

Incident Investigation

Purpose

The purpose of this procedure is to describe the method of reporting all incidents and management investigations that occur within DC Resourcing.

Scope

This document addresses the reporting process and investigation responsibilities with incidents.

The reporting and investigation of incidents is a vital tool in ensuring the continual improvement in Health and Safety within DC Resourcing. DC Resourcing strive to reduce incidents within the workplace and ensure that all incidents and near misses are investigated and reported accordingly and that all appropriate controls or changes in the workplace are implemented and adhered to.

Definitions

Incident	An event resulting in, or having the potential to cause injury, illness, damage to plant/equipment/property or environment.
Analysis	The process of systematically reviewing information after an incident to establish the cause of issues, effectiveness of controls and trends in outcomes in order to determine needs for controlling issues.
Corrective Actions	Are there steps taken to prevent the cause of an existing issue that has resulted in an incident, injury, illness. The corrective action process is also known as the problem-solving process.
Emergency Services	The Ambulance, Fire Brigade and Police. Call 000.
External Investigation	An investigation initiated and managed by a statutory authority.
Fatality	Is a work-related incident that results directly or indirectly in the death of a person (including deaths due to natural causes which occur in the workplace)
	First Aid includes any hands-on treatment given by a first aider (e.g.- Band-Aids, washing, pain relief) and any treatment and any follow-up visit, even when administered or supervised by a medical practitioner. This includes (but is not limited to):
First Aid Injury	• Observation • Application of ointments, antiseptics, or bandages during the first visit to a medical practitioner • Treatment of minor scratches, cuts, splinter removal and burns • Removal of foreign bodies not embedded in the eye (if only irrigation is required) • Removal of foreign bodies from a wound (if procedure is uncomplicated. Eg- Tweezers or simple technique) • Administration of non-prescription medication and single dose of prescription medical on the first visit for any minor injury or discomfort • Negative x-ray • Use of hot or cold soaking therapy, heat therapy during the first visit to a medical practitioner
Medical Treated Injury (MTI)	Medical treated injury is any work-related injury or illness requiring more than minor first aid treatment by a medical practitioner, including initial treatment given for more serious injuries. This includes:

- Application of sutures (stitches)
- Treatment for an infection
- Application of antiseptics during the second subsequent visit to a medical practitioner
- The treatment of second/third degree burns
- The use of prescription medications
- The removal of foreign bodies from a wound (if the procedure is complicated because of the depth of embedment, size or location).
- Removal of foreign bodies embedded in eyes
- Loss of consciousness due to any injury or exposure in the work environment
- Referral of physiotherapist, dentist or chiropractor
- Positive x-ray diagnosis (fractures, dislocations, broken bones etc)
- Use of hot or cold soaking therapy during the second visit to a medical practitioner

Lost Time Injury (LTI)	A lost time injury is any occurrence that resulted in a fatality, permanent disability or time lost from work of one complete day/shift.
Hazard	A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment or a combination of all of these.
Near Miss Event	Any incident that had the potential to cause injury to a person, or damage to property or the environment.
Notifiable Incident	Is a serious safety incident that results in the death of a person, a serious injury or illness, or a dangerous incident (fire). These types of serious incidents are required to be reported to a statutory authority.
Internal Investigation	An investigation initiated and managed by DCR.
Investigation	A process of gathering factual information after an incident has occurred in order to determine the corrective actions required to prevent a re-occurrence.
Investigation Team	Personnel appointed by DCR who are responsible to assist the Lead Investigator.
Lead Investigator	A person appointed by DC Resourcing who is in charge of the responsibility of controlling the investigation and for the production of injury, illness reports.
Root Cause	An underlying system failure of deficiency leading to an incident.
Procedural Breach	A person disobeying the Policies, Procedures or specific site rules.
Statutory Authority	Refers to the State or Federal Authorities that are responsible in regulating the Occupational Health/Work and Safety or environmental Legislation in their respective jurisdictions.
Unsafe Act	A behaviour that is outside of standard or acceptable practice that it could or has been contributed to an accident or incident

Process and Responsibilities

Internal Incident Reporting and Investigation

Where an incident occurs, the appropriate immediate response will be taken to ensure that the area is made safe and the issue is rectified as soon as possible.

All incidents must be reported to the Site Supervisor and DCR Representative / Account Manager immediately, so they can determine the required treatment, or medical assistance required.

Emergencies

All emergency and evacuation situations are managed through various site-specific plans and emergency drills.

Responsibilities

All Employees are responsible for:

- Reporting all incidents and near misses to their Site Supervisor and DCR Representative/ Account Manager immediately
- Being involved in the incident reporting and investigation process where necessary and cooperate with all external investigators.
- Directing legitimate third party enquires to Account Managers and Supervisors
- NO Employees are to discuss incident details. All incident investigations and reports must be regarded as confidential and must not be released internally or externally without approval from Managing Directors.

The Supervisors are Responsible for:

- Taking immediate action on an incident to arrange for treatment, medical assistance or emergency services
- Immediately reporting all incidents and near misses the DCR Representative/Account Manager
- Being involved with the completion of the incident Investigation Reports with the person involved

The Account Manager is responsible for:

- Ensuring the implementation of this procedure and to direct and authorise necessary actions and/or controls to ensure that the process is effective
- Reviewing the Incident Reports from the Site Supervisors and issuing to the Return-to-work Manager for injury consultation to begin (if necessary)

All incidents must be recorded on an incident report form and must be completed by the person(s) involved in the incident together with the Supervisor as soon as possible after the event.

It is the responsibility of the Supervisor and DCR Representative/Account Manager to ensure that the Incident Report has been completed correctly and issues to the relevant persons within the timeframes.

The Return-To-Work Co-ordinator must be contacted immediately in an event of a fatality or Notifiable incident in order to report the incident to the Authorities in set timeframes. The following details should be a minimum:

- Date and time of the incident
- Incident Report Form
- Location of the incident
- Persons involved and their positions
- Summary of known details of the incident
- Preliminary findings and contributing factors
- Immediate Corrective and preventative actions

Records

- All incident management records are maintained by the Return-to-Work Co-Ordinator and Management Representative
- All compensation, rehabilitation and return to work plans are maintained in a private file, coordinated by the Return-To-Work Coordinator.
- Records required secure disposal after being retained for 5 years after the completed case.

Incident Type	Report to the Return-to-work coordinator	Confirmatory Notification	Issue detailed Incident Report within	Incident Report distributed to
Fatality	Immediately	DCR Account Manager -CR RTW Coordinator	24hours	DCR Account Manager DCR RTW Coordinator
Notifiable Incident		<i>(before the end of the same day)</i>		
Near Miss Event (potential fatal consequence)	Immediately	DCR Account Manager DCR RTW Coordinator		DCR Account Manager DCR RTW Coordinator
Lost Time Injury (LTI)	Immediately	<i>(Within 12hours)</i>		
Medical Treated Injury (MTI)	Immediately	DCR Account Manager DCR RTW Coordinator <i>(Within 12hours)</i>	48hours	DCR Account Manager DCR RTW Coordinator
First Aid (FAI)	Immediately	DCR Account Manager DCR RTW Coordinator <i>(Within 12hours)</i>	Within 3 days	DCR Account Manager DCR RTW Coordinator
Report Only				