Health and Safety Incident and Hazard Reporting Procedure

Section 1 - Purpose and Scope

(1) This Procedure outlines requirements for notifying and reporting health and safety incidents and hazards ('HSW Reports') at The University of Queensland (UQ). This Procedure applies to all UQ workers (including staff, Higher Degree by Research students, contractors, volunteers) and others (undergraduate students, visitors, clinic clients), across all UQ operations and sites, including Controlled Entities.

(2) This Procedure supports the Health, Safety and Wellness Policy, which outlines UQ's commitment to continuous improvement in the prevention of injuries, illness and incidents through an effective health and safety management system.

Context

(3) Reporting and recording HSW Reports is an important component in hazard control, risk management and incident prevention. The information provided in reporting and recording of incidents is managed in accordance with this Procedure and the Privacy Policy.

(4) UQ has a legal obligation under the Work Health and Safety Act 2011 (WHS Act) and the Work Health and Safety Regulation 2011 (WHS Regulation) to keep a record of all work-related injuries, illnesses, and dangerous events that occur in the workplace or where work is undertaken. UQ also has a legal duty to report certain types of incidents (notifiable incidents) to Workplace Health and Safety Queensland (the Regulator).

Section 2 - Process and Key Controls

(5) The following requirements apply to all UQ workers and others regarding the reporting of incidents:

a. UQ will implement effective processes for investigating work-related incidents and illnesses, and for the implementation of corrective and preventive actions.
b. Reporting incidents is necessary to ensure adequate attention to the treatment and prevention of further events, to comply with legislation, and to provide statistical information which can be used for hazard control, risk management and incident prevention programs.
c. In the case of a suspected notifiable incident, details of the incident must be provided as soon as practicable to the Health, Safety and Wellness Division so a determination can be made as to whether a notification to the Regulator is required.

Section 3 - Key Requirements

Incident and Hazard Reporting

(6) Incident reporting is important to ensure that the affected person receives appropriate treatment and care early so

their injury/illness can be resolved quickly. For hazards and near misses, even though a person may not be immediately injured, early reporting can reduce the risk of someone being injured in the future. Incident reporting allows UQ to complete an action plan to rectify the hazard and/or minimise further risk of injury/illness. UQSafe is UQ's online reporting system for all injuries, illnesses, hazards and near misses.

(7) All UQ staff, students and some contractors have access to UQSafe. Staff of UQ's Controlled Entities are also required to access and use UQSafe or an equivalent system. Incidents, hazards and near-miss events must be reported through UQSafe by the affected person or by another person who is familiar with the details and where the affected person cannot access the system.

(8) In addition to reporting the injury, illness or hazard in UQSafe, UQ staff and students can also report a range of concerns relating to grievances, misconduct, bullying, discrimination, and harassment to UQ's complaints management system. This system is comprised of various complaint management processes implemented under relevant policies and procedures. UQ's complaints management system is based on the fundamental principles of visibility and access, confidentiality, responsiveness, assessment and action, feedback and monitoring effectiveness.

(9) The Psychosocial Risk Management website has more detailed information regarding these incidents and hazards and available supports.

Types of Reports in UQSafe

(10) When entering a report in UQSafe, it is important to determine whether the event will be reported as a hazard or an incident ("incidents" include near misses, illnesses and injuries).

Hazard Report

(11) A hazard is where an incident or event has not occurred, although if it had, it may have had the potential to cause injury/illness to a person.

(12) If a hazard is identified and can be immediately and safely rectified, and the person is capable to do so, then this should occur. If this is not possible, hazards are required to be reported in UQSafe by any person who becomes aware of a hazard and an action plan created to resolve it.

Incident Report

(13) An incident is an occurrence arising out of, or in the course of, undertaking work or study (or the journey to/from work and home via direct and normal route), that could or does result in injury or ill health. Incidents are categorised as either:

a. Near miss: An incident that has or had the POTENTIAL to cause harm to a person.
b. Injury/Illness: An incident that DID result in harm to a person. Harm may be physical or psychological.

Submitting a HSW Report into UQSafe

(14) All UQ workers and others have a responsibility to report incidents (both physical and psychosocial) and workplace hazards as soon as practicable.

(15) UQSafe can be accessed through the desktop version or through the mobile app (Riskware). The Riskware app is available as a free download from the App Store for both iPhone and Android.

(16) Reports of incidents, hazards or near miss events should be prompt, succinct, accurate and clear to emphasise the facts as they are known to the person/s at the time of reporting. Images and other relevant supporting documents may be attached where appropriate. Reports need not reflect legal conclusions – that is, reports should not attempt to assign fault or legal liability or engage in speculation regarding the legal consequences of an incident, hazard or near

miss event.

System Workflow

(17) Submission of a report in UQSafe triggers online notifications and automatic workflows (except restricted reports; see clause 18). This workflow includes automatic notification to the following persons/groups/roles:

a. the affected person's direct supervisor;
b. the Organisational Unit's Safety Team; and
c. relevant specialist advisors (e.g. Occupational Health Nurse; Occupational Hygienist; Biosafety Advisor; Electrical Safety Officer).

(18) Some reports may require a higher level of confidentiality (e.g. where there is an alleged bullying, harassment, or sexual misconduct by the person's direct supervisor or where the Director, HSW (or a senior member of the HSW Division) determines that a legally privileged investigation is required in accordance with the Health and Safety Incident Investigation Guideline, and can be marked as 'Restricted', This will disable the normal system workflows as outlined in clause 17. Initially, only the Senior Manager, Health and Wellness, and the Director or Deputy Director, HSW, will be notified. A preliminary assessment will be undertaken to identify immediate health and safety risks, psychosocial hazards, support needs, conflicts of interest, and the most appropriate pathway for managing the report. Following this assessment, access to the report may be extended to others where necessary for further enquiries, assessment, risk management, or resolution of the matter. Information will only be shared to the minimum extent necessary and in accordance with privacy, confidentiality and legal requirements.

(19) It is important to note that even if a restricted report is submitted, for UQ to meet its duty of care obligations and legislative requirements, the report may be shared with other relevant parties, including Human Resources Division (HR), Student Support and Wellbeing Services or the Integrity Unit (IU) for the purposes of addressing the identified risk or safety concerns, with the permission of the affected person.

Granting Additional Access to View Reports

(20) UQSafe allows persons to be 'invited' into the report. This function notifies a person not directly involved with the report or outside the reporting Organisational Unit that they may have an action to complete or to provide some advice on a proposed action.

Management Action Plan

(21) The 'Person Responsible' (usually the affected person's Supervisor) has responsibility for creating a Management Action Plan in UQSafe to assign actions to control risks and reduce exposure to hazards. The Management Action Plan must be created as soon as possible after a hazard or incident is reported, subject to any legally privileged investigation that may be being undertaken by an investigation team. If a Management Action Plan is not created within 3 weeks, escalation emails are sent from the system.

(22) If the automatic assignment of 'Person Responsible' is incorrect, the report can be transferred to a more appropriate 'Person Responsible'. This is to be verified by the local safety team.

(23) Hazards or incidents may require different levels of investigation depending on their seriousness or risk level, therefore investigation times may vary. Refer to the Health and Safety Incident Investigation Procedure.

(24) Corrective actions should initially focus on what can immediately be done to mitigate the risk of harm to persons. Longer term actions (e.g. infrastructure or HVAC repairs) should be considered, but in the context of capital works.

Significant or High Potential Incident (HiPo)

(25) These are events that did or could have caused a serious injury and/or a notifiable incident. Awareness of high potential incidents is a key factor in risk management at UQ. The Safety Team is required to mark incidents in UQSafe as Significant or HiPo in the Management Action Plan.

(26) Significant and HiPo incidents are reported to Senior Executives by the HSW Division.

HSW Report and Management Action Plan Verification

(27) The data contained in the report must be correct for reporting and trend analysis. Verification is to ensure that the report and Management Action Plan are complete, and that the details are accurate.

(28) Report verification – review accuracy of the following:

a. Organisational Unit;
b. person assigned responsibility for managing the report;
c. report type (hazard; near miss; injury/illness);
d. work activity and location;
e. description of the incident is clear;
f. mechanism and agency; and
g. treatment provided.

(29) Management Action Plan verification (Supervisor actions; Steps 1 to 4):

a. review the control measures to ensure the use of higher order controls to appropriately manage the risk;
b. long term actions are supported by short term actions to mitigate the risk of harm; and
c. confirming that the controls have been implemented as stated.

Monitoring and Review

(30) The local Safety Team will continue to monitor the report while it remains open, until all corrective actions are completed and the report is closed. The person assigned responsibility for managing the report is responsible for ensuring the actions are implemented within the timeframe stated.

Notifiable Incidents

Reporting of Notifiable Incidents

(31) The WHS Act outlines the types of injuries, illness and events related to the business or undertaking of UQ that are notifiable. Any incident that may fit the criteria as being notifiable is to be reported to the HSW Division (hsw@uq.edu.au) as soon as possible. The definition of a notifiable event can be found in the Appendix.

(32) The HSW Division will make the determination if the incident or event is notifiable in accordance with the WHS Act and will coordinate the submission of the notification to the Regulator. In the case of Controlled Entities, the HSW Division must be contacted prior to any notification being submitted to the Regulator.

(33) If the incident is notifiable, the site must be preserved pending further direction from the Regulator. The site can only be disturbed if it is:

a. unsafe;
b. to minimise the risk of a further notifiable incident;
c. to help a person with an injury;
d. to remove a deceased person; or

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e. to assist with a police investigation.

(34) For all notifiable incidents, a formal investigation must be undertaken according to the Health and Safety Incident Investigation Procedure, subject to any legally privileged investigation that may be being undertaken by an investigation team.

Reporting of Contractor Notifiable Incidents

(35) In the case where a contractor experiences an incident that is, or could be, notifiable, the contractor's organisation (PCBU) will follow their own reporting processes including the duty to notify the Regulator. In addition, the contractor is to inform, as soon as reasonably practicable, their appointed UQ contact and submit a report in UQSafe.

Workers' Compensation and Rehabilitation

(36) If a worker (as defined by the Workers' Compensation and Rehabilitation Act 2003) suffers a work-related injury or illness they must complete an incident report in UQSafe. If they seek to claim workers' compensation, the completion of a report in UQSafe does not replace the need for completion of a Workers' Compensation Claim Form. Application forms can be obtained from the Working Injury Management Team within the HSW Division.

(37) Students (including Higher Degree by Research and masters), volunteers and honorary positions are not covered by workers' compensation insurance. UQ holds alternative insurance coverage for these persons for the activities they undertake at UQ. Information can be obtained through Insurance Services.

Section 4 - Roles, Responsibilities and Accountabilities

Heads of Organisational Units

(38) Heads of Organisational Units are responsible for:

a. ensuring the effective communication and implementation of this Procedure within their areas of responsibility;
b. actively promoting the reporting of injuries, illnesses, hazards and near misses within their areas of responsibility;
c. reviewing the circumstances of injuries or illnesses including the progress of implementation of corrective action plans;
d. providing adequate resources to implement appropriate corrective action plans; and
e. supporting injured worker's rehabilitation process.

Managers and Supervisors

(39) Managers and Supervisors are responsible for:

a. providing assistance to ensure the affected person receives appropriate treatment for the injury or illness;
b. resolving or isolating identified hazards as soon as possible to ensure they are unable to cause harm to the affected person/s or others;
c. assisting the affected person with the completion of the report and seeking any required advice from their local Safety Team, if required;
d. making any notes in the 'notes' section of the report concerning the welfare of the affected person, with careful consideration to the inclusion of potentially sensitive and/or personal information;

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e. reviewing the circumstances of the incident and seeking assistance from their local Safety Team, if required;
f. completing the Management Action Plan and ensuring that corrective measures are identified and implemented in consultation with the local Safety Team;
g. requesting any additional resources or assistance to undertake these corrective actions, including assistance from HSW Division as appropriate;
h. reviewing corrective actions periodically to monitor their continued effectiveness;
i. assisting with the compensation and rehabilitation process, including task reallocation or modification as appropriate; and
j. following up with the affected person on their welfare, offering support or referral to Human Resources Division (HR) or Integrity Unit (IU) if required.

Local Safety Team

(40) Work Health and Safety Coordinators (WHSCs) are responsible for:

a. reviewing the circumstances of the report, and verifying the details once satisfied the information and the post-incident action to be taken is correct. This may require liaising with the affected person and the Supervisor (refer to the 'HSW Report and Management Plan Verification' provisions above);
b. where necessary, supplementing the report with further information in the notes section, or the addition of attachments (photos, documents); with careful consideration to the inclusion of potentially sensitive information;
c. reviewing the action plan and controls to ensure they address identified hazards, and the target risk is proportionate. If required, liaising with the Supervisor to improve the quality of the action plan;
d. monitoring effectiveness of the controls implemented and reporting any deficiencies to the Head of Organisational Unit;
e. assisting with (or conducting) incident investigations if required; and
f. ensuring appropriate notification through the 'invite' function to a relevant function or teams (e.g. Legal Services, Insurance Services, HR, etc.) or persons who may contribute to the resolution of action items.

(41) Health, Safety and Wellness Managers (HSW Managers) are responsible for:

a. ensuring reports of incidents are submitted for their area of responsibility;
b. running KPI reports from UQSafe to provide assurances that these are being managed;
c. ensuring their senior management are informed of trends and serious illness/injuries through regular analysis and reporting;
d. regularly reviewing incident and hazard reports in their area of responsibility (e.g. on a daily basis where possible) as oversight to verify that reports are complete and accurate;
e. reviewing action plans for effective controls measures and the appropriate use of the hierarchy of controls; and
f. mentoring the WHSC and Supervisor, providing them with appropriate guidance and advice to complete effective action plans.

Health, Safety and Wellness Division (HSW Division)

(42) The Health, Safety and Wellness Division provides advice and support, and liaises with HSW Managers, Senior Management of UQ, as well as Regulators. Responsibilities also include:

a. assisting with incident investigation as required;
b. providing advice on corrective actions;
c. liaising with the relevant regulatory body in the event of a notifiable incident; and

d. where appropriate, issuing safety alerts for dissemination to the safety network.

UQ Workers and Students

(43) Responsibility of UQ workers and students include:

a. immediately resolving hazards in the workplace if safe to do so, to prevent the risk of injury to self or others;
b. reporting incidents and hazards in UQSafe as soon as possible after they have been identified and notifying the Supervisor/Manager of the area; and
c. assisting in post-incident investigation, to identify and help implement corrective actions.

Section 5 - Monitoring, Review and Assurance

(44) The HSW Manager/WHSC for the Faculty/Institute/Controlled Entity will complete a health, safety and wellness report for the Health, Safety and Wellness Committee. This report will summarise hazards and illnesses/injuries (de-identified) for the area and the HSW Manager/WHSC to use these to provide insights into risk management for discussion. These reports are to be reviewed and provided to senior management as appropriate.

(45) On a regular basis (preferably daily) the HSW Manager/WHSC will review incidents, hazard reports and action plans in UQSafe and ensure they have been verified and that the data is correct; and complete any follow up required to ensure the wellbeing of the affected person is first and foremost considered.

Section 6 - Recording and Reporting

(46) The HSW Division maintains the UQSafe modules:

a. to meet legal obligations under the Work Health and Safety Act 2011 and Workers' Compensation and Rehabilitation Act 2003; and
b. as an important component in hazard control, risk management and incident prevention.

(47) The HSW Division has a regular reporting cycle (refer to Health and Safety Management Reporting Procedure).

Section 7 - Appendix

Definitions

Term	Definition
Legal privilege	Legal privilege (also known as legal professional privilege) is a legal protection that prevents certain communications from being disclosed in workplace health and safety matters, including internal and external workplace investigations. It applies to confidential communications between an organisation and its legal advisers that are made for the dominant purpose of obtaining legal advice about WHS obligations, liability, compliance, incident response, or anticipated legal proceedings.

Term	Definition
Medical Treatment	Treatment means the kind of treatment that would be required for a serious injury or illness and includes medical treatment by a registered medical practitioner, treatment by a paramedic or treatment by a registered nurse practitioner. With reference to the definition of a serious injury or illness, medical treatment is: (a) that provided to a worker where the serious injury or serious illness was sustained as a result of work, study or research for UQ; and (b) beyond that defined for first aid from, or under the direction of, a qualified medical practitioner or allied health professional. In most circumstances 'medical treatment' does not include visits to a physician or other registered health professional solely for observation, counselling, diagnostic procedures or first aid. In some cases first aid may be provided by a medical practitioner or other registered health practitioner – first aid that is carried out by these parties does not automatically categorise it as 'medical treatment'.
Notifiable incident	There are certain incidents/illnesses and events which are required to be reported under work health and safety laws and electrical safety laws to Workplace Health and Safety Queensland. All notifiable incidents must be reviewed by the HSW Division, prior to notification to the regulator. These include: (1) Work Health and Safety notifiable incidents: – the death of a person; or – a serious injury or illness of a person; or – a dangerous incident. (2) Electrical notifiable incidents and events: – serious electrical incident; or – dangerous electrical event. Note: Medical treatment (see definition) within 48 hours of exposure to a substance must be in line with the definition of 'serious injury' or 'serious illness' (see definitions).
Persons conducting businesses or undertakings (PCBU)	Can include a body corporate (company), unincorporated body or association or a partnership who has a primary duty of care to ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
Safety Team	Collective name for the Work Health and Safety Coordinators and Health, Safety and Wellness Managers within an Organisational Unit.
Serious injury or illness	Includes: • immediate treatment as an in-patient in a hospital; • immediate treatment for an amputation, serious head injury, serious eye injury, serious burn, degloving or scalping, spinal injury, loss of bodily function, serious laceration.
UQSafe	UQ's reporting system for all injuries, illnesses, hazards and near misses that occur as a result UQ's operations and undertakings.
UQ workers (as per the WHS Act; this is different to the definition of 'workers' under Workers Compensation legislation)	For the purposes of this Procedure includes: • staff - continuing, fixed-term, research (contingent funded) and casual staff; • contractors, subcontractors and consultants; • visiting academics and researchers; • affiliates - academic title holders, visiting academics, Emeritus Professors, adjunct and honorary title-holders, Industry Fellows and conjoint appointments; and • Higher Degree by Research students.
Workplace	For the purpose of this Procedure a workplace is any place where work is undertaken by UQ, including field sites and other off-campus locations.

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