

Incident Reporting Policy

SAMPLE

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Purpose

This Incident Reporting Policy sets out the requirements and procedures for reporting, recording, investigating and reviewing incidents at [Company Name]. It supports [Company Name]'s commitment to providing a safe and healthy workplace and complying with applicable work health and safety (WHS) legislation, regulations, Codes of Practice and Australian Standards.

The objectives of this policy are to:

- ensure all WHS incidents, hazards and near misses are reported promptly and accurately
- meet legal obligations for notifiable incidents to the WHS regulator
- enable timely incident response, investigation and corrective actions
- identify trends and systemic issues to prevent recurrence
- promote a positive reporting culture where workers feel safe to report concerns.

Scope

This policy applies to:

- all workers at [Company Name], including employees, labour hire workers, contractors, sub-contractors, apprentices, trainees, volunteers and work experience students
- all workplaces, sites, vehicles, client locations and any place where work is carried out on behalf of [Company Name]
- all work-related incidents, hazards and near misses, whether occurring during normal operations, after hours, during work-related travel or at off-site events.

This policy should be read in conjunction with related procedures, including but not limited to:

- WHS Policy
- Hazard Management Procedure
- Risk Management Procedure
- Emergency Management Plan
- Return to Work and Injury Management Procedure
- Consultation and Communication Procedure.

Definitions

For the purpose of this policy:

- **Incident:** Any unplanned event that results in, or has the potential to result in, injury, illness, property damage, environmental damage, or disruption to work.

- **Near miss:** An unplanned event that did not result in injury, illness, damage or loss, but had the potential to do so.
- **Hazard:** A situation or thing that has the potential to harm a person. Hazards can include objects, substances, work methods, plant, equipment, or aspects of the work environment.
- **Injury or illness:** Any physical or psychological harm arising out of, or in the course of, work.
- **Notifiable incident:** As defined by WHS legislation, typically involving the death of a person, a serious injury or illness, or a dangerous incident arising out of work that must be notified to the WHS regulator immediately.
- **Dangerous incident:** An incident in relation to a workplace that exposes a worker or any other person to a serious risk to their health or safety emanating from an immediate or imminent exposure to specified hazards (e.g. uncontrolled escape of a substance, electric shock, plant failure).
- **PCBU:** Person Conducting a Business or Undertaking, as defined in WHS legislation.
- **Regulator:** The relevant state or territory WHS regulator.

Responsibilities

Officers and Senior Management

Officers and senior managers of [Company Name] must exercise due diligence to ensure that appropriate incident reporting and investigation processes are in place and effective. This includes:

- providing adequate resources and support for incident management
- ensuring workers are trained and competent in incident reporting procedures
- monitoring incident trends and ensuring corrective actions are implemented and reviewed
- ensuring notifiable incidents are reported to the WHS regulator as required by law
- promoting a positive reporting culture and ensuring no victimisation of workers who report incidents.

Managers and Supervisors

Managers and supervisors are responsible for implementing this policy in their areas of control. They must:

- ensure workers understand how and when to report incidents, hazards and near misses
- respond promptly to incident reports and take immediate actions to make the area safe
- ensure incident report forms are completed accurately and in a timely manner

- conduct or coordinate incident investigations appropriate to the level of risk
- consult with workers and Health and Safety Representatives (HSRs) during investigations
- implement, monitor and review corrective and preventive actions
- escalate serious or notifiable incidents to senior management and the WHS team immediately.

Health and Safety Representatives (HSRs)

Where HSRs are in place, they must:

- support workers to report incidents, hazards and near misses
- participate in incident investigations, where requested and appropriate
- monitor the effectiveness of corrective actions in their work group
- raise systemic safety issues identified through incident reports with management.

Workers

All workers have a duty of care to take reasonable care for their own health and safety and that of others. Workers must:

- report all incidents, injuries, illnesses, hazards and near misses as soon as practicable
- follow the incident reporting procedures outlined in this policy
- cooperate with incident investigations and provide accurate information
- not interfere with or remove any plant, substance or structure involved in a notifiable incident unless it is necessary to make the area safe, assist an injured person or prevent further incidents
- participate in corrective actions and control measures arising from investigations.

Contractors and Visitors

Contractors and visitors must:

- comply with [Company Name]'s incident reporting requirements while on site or undertaking work for [Company Name]
- immediately report incidents, injuries, hazards and near misses to their [Company Name] contact or site supervisor
- cooperate with any investigations and provide relevant information.

Types of Incidents to Report

[Company Name] requires the reporting of all work-related incidents, including but not limited to: