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1 PURPOSE

The purpose of this Standard is to ensure OHS incidents are reported, followed up and adequately managed. The Standard also meets the compliance standards in the *OHS Act* and *Workplace Injury Rehabilitation and Compensation Act*.

The Standard covers:

- incidents that must be reported to Human Resources Division (Health, Wellbeing and Safety) in order to meet the requirements of the Occupational Health and Safety Act (Victoria) and similar legislation in other states and territories. Some of these incidents will be in turn reportable to the local regulator: in Victoria WorkSafe.
- recording and classifying occupational health and safety-related hazards and incidents, including work-related injuries or illnesses.
- assessing and where necessary investigating reported incidents to determine the root causes
- identifying hazards, undertaking risk assessments, and controlling risks

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- monitoring planned actions to prevent or reduce the risk of recurrence of reported incidents.

2 SCOPE

This Standard applies to all employees, students, contractors and other people working for Deakin University or at workplaces under the management or control of Deakin University. The Standard covers off-campus incidents where Deakin is involved directly through a staff member or student or indirectly where Deakin's actions or omissions have contributed to adverse safety outcome. This includes workplaces where there is a shared responsibility with other employers or occupiers such as people injured in a campus based food court, or students on placement. The Standard includes physical and psychological injuries. The Standard also covers incidents, events or circumstances that could have ("near misses") or may in the future lead to serious injury or harm.

The Standard applies to personal medical events that occur on campus or during the course of Deakin work or study.

Lastly the Standard applies to breaches or property damage which could have led to injury such as interference with safety equipment or a vehicle accident.

Some examples of incidents that are reportable to Human Resources Division include:

- injuries to staff while travelling on University business,
- injuries to students on student placements, study tours or field trips,
- emergencies affecting staff or students physically or psychologically,
- hazardous use of equipment on campus such as using a drone close to people,
- injury or serious incident occurring in a tenancy or enclosed construction site on campus,
- threatening behaviour, abuse or other threats of physical or psychological harm to another person,
- injuries or other adverse events in Deakin supervised student activities such as sports, practical classes or workshops,
- injuries or near misses involving participants in Deakin controlled clinical studies, experiments, workshops etc.
- injuries in Residences that have been potentially contributed to by Deakin,
- injuries in on-site leased gymnasiums or hired sporting fields potentially contributed to by Deakin,
- first aid treatments,
- complaints received involving OHS matters,
- an incident that involves narrowly avoiding serious injury ("near miss"),
- electric shock in a residential unit or in tenanted premises,
- unauthorised removal of plant guarding, and
- an ambulance attending on campus for a medical emergency (not included in the below exceptions).

Reporting is not required in the following situations:

- students who incur injury within their Residence where there is no direct involvement of the University
- personal mental health issues that do not involve injury to others and are not directly contributed to by the University
- personal physical injuries incurred in personal physical activity programs that occur on premises not controlled by the University (e.g. tenanted gymnasiums, sports on a hired field) and are not contributed to by the University.

Where there is uncertainty about reporting, advice can be sought from [Health Wellbeing and Safety](#) (Human Resources Division).

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3 DEFINITIONS

This Standard covers and uses the following terms:

Accident	a situation or event leading to an injury
Medical	a medical event not caused by a specific factor (e.g. fainting not triggered by any work or University related factor)
Hazard	a situation or practice that may lead to injury or other safety risk, including dangerous occurrences and system failures
Near Miss	a situation that results in no injury or direct adverse affect on safety but could have if circumstances slightly changed
Property	property damage only
Incident	global term for the above and used specifically for an event that does not fall into the above categories
Risk	Risk is the chance that hazard will cause injury or damage. It is measured in terms of consequence and likelihood.
Incident investigation	the process of analysing the incident, identifying root and contributory causes and making recommendations on suitable corrective actions
Corrective actions	actions taken after an incident to prevent or reduce the risk of the incident reoccurring.
Serious incident	see section 4.2
Notifiable incident	see section 4.3
Australian Standard	AS 1885.1: Workplace injury and disease recording standard

4 INCIDENT RESPONSE REQUIREMENTS

4.1 Incident response

The following is the recommended response to an incident:

- Protect your health and safety.
- Protect the health and safety of others.
- If necessary, provide aid to any injured persons involved in the incident.
- If necessary, call for a first aider (Security can provide first aid: 1800 062 579).
- If necessary, call emergency services (000).
- If applicable, call Security to coordinate access for emergency services on campus (1800 062 579).
- If applicable and there is an ongoing safety risk, take essential action to make the site safe or to prevent a further incident.

A health and safety representative (HSR) for a designated work group (DWG) may inspect the workplace immediately following an incident occurring.

4.2 Serious incidents

Serious incidents are those that involve:

- deaths and life-threatening injuries
- person requiring medical treatment within 48 hours of exposure to a substance
- medical treatment as an inpatient in hospital
- serious injury including medical treatment for:
 - amputation of any part of the body
 - serious head injury
 - serious eye injury
 - separation of the skin from an underlying tissue (such as de-gloving or scalping)
 - electric shock

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- spinal injury
- loss of a bodily function
- serious laceration
- incidents where people are in the immediate vicinity of a risk such as:
 - registered or licensed plant that has collapsed, overturned, failed or malfunctioned
 - the collapse of an excavation supporting an excavation
 - the collapse of a building or structure
 - an implosion, explosion or fire
 - incidents involving over 10 kilograms of dangerous goods
 - if a plant or object falls from high places

Health, Wellbeing and Safety (HR) has also the discretion to declare an incident as serious.

4.3 Incident response for serious incidents (notifiable incidents)

After injured persons have been assisted, where a serious incident has occurred, those involved must isolate the incident site and take any essential action to prevent a further incident. The site must not be disturbed further until it is confirmed that the incident does not require notification to a regulatory authority or until a WorkSafe inspector has authorised the disturbance. This includes any equipment or materials within the incident site. Any disturbance of a serious incident site without written authorisation by a staff member or student constitutes misconduct as well as potentially being subject to prosecution by WorkSafe.

There is a statutory requirement in Victoria to report all serious injuries and other incidents to [WorkSafe Victoria](#). This applies to injuries involving anyone on Deakin premises, including visitors or contractors. There is also a requirement to report electrical accidents to [EnergySafe Victoria](#). Where a contractor is involved in a notifiable incident, the expectation from WorkSafe is that both Deakin and the contractor's employer notify the incident.

Please contact the [Health Wellbeing and Safety](#) (Human Resources Division) immediately on (03) 522 72869 (Geelong / Warrnambool) (03) 924 68175 (Melbourne). After hours, please contact Security on 1800 062 579.

Only on confirmation that the site can be disturbed, can work start on site restoration, repair work and arrangements to make the site safe.

4.4 Notifiable diseases

The *Public Health and Wellbeing Act 2008* requires that prescribed conditions are notified to the Department of Health and Human Services by persons in charge of pathology services (laboratories) and medical practitioners (doctors). The law exists to monitor and control the occurrence of infectious diseases and other specified conditions, and helps to prevent further illness. The aim is to protect the health and safety of the community.

The diseases are classified into groups (A, B, C & D) and listed on the 'what to notify' and 'how to notify' procedure available on the [Victorian Government Public Health](#) web page.

Where a notifiable disease is brought to the attention of a member of the Deakin community, please complete an [online incident report form](#).

If further advice is required please contact the [Division of Student Life's medical centres](#) or a member of the [Human Resources Health Wellbeing and Safety Team](#).

4.5 WorkSafe visits

WorkSafe inspectors have very broad powers and individuals and organisations are required by law to cooperate with them. If a WorkSafe inspector contacts a staff member or manager or attends a University

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worksite, the [Health Wellbeing and Safety](#) (Human Resources Division) must be notified as soon as practical.

5 INCIDENT REPORTING REQUIREMENTS

5.1 Incident reporting

Employees and students must report any health and safety incident (except hazards) using the [online incident report system](#) as soon as reasonably practicable. Contractors and others must report any health and safety incident or hazard to the contract manager (University staff member) as soon as reasonably practicable. That staff member is required to then document the report using the on-line incident reporting system.

For hazards, if the hazard can be resolved by routine maintenance or cleaning, then a [Work Request](#) should be lodged. If the hazard cannot be resolved by a [Work Request](#) or the [Work Request](#) is ineffective in addressing the hazard then it should be reported in the same way as other incidents.

Where appropriate or practical, the incident should be reported by the staff member or student to their manager/supervisor or the manager of the work area as soon as reasonably practicable.

Where an on-line report is not appropriate or practical, the [Word format Incident report form](#) can be used and preferably emailed to hrd_ohs@deakin.edu.au.

5.2 Staff incidents

Staff who do not report a work-related injury or illness within 30 days of becoming aware of it may risk any entitlement they may have under a worker's compensation claim.

5.3 Student incidents

Students (as well as visitors) should be encouraged to report incidents that occur on campus or while undertaking University related activities. These activities include student placements, field trips, work experience activities as well as campus based work. The [online incident report system](#) can be used for this purpose.

In the event of serious injury, please contact Health, Wellbeing and Safety immediately on (03) 522 72869 (Geelong / Warrnambool) or (03) 924 68175 (Melbourne).

Staff supervising students or their programs must report incidents involving students that they witness or become aware of.

5.4 Contractor (and Consultant) incidents and injuries

Although the primary responsibility for any contractor incident (accident or injury) lies with the contractor's employer, the University manager responsible for the contract is required to:

- Ensure in contracts there are requirements that all incidents linked to the University are promptly reported to the University. The link may be because the incident occurred on University premises or the accident involved the use of University equipment, plant or materials
- Ensure that all statutory reporting requirements have been met by the contractor (see 4.3 Incident response for serious incidents above)
- Obtain a copy of the incident report from the contractor
- Provide a copy of the incident report to Health Wellbeing and Safety in Human Resources
- Carry out or initiate a University incident investigation if University equipment, facilities or personnel were involved in or contributed to the accident. A copy of the incident investigation report must be provided to [Health Wellbeing and Safety](#) in Human Resources

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5.5 Importance of reporting injuries and incidents

A fundamental component of any accident prevention program is good, reliable accident reporting. If minor injuries, near misses or hazards are reported it gives the University through your manager an opportunity to intervene and prevent more serious injury. Your minor trip may be the next person's twisted ankle or worse. Similarly if you are finding it difficult to safely get the box down from top of the cupboard, it may be only a matter of time before you or a colleague is injured.

With other types of injuries/incidents, for example with computer use, early reporting of persistent or reoccurring pain or discomfort can prevent the problem from developing and becoming more serious. This same principle applies to some manual handling injuries and work related stress. Nearly half of the serious injuries over the last three years at Deakin may have been prevented if they were reported when they started occurring rather than many months later.

6 INCIDENT RECORDING REQUIREMENTS

6.1 Register of Injuries

Human Resources Division (Health Wellbeing and Safety) shall maintain a register of injuries in accordance with the requirements of the OHS Act and Workplace Injury Rehabilitation and Compensation Act (Vic).

6.2 Recording and acknowledging of incidents

All incidents will be recorded electronically on the Incident Reporting System. The information collected follows the recommendations contained in the Australian Standard. Additional coding and summaries will be added as needed in accordance with the Australian Standard.

All injury reports received will be acknowledged to the person submitting the report with a unique identifier. If the report has been submitted electronically the person reporting will receive a copy of their submission at the time.

6.3 Confidentiality and privacy

All incident reports will be treated confidentially so far as practical given legal requirements and Deakin's business operations. This means that information will be shared with government authorities where necessitated by law. Internally, information may be shared with Human Resources, Risk Management, Internal Audit, Security, Infrastructure and Planning Group, Campus Services, Insurance Office where required to meet regulatory requirements, remedy or address a safety issue, or assist with the injury. Information will normally also be shared with the staff member's manager or a student's supervisor.

Any reports or summaries provided to Health, Wellbeing or Safety Committees, management or others will contain only de-identified data. Demographic and organisational data is collected with reports to enable trend analysis for prevention purposes and organisational reporting.

Individuals before or when reporting incidents can ask the Manager Health, Wellbeing and Safety for a higher level of confidentiality for their report and this will be provided when legal and practicable.

7 INCIDENT INVESTIGATION REQUIREMENTS

7.1 Supervisors and managers responsibilities

Managers (including supervisors) that receive an injury or incident report, must, if practical, discuss the injury or incident with the staff member involved. The main purpose of the discussion is to enquire about the welfare of the staff member and offer any additional assistance needed. The other purpose is to understand how the incident occurred and what can be done to prevent a re-occurrence. There must be no attempt to attribute blame.

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Unless otherwise advised, it is the responsibility of the manager of the staff member, student or contractor to analyse and follow up (investigate) the incident and put in place appropriate control or remediation measures. Incident follow up should commence within 48 hours or as soon as reasonably practicable after the manager is informed of the incident. Where a corrective action involves another area of the University, for example Infrastructure and Planning Group, it is the responsibility of the manager to advise them of this and follow up until it is resolved. In the case of Infrastructure and Planning Group and Campus Services this would be done through the [Work Request](#) system.

The manager or local OHS professional may be requested by Health, Wellbeing and Safety to carry out a formal, documented investigation using the [Manager Accident Analysis Report](#).

Where the work area has an OHS representative (OHSR), the manager is required to give the OHSR an opportunity to be involved in the investigation.

7.2 Investigation of serious incidents

For more serious incidents including serious near misses, a documented accident investigation will be carried out. This would apply, for example, where:

- the incident has been reported to WorkSafe
- a WorkCover Claim is submitted
- there has been a potential failure in a safety system.

Where at all practical, the investigation should start immediately and completed within four weeks.

The [Manager Accident Analysis Report](#) is used for this purpose if appropriate. The [Manager Accident Analysis Report](#) includes guidance on carrying out the investigation.

Where the incident involves psychological or mental health issues, the investigation process will follow the process under the respective policy. Where there is no relevant policy the process may be adapted with the agreement of Health, Wellbeing and Safety to meet the needs of the circumstance.

Where a documented investigation occurs, a copy of the report must be provided to the Head of School, Executive Director or Faculty General Manager (as appropriate). A copy of the report must be submitted to the Manager Health, Wellbeing and Safety (Human Resources Division). Unless inappropriate, a copy of the report must be tabled at the next area Health Wellbeing and Safety Committee meeting and the manager be available to discuss. If there is no local committee then it is tabled at the relevant Campus Committee. For tabled reports, identifying or personal details must be removed beforehand.

8 OTHER MATTERS

8.1 WorkCover and Insurance

If a staff member has medical costs and/or lost time associated with a work-related injury, the staff member can submit a [WorkCover claim](#) or follow the process in section 8.2.

Students and others should review the information provided on the [Insurance website](#).

8.2 Medical costs

If a staff member has medical costs associated with a work-related injury, the staff member can request refund of those costs. Refund of medical costs must only occur after the accident has been reported in the [online incident report system](#) and acknowledged.

Payments can be made directly by the staff member's work area. Where the payment is made by the work area, it must be accompanied by the acknowledgement of the incident report issued by Human Resources when the incident was reported. Payments must be approved by the manager of the work area. [Health](#)

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[Wellbeing and Safety](#) (Human Resources Division) must be notified of the payments. Copies of the accounts and payments must be also provided to [Health Wellbeing and Safety](#): an electronic copy is preferred.

The total of all payments through the local work area must not exceed \$700.

Where payments are associated with a Workers Compensation claim, accounts must not be paid and must be sent to [Health Wellbeing and Safety](#) for payment.

8.3 Other Costs

The University will provide reasonable reimbursement for costs associated with the replacement or repair of clothing or other personal items damaged in the course of employment. The maximum reimbursement is three hundred dollars (\$300) per item. The amount of the actual payment will take into account the depreciated value or age of the item where it is replaced.

The staff member's work area is responsible for meeting the cost of reimbursement. Staff making a claim must submit the claim to their Manager within 10 working days of the damage occurring or no reimbursement will be made.

Staff making a claim must:

- complete a [claim form](#)
- provide original receipts relating to the repair or replacement
- submit an [online incident report form](#)
- obtain an endorsement of the claim from their relevant manager or supervisor.

The Manager must establish before accepting any claim that:

- where relevant, provided protective clothing or equipment was being used at the time the damage occurred.
- the damage was not sustained as a result of negligence by the staff member
- all relevant safety procedures were being followed by the staff member at the time of damage.

8.4 Prevention of injury and illness

Reporting of accidents or hazards should occur promptly reducing the chances of the same thing happening to others. Managers and OHS Representatives are encouraged to put up the Accident and Hazard posters in the workplace.

- [Burwood](#)
- [Downtown](#)
- [Waterfront](#)
- [Waurm Ponds](#)
- [Warrnambool](#)

Managers can help prevent injuries and illnesses by integrating OHS risk management into their work. Staff members, students, and contractors should work with their manager or supervisor to:

- identify all hazards,
- assess the risk of these hazards, and
- take action to eliminate, minimise or control the risk.

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