



Incident & Hazard Reporting

Rev 2.0 | 09/06/2015

Overview

At **nbn** we are safe, disciplined and reliable. **nbn** is committed to preventing injury, illness and environmental harm by providing a safe and healthy working environment for our employees, contractors, consultants and visitors. **nbn** acknowledges however that hazards exist and that incidents do occur and therefore has established a framework to support pro-active reporting and investigation of health, safety and environment incidents and hazards.

Purpose

The intent of this policy is to inform employees, contractors, consultants and visitors of their obligations and the processes to be followed in the event of a health safety and environment related incident or when a hazard is identified in the workplace.

The policy also aims to ensure that **nbn** complies with health safety and environment legislative requirements relating to the notification of serious injuries or illnesses and dangerous incidents to the appropriate authorities and promotes timely, pro-active consultation and investigation of health safety and environment incidents so that **nbn** can collect important information to prevent recurrence.

Scope

This policy applies to all employees, contractors, consultants and visitors to **nbn** workplaces.

Policy

nbn is committed to identifying hazards, preventing workplace accidents and minimising dangerous health safety and environment incidents.

A **health safety and environment incident** is an unplanned event in the workplace which causes, or has the potential to cause harm to people, property, the environment, business operations and/or reputation. The health safety and environment Incident Management Procedure provides additional details of incident classification.

As part of **nbn's** commitment to health safety and environment **nbn** will:

- Take appropriate action to address identified hazards to prevent the potential for injury or incident;
- Investigate all incidents in order to determine the cause with the objective of preventing recurrence;
- Obtain statistical information about incidents and hazards; and
- Meet legislative requirements for reporting incidents.



Responding to an incident

If someone is injured or becomes ill at work, the incident site must be made safe, and the individual/s assessed by a qualified First Aid Officer to determine whether medical treatment is required.

If medical treatment is required, Emergency Services should be contacted on 000 if necessary. Otherwise, the injured person's manager or host (where a visitor is injured) must make suitable arrangements for transport to a doctor or hospital, accompanied by a manager or supervisor. Visitors and contractors will be transported to the nearest hospital via ambulance.

Persons involved in, or witnesses to the incident should advise the injured person's Manager, General Manager Health Safety and Environment, Human Resources and the relevant Health & Safety Representative immediately or as soon as possible.

Reporting notifiable incidents to Comcare

If an incident results in the death of a person, a serious injury or illness of a person or a dangerous incident (each a **notifiable incident**), the General Manager Health Safety and Environment or a delegate must call Comcare on 1300 366 979 immediately after becoming aware of the incident. The person giving notice must give the details of the incident requested by Comcare and may also be required by Comcare to give written notice of the incident within 48 hours.

A **serious injury or illness** of a person means an injury or illness requiring the person to have:

- immediate treatment as an in-patient in a hospital; or
- immediate treatment for:
 - the amputation of any part of their body,
 - a serious head injury,
 - a serious eye injury,
 - a serious burn,
 - the separation of their skin from an underlying tissue (such as degloving or scalping),
 - a spinal injury,
 - the loss of a bodily function,
 - serious lacerations, or
 - medical treatment within 48 hours of exposure to a substance,and includes any other injury or illness prescribed by the *Work Health and Safety Regulations 2011* (Cth).

A **dangerous incident** means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance; or
- an uncontrolled implosion, explosion or fire; or
- an uncontrolled escape of gas or steam; or
- an uncontrolled escape of a pressurised substance; or
- electric shock; or
- the fall or release from a height of any plant, substance or thing; or



- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- the collapse or partial collapse of a structure; or
- the collapse or failure of an excavation or of any shoring supporting an excavation; or
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- the interruption of the main system of ventilation in an underground excavation or tunnel; or
- *any other event prescribed by the Work Health and Safety Regulations 2011 (Cth).*

nbn has a legislative obligation to keep records of notifiable incidents for at least 5 years from the day that notice of the incident is given to Comcare. This can be done using the iSafe Incident and Hazard Reporting System (**iSafe System**).

iSafe Incident and Hazard Reporting System

All identified hazards and health safety and environment incidents (including notifiable incidents) must be reported electronically in the Incident and Hazard Reporting module of the iSafe System. Information recorded in the iSafe System should be entered in value neutral language, i.e. language that is objective and factual in nature.

The iSafe System is maintained by the General Manager Health, Safety and Environment.

It is just as important to report incidents which have the potential for harm, as those which cause actual harm. Such incidents often serve as warnings that more serious consequences could have resulted. Taking steps to prevent recurrences is very important.

The iSafe System also serves as a record if there are any subsequent complications (for example delayed health effects), that may require reference back to the report.

Relevant information is forwarded from the iSafe System to **nbn's** workers' compensation insurance provider and Comcare as required.

Preserving incident sites

Where a notifiable incident has occurred, **nbn** must ensure that the site where the incident occurred (including any plant or thing associated with the incident) is not disturbed until a Comcare inspector arrives at the site or any earlier time that an inspector directs. However, this does not prevent **nbn** from disturbing the site in order to assist an injured person, to make the site safe or to assist the police with their investigation.

Workers' Compensation Claims

nbn will notify Comcare within 48 hours of all injuries that have the potential to result in a workers' compensation claim.

Under legislation and Comcare's claims management program, if the incident results in a Worker's Compensation claim the following forms need to be completed:

- Claim for Workers' Compensation form from the employee; and
- Incident notification from the employer.

An appropriate medical certificate for incapacity must accompany all claims for workers' compensation.



Copies of all documents shall be maintained in the iSafe Case Management System.

Roles and Responsibilities

nbn is responsible for:

- Maintaining an effective enterprise-wide health safety and environment management system;
- Maintaining a register of all incidents and hazards;
- Investigating incidents with a view to determining causation in order that recurrence can be prevented;
- Compiling and reviewing incident and hazard statistics to determine trends and identify work areas of concern;
- Consulting with employees and contractors in relation to incidents and hazards;
- Providing instruction and training for employees in incident reporting and investigation;
- Complying with legislative requirements for reporting incidents.

The above responsibilities are in addition to **nbn's** obligations under the health safety and environment Risk Management policy.

Workers are responsible for:

- Taking care to prevent work-related injuries and/or illnesses to themselves and others in the workplace;
- Reporting all hazards, risks and work-related incidents to their manager as soon as possible;
- Ensuring any visitors they approve for entry into an **nbn** site are aware of the requirements of this policy;
- Complying with all requirements and obligations of relevant legislation.

Workplace Managers are responsible for:

- Notifying the General Manager, Health Safety and Environment of all notifiable incidents;
- Understanding the principles of incident and hazard reporting and investigation;
- Encouraging the reporting of all incidents and hazards;
- Encouraging the culture of "no fear" in the reporting of incidents and hazards
- Ensuring that all incidents are investigated, and where necessary, corrective action is taken.

The General Manager, Health Safety and Environment is responsible for:

- Ensuring the relevant Statutory Authorities are notified of all notifiable incidents;
- Notifying **nbn's** senior management and executive team of notifiable incidents;
- Ensuring the health safety and environment Committee is notified of incidents in a timely manner (e.g. notifiable incidents are to be notified to Committee members as soon as practical);
- Assisting in identifying the causes of incidents;
- Fostering of the culture of "no fear" within the organisation;
- Assisting workplace managers in the development of corrective action for such causes.



Further Information

Please contact your Workplace Manager if you have any questions regarding this policy or any health safety and environment issue.

Alternatively, if you have an immediate concern about a workplace health or safety issue which you can't resolve, and your Workplace Manager is not available to assist, you may also contact a member of the health safety and environment team.

If you become aware of any actual or possible non-compliance with this policy, you should immediately report it to your Manager.