

## 1. Definitions

'Contractor': a person or business which provides goods or services to another entity under terms specified in a contract. Unlike an employee, a contractor does not work regularly for the University of the Sunshine Coast.

'Corrective action' or 'Control': an action taken to control the risk and reduce the likelihood of injury following an incident occurring or a hazard present.

'Cost Center Manager': refers to the manager responsible for the budget of a USC organisational unit.

'First Aid': initial treatment for an injury which is normally given by a first aid officer.

'Hazard': an object or situation that has the potential to harm a person, the environment or cause damage to property.

'Health, safety and wellbeing incident': any near miss, hazard, incident (injury or illness), or unsafe behaviour that can be directly attributed to health, safety and wellbeing at USC or associated with USC activities.

'Incident': any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

'Injury': any physical or mental damage to the body caused by exposure to a hazard.

'Manager / Supervisor': any USC person who has responsibility for others at work / study / research / field trip, volunteer or contractor activities. If the person involved is a contractor, their supervisor or manager is the person who contracted their services. If there is no immediate supervisor, (e.g. if the person involved is a member of the public, or a student not engaged in university activities, where a supervisor cannot be identified), a USC Security Officer should be contacted.

'Near miss': an incident that could have resulted in an injury or illness to people, danger to health, and / or damage to property or the environment.

'Notifiable incident': an incident for which you are legally required to notify Queensland Workplace Health and Safety or the Department of Justice and the Attorney General. An incident is notifiable if it arises out of the conduct of a business or undertaking and results in death, serious injury or serious illness of a person or involves: a dangerous incident, a dangerous electrical incident or a serious electrical incident.

'Risk': is the likelihood and consequence of the occurrence of injury, illness and harm.

'Treatment': "medical treatment" by a registered medical practitioner, paramedic or registered nurse practitioner.

'Unsafe behaviour':

## 2. Purpose

The purpose of this guideline is to outline the requirements for the reporting of health safety and wellbeing incidents that occur at USC or as a result of USC approved activities (both on and offsite). This guideline aims to ensure the:

- Prevention of injury/illness and/or reoccurrence of a similar incident
- Provision of prompt first aid where an injury has occurred
- Agreed preventative and corrective actions identified are implemented, monitored and reviewed for effectiveness
- Reporting of data in a consistent manner
- Involvement of appropriate personnel

This guideline also outlines the requirements for statutory reporting with respect to the occurrence of notifiable incidents which include:

- Death
- Serious injury
- Dangerous incident
- Dangerous electrical incidents
- Seriously electrical incident

## 3. Scope

This guideline applies to USC employees, students, contractors, visitors and volunteers, (including members of the public) at USC, or as a result of USC approved activities (both on and offsite).

Whenever an employee, student, contractor, visitor or volunteer is involved in a USC related incident it must be reported, investigated and corrective actions taken, where deemed necessary.

## 4. Procedure

### 4.1 Minimise the risk of injury or damage.

In the event of a health, safety and wellbeing incident, where it is safe to do so, the person identifying the incident, should take appropriate immediate action to minimise the risk of injury or damage (e.g. isolating the hazard, containing spills).

### 4.2 Seek support for any injuries.

In the case of an injury, depending upon the severity of the injury and the injured person's preference, appropriate first aid or medical attention should be sought.

If the injury requires first aid and/or medical treatment SafeUSC must be notified immediately. All SafeUSC Officers are trained in First Aid.

- For urgent first aid dial SafeUSC on 1168 from an internal phone or +61 7 5430 1168 from an external phone
- For urgent medical treatment—ring Queensland Ambulance Service (000)
- For non-urgent first aid—dial SafeUSC on 1168 from an internal phone or +61 7 5430 1168 from an external phone.

If on placement or fieldwork, contact the designated first aid officer and follow the first aid response plan as outlined in the risk assessment.

### 4.3 Report notifiable incidents.

All serious and notifiable incidents must be reported immediately to the relevant manager/supervisor and HR Health, Safety and Wellbeing (HSW) (ext. 2820).

### 4.4 Preserve the site of the notifiable incident.

The manager/supervisor or person responsible for managing or controlling the workplace where a notifiable incident has occurred, must ensure, as far as is reasonably practicable, that the site where the incident occurred is not disturbed until a WHSQ Inspector arrives onsite or any earlier time that an inspector directs.

### 4.5 Report all health safety, and wellbeing incidents in the online reporting system.

- Access the online reporting system
- Fill in your details (as required)
- Select the type of incident you wish to report:

#### 4.5.1 Incident Report

The person involved or person filling in the online report on their behalf is required to:

- Complete the online Incident/Near Miss/Hazard Report

#### 4.5.2 Near Miss / Hazard Report

The person involved or person filling in the report on their behalf is required to:

- Immediately alert the responsible supervisor / manager that a near miss, hazard or incident has occurred.
- Complete the online Incident/Near Miss/Hazard Report

The supervisor / manager is required to:

- In consultation with the relevant staff members, review the information in the report and decide upon, record and implement corrective action / s within an agreed timeframe
- Save the report and email the completed report to the relevant Cost Centre Manager with a CC to hsw@usc.edu.au

The Cost Centre Manager is required to:

- Review the completed report and ensure that corrective actions have been implemented within the agreed timeframe.

### 4.6 Corrective actions

The manager / supervisor in consultation with the person who was involved in the near miss / hazard identification or incident (where possible) and where relevant, other stakeholders, identify the corrective and / or preventative actions required to prevent a recurrence of the event and develop an agreed time frame for the corrective actions to be implemented.

The corrective actions will be reviewed by the HSW to ensure that any risks to health and safety are eliminated, or where not reasonably practicable, minimised.

Corrective actions that are not completed by the agreed timeframe will be reviewed by HSW and escalated to the nominated Cost Centre Manager to outline a plan for completion.

## 4.7 Review and Monitoring

Once identified corrective actions have been implemented, it is the responsibility of the manager / supervisor to review them to ensure their effectiveness.

Monitoring is also crucial to ensure that corrective actions put in place remain effective.

### Incident, near miss and hazard reporting matrix

#### Internal

RESPONSIBLE PERSON	NEAR MISS, HAZARD OR INCIDENT	WHO TO NOTIFY	METHOD OF NOTIFICATION	TIME LINE (FROM TIME OF INCIDENT)
Injured person or first person on scene	If there has been an injury requiring first aid or medical treatment	SafeUSC / first aid officer	Tel: +61 7 5430 1168 (urgent / non-urgent)	Immediately
Person identifying hazard	If there is a hazard with the potential to cause injury or harm	SafeUSC / first aid officer	Tel: +61 7 5430 1168 (urgent / non-urgent)	As soon as practical
Injured person or person identifying hazard	All incidents and hazards that cause or have the potential to cause injury or damage	Immediate supervisor / manager	Phone and email (with copy of Near Miss / Hazard Report)	If high likelihood of injury or damage—immediately
Person identifying hazard	Hazards and near misses of a non-urgent nature	Immediate supervisor / manager	Phone and email (with copy of Near Miss / Hazard Report)	Within 24 hours
Supervisor / manager	If supervisor / manager cannot implement effective controls	Cost Centre Manager	Phone and email (with copy of Near Miss / Hazard Report)	As soon as practical
Injured person, person identifying hazard and / or supervisor / manager	All incidents and hazards that cause or have the potential to cause an injury that would require medical attention	Cost Centre Manager	Phone and email (with copy of Near Miss / Hazard Report)	Within 24 hours
SafeUSC, supervisor, manager	All notifiable incidents	HR HSW	Tel: +61 7 5430 2820  Email: hsw@usc.edu.au	Immediately
SafeUSC	Incidents requiring first aid and / or medical treatment. Near misses and hazards that can potentially cause injury.	HR HSW	Tel: +61 7 5430 2820  Email: hsw@usc.edu.au	Immediately
SafeUSC, injured person, person identifying hazard, supervisors / managers	All other incidents and hazards	HR HSW	Tel: +61 7 5430 2820  Email: hsw@usc.edu.au	As soon as practical

#### External

RESPONSIBLE PERSON	NEAR MISS, HAZARD OR INCIDENT	WHO TO NOTIFY	METHOD OF NOTIFICATION	TIME LINE (FROM TIME OF INCIDENT)
HR HSW	Notifiable incidents	Queensland Workplace Health and Safety	Tel: 1300 369 915 Complete and submit online form	Immediately—must be within 24 hours of incident

HR HSW	Serious electrical incident Dangerous electrical incident	Chief Executive Officer of Department of Justice and the Attorney General	Tel: 1300 369 915 Complete and submit online form	Immediately—must be within 24 hours of incident
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