



Incident Notification and Management

Introduction

The Church is committed to ensuring the health, safety and wellbeing of all its workers. Part of this commitment includes ensuring all incidents that occur are reported, investigated and corrective actions put in place.

Purpose

The Church aims to ensure, so far as reasonably practicable, that all incidents that occur:

- at any building or site owned, occupied or managed by the Church; or
- whilst work or activities are undertaken on behalf of the Church

Are appropriately notified, investigated and corrective action put in place to reduce the likelihood of it occurring again or an injury or illness occurring or re-occurring.

An incident may include a 'near miss', injury, illness, accident or dangerous occurrence.

Legislative Requirements

WHS Act 2011 (QLD) - [Work Health and Safety Act 2011 - Queensland Legislation - Queensland Government](#)

WHS Regulations 2011 (QLD) - [Work Health and Safety Regulation 2011 \(legislation.qld.gov.au\)](#)

How to Manage Work Health and Safety Risks Code of Practice 2011 - [How to manage work health and safety risks Code of Practice 2021 \(worksafe.qld.gov.au\)](#)

Managing Psychosocial Hazards in the Workplace - [Psychosocial hazards | Safe Work Australia](#)

Procedure

Stage 1

An incident occurs

Step 1

Determine if any people are involved in the incident.

If people are involved, provide or arrange for medical assistance (via First Aider or agreed alternative resource) if required and safe to do so. Contact emergency services if appropriate.

Step 2

Report the incident to the Site Manager or Work Coordinator.



Stage 2

Determine if the incident is a dangerous occurrence or a significant injury.

Step 3 The Site Manager or Work Coordinator must determine if the incident would be classified as a dangerous occurrence or a significant injury. Dangerous occurrence and significant injuries include:

- Dangerous Incident
- Significant Injuries
- Uncontrolled escape, spillage or leakage of a substance
- Immediate treatment as an inpatient
- Uncontrolled implosion, explosion or fire
- Immediate treatment for amputation
- Uncontrolled escape of gas or steam
- Immediate treatment for spinal injury
- Uncontrolled escape of pressurised substance
- Immediate treatment for serious laceration
- Electric Shock
- Immediate treatment for serious head injury
- Fall or release from height of any plant, substance or thing
- Immediate treatment for serious eye injury
- Collapse, overturning, failure, malfunction or damage to plant requiring authorisation as per the regulations
- Immediate treatment for serious burn
- Collapse or partial collapse of a structure
- Immediate treatment for separation of his/her skin from the underlying tissue (de-gloving, scalping)
- Collapse or failure of excavation or of shoring supporting excavation
- Immediate treatment for loss of bodily functions
- In rush of water, mud or gas in workings in underground excavation or tunnel
- Treatment within 48 hours for exposure to a substance
- Interruption of main system of ventilation in underground excavation of tunnel
- Psychosocial incident

Stage 3

A dangerous occurrence and significant injury has occurred

Step 4

If the incident is a dangerous occurrence or a significant injury, the Site Manager/Work Coordinator must:

- Ensure that the area is isolated and the General Manager/Committee of Management is contacted immediately
- If unsure if the incident meets the criteria, contact the General Manager/Committee of Management
- The Site Manager/Work Coordinator must notify the General Manager and Workplace Health and Safety Queensland (WHSQ) immediately after being notified of a dangerous occurrence or significant incident.
- The Site Manager/Work Coordinator will attend the site of the incident and ensure it remains isolated until WHSQ attends, advises or directs otherwise.

Step 5

Site Manager or Work Coordinator complete the Incident & Injury Report form and take photos of the site.



Stage 4

No dangerous occurrence and significant injury has occurred

Step 6

Worker and Site Manager/Work Coordinator to complete the Incident & Injury Report form.

Stage 5

Incident Investigation

Step 7

All incidents must be investigated to determine their root cause, assess the risk and assign corrective actions.

The Committee of Management should allocate responsibility for conducting the incident investigation. The investigation must be conducted by a competent person and in the case of a Psychosocial incident, not by the person/s involved in the incident.

The Committee of Management may determine that a suitably qualified person from outside the Church is required to assist with the investigation and should consult the General Manager in relation to arranging this assistance where identified.

The person/s conducting the investigation should take photos of the incident site to assist with determining causation and identify relevant witnesses to the event. The person/s conducting the investigation should organise to interview the witnesses as soon as possible after the event to determine the circumstances of the injury.

Step 8

The Incident & Injury Report form must be completed for ALL incidents and injuries. The investigation form must be completed within 48 hours of the incident occurring.

In the case of a vehicle accident, the Site Manager/Work Coordinator will obtain appropriate police reports and associated documentation to assist with investigation of the incident.

Where an injury is to be claimed as workers' compensation, the Site Manager/Work Coordinator will report the injury to the Church head Office in accordance with approved protocols.

Stage 6

Implement any changes as required to prevent the incident from re-occurring

Step 9

Outline any further corrective actions in accordance with the hierarchy of controls as outlined in the Hazard & Risk Management Procedure. If further assistance is required, the Committee of Management should be consulted.

The Site Manager/Work Coordinator should update the incident and hazard/corrective action register and monitor implementation of controls. Results of investigations and control measures should be shared with other Church sites through the Committee of Management.