

Incident Reporting and Investigation Procedure

SAMPLE

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SAMPLE

Incident Reporting and Investigation Procedure

1. Purpose

The purpose of this Incident Reporting and Investigation Procedure is to ensure that all incidents, injuries, illnesses, near misses and identified hazards at [Company Name] are reported, recorded, investigated and managed in a consistent, timely and effective manner.

This procedure aims to:

- Support [Company Name] in meeting its duties under applicable Work Health and Safety (WHS) legislation, regulations and codes of practice.
- Prevent recurrence of incidents through systematic investigation, identification of root causes and implementation of corrective and preventive actions.
- Ensure workers are aware of their responsibilities to report incidents and hazards immediately.
- Provide a clear and transparent process for communication, consultation and follow-up after incidents.
- Enable accurate WHS performance monitoring and continual improvement through reliable incident data.

2. Scope

This procedure applies to:

- All workers of [Company Name], including employees, contractors, labour hire workers, volunteers and work experience students.
- All visitors and other persons who may be affected by work carried out by [Company Name].
- All workplaces, sites, projects, offices, vehicles, client premises and any other locations where work is carried out under the control or influence of [Company Name].

This procedure covers:

- Work-related injuries and illnesses.
- Dangerous incidents (notifiable incidents).
- Near misses and unsafe conditions.
- Property damage and environmental incidents arising from work activities.
- Incidents involving psychosocial hazards (e.g. bullying, aggression, occupational violence, work-related stress).

3. Definitions

3.1 Incident

An unplanned event or chain of events that results in, or has the potential to result in, injury, illness, property damage, environmental harm or disruption to operations. This includes near misses and dangerous incidents.

3.2 Near Miss

An unplanned event that did not result in injury, illness or damage but had the potential to do so. Near misses are critical learning opportunities and must be reported and investigated.

3.3 Injury / Illness

Any physical or psychological harm arising out of or in the course of, work. This includes aggravation of pre-existing conditions and occupational diseases.

3.4 Dangerous Incident (Notifiable Incident)

An incident that exposes a person to a serious risk to health or safety emanating from an immediate or imminent exposure to a prescribed hazard (e.g. uncontrolled escape of a substance, electric shock, fall from height, plant failure). These may be notifiable to the WHS regulator under relevant legislation.

3.5 Notifiable Incident

A death, serious injury or illness, or a dangerous incident arising out of work that must be notified to the relevant WHS regulator as required by legislation.

3.6 PCBU

Person Conducting a Business or Undertaking (PCBU) as defined in WHS legislation. For the purposes of this procedure, [Company Name] is the PCBU.

3.7 Worker

Any person who carries out work for [Company Name], including employees, contractors, subcontractors, labour hire workers, apprentices, trainees, volunteers and work experience students.

3.8 Corrective Action

An action taken to eliminate the cause of a detected nonconformity or incident and prevent recurrence.

3.9 Root Cause

The underlying, systemic reason(s) why an incident occurred, beyond the immediate or obvious causes (e.g. inadequate training, poor design, lack of supervision, ineffective procedures).