Support Office	03 4408 6521

APPENDIX 2. EXTERNAL CONTACT NUMBERS - IF IN DOUBT, REPORT IT

Authority	Phone Number
Police, Fire, Ambulance	000
For mobile phones	000 or 112
For those with hearing or speech impairments	106
Local Police (221 High St, Bendigo)	03 5448 1300
Country Fire Brigade (CFA)	03 5430 2200
Dial Before you Dig	1100
Electrical (Energy Safe Victoria)	1800 000 922
Electrical (Powercor)	132 412 or 0409 339 157
Environmental Protection Authority (EPA)	5442 4393 or 1300 372 842
Natural Gas Industry	1800 GAS LEAK (1800 427 532)
Gas (AusNet)	136 707 or 1800 088 208
Gas (Tenix)	13 67 07
Poisons Information	13 11 26
State Emergency Service (SES)	13 25 00
Telstra	13 22 03
Water (Coliban)	1300 363 000
Worksafe (Hotline)	13 23 60
Worksafe (Local)	03 5443 8866

APPENDIX 3. DEFINITIONS

CEO	Chief Executive Officer
CFA	Country Fire Authority
EAP	Employee Assistance Program
ECM	Enterprise Content Management - Technology One System
Employee	Includes paid employees of the City of Greater Bendigo , volunteers or contractors.
EMT	Executive Management Team (Chief Executive Officer and Directors)
EPA	Environment Protection Authority
ESV	Energy Safe Victoria
Hazard	Any item, process or situation which poses a potential risk to health and safety
Hazard Control	The process of implementing measures to reduce the risk associated with a hazard
Hazard Identification	The process of identifying all situations or events that could give rise to the potential for injury, illness or damage to property
HSR	Health and Safety Representative
Incident	An occurrence that results in injury, disease, plant or property damage and including a near miss. An event that results in injury, disease, or damage.
Independent Investigation	An investigation into an Incident conducted by an independent third party, including under the direction and oversight of MPS's legal representative(s).
Investigation	A thorough, complete, detailed and documented review of an Incident to determine the cause(s).
Immediate threat	Any situation which seriously endangers or threatens the health or safety of any person. <ul style="list-style-type: none"> • (e.g. firefighting, contain spills, isolate power, contact emergency services)
Illness	Any work-related illness, including disease.
Injury	Physical damage or harm to a person, including work related illness.
Medical Treatment	Is defined in the Occupational Health and Safety Act 2004 as “treatment by a registered medical practitioner. ‘Treatment’ does not include diagnostic testing or first aid even if they were provided by a medical practitioner.”
Medical Practitioner	The Fair Work Act defines medical practitioner as “a person registered, or licensed, as a medical practitioner under the law of a State or Territory that provides for the registration or licensing of medical practitioners”.
MERO	Municipal Emergency Response Officer (Council Representative). Access to Council resources on a 24 hour basis and coordinate council response to emergencies.
Near Misses	Incidents where a person could have been injured or equipment is damaged or could have been damaged. An event where, under different circumstances, an injury and/or property damage could have occurred.
OHS	Occupational Health and Safety
People	People who manage any employees (e.g. Coordinators, Team Leaders, Foreman

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Manager	and/or Supervisors).
Plant	Includes any machinery, equipment, appliance, implement and tool; and any component of any of these things; and anything fitted, connected or related to any of these things.
Preventative Actions	The actions taken to prevent or reduce the risk of an incident occurring.
Public Under Care	Any member of the public who is in the direct care or supervision of City of Greater Bendigo employees, e.g. children registered in and attending After School Care until their parents sign them out.
Return to Work Plan	A written action plan developed in consultation with the injured employee, their medical practitioner and their employer that explains how to help an injured worker return to work as soon as possible, or how to help them stay at work while they recover.
Risk	The likelihood of injury, illness or damage to plant or property arising from the exposure to any hazard.
Risk Assessment	The process of determining the likelihood of any loss such as injury, illness or damage to plant or property or reputation happening.
SES	Victorian State Emergency Service, is the control agency for flood, storm, tsunami and earthquake in Victoria, managing responses to these emergencies.
Unit Managers	People who manage work units and / or report directly to a Director.
Work-related injury	Any physical or mental injury sustained by a worker in the course of the worker's employment (whether at, or away from, the place of employment).