



Hazard, Incident & Injury Reporting and Response Procedures

1. Purpose

This procedure outlines the requirements and responsibilities for all relevant stakeholders with respect to reporting and investigation of incidents and hazards. It also outlines the procedural requirements for statutory reporting of notifiable work-related injuries.

Incident and hazard reporting and investigation aims to prevent further injury/ illness to workers and visitors, to identify high-risk areas and tasks, and implement preventive strategies

2. Procedure

This document sets out the procedures for the management of hazards and incidents which present a risk to KOI staff, students, visitors, contractors.

This procedure outlines processes for:

Incident and hazard reporting

Internal escalation and external notification

Incident investigation

2.1 Hazard and Incident Reporting and Management

All incidents, hazards, and near misses occurring at the workplace must be reported:

Immediate action is to be taken by all available staff to provide first aid to injured workers and or prevent further persons from being injured.

Reporting Hazards:

Establish Reporting Channels:

Provide multiple ways for employees to report, such as online forms, verbal reporting to supervisors, or dedicated Work [p]lace Health & Safety Representatives.



Encourage Reporting:

KOI promote a culture where reporting is encouraged, emphasizing the importance of addressing even minor issues.

Verbal report of hazard /incident to relevant manager /supervisor is to occur to ensure early notification- and immediate risk management implementation if required.

- a) Workers are legally required to report hazardous situations and any injury or harm to health
- b) Workers have a legal obligation to cooperate with the person conducting a business or undertaking (PCBU) whilst investigating incidents and hazards.
- c) KOI is legally required to provide, and maintain, so far as is practicable, a working environment in which workers are exposed to hazards.

Document Reports:

Keep detailed records of all reports, including the nature of the incident, where it occurred, who was involved, and any actions taken.

Incident Response:

Immediate Action:

Ensure immediate assistance to injured personnel, and make the incident area safe and secure

Investigation:

Investigate the incident to determine root causes, potential contributing factors, and the effectiveness of existing safety controls.

KOI Example Procedure:

Report: An employee observes a slippery spill in a work area.

Action: The employee verbally reports the hazard to their supervisor

Investigation: The supervisor investigates the cause of the spill and checks if there are safety precautions in place

Corrective Action: The Supervisor follows up with the employee to ensure the spill is cleaned up and reinforces the importance of cleaning up spills immediately.

Follow-Up:

The supervisor follows up with the employee to ensure the hazard has been addressed and reports the incident to the designated WHS Officer.



Restricted Report Workflow

KOI Health & Safety will allow persons to be invited into the report, as some reports may require a higher level of confidentiality (e.g. where there is an alleged bullying harassment- or sexual misconduct by the person's direct supervisor). The affected person will be contacted to discuss the report and any further action that may need to occur.

It is important to note that even if a restricted report is submitted, for KOI to meet its duty of care obligations and legislative requirements, the report may be shared with other relevant parties, including Human Resources.

Hazard Report and Management Plan Verification

The data contained in the report must be correct for reporting and trend analysis.

Verification is to ensure that the report and management plan are complete, and that the details are accurate.

Report Verification -review accuracy of the following:

- Organisation Area
- Person assigned responsibility for managing the report (WHS Officer)
- Report type (hazard; near miss; injury/illness)
- Work activity and location.
- Description of the incident is clear.
- Treatment provided.

Action Plan

- Review the control measures to ensure the use of higher order controls to appropriately manage the risk.
- Long term actions are supported by short term actions to mitigate the risk of harm, and
- Confirming the controls that have been implemented as stated.



Monitoring and Review

The WHS Officer will continue to monitor the report while it remains open, until all corrective actions are completed and the report is closed. The person assigned responsibility for managing the report is responsible for ensuring the actions are implemented within time frame stated.

Notifiable Incidents

A notifiable incident is when:

- A person dies
 - A person experiences a serious injury or illness
 - A potentially dangerous incident occurs
- This must be reported to Safe work NSW within 48 hours

Things Safe work will need to know:

- An overview of what happened, including date, time and location
- Information about anyone who was injured, including their date of birth, contact details and their relationship to you (worker, site visitor, contactor, member of public)
- Information about the injury, including treatment received and hospital details, if they were taken to hospital.
- Your details, including business information, and contact details
- Immediate action taken to make the site safe
- Further safety action taken, or actions that will be taken, to prevent the incident happening again



Roles, Responsibilities and Accountabilities

Managers and Supervisors are responsible for:

- Providing assistance to ensure the affected person receives appropriate treatment for the injury or illness.
- Resolving or isolating identified hazards as soon as possible to ensure they are unable to cause harm to the affected persons /others
- Assisting the affected person with the completion of the report and seeking any required advice from their WHS Officer.
- Completing a Management Plan and ensuring the corrective measures are identified and implemented in consultation with WHS Officer.
- Follow up with the affected person on their welfare, offering support or referral to Human Resources.

WHS Officer

Work Health and Safety Officer is responsible for:

- Reviewing the circumstances of the report, and verifying the details once satisfied the information and the post-incident action to be taken is correct, this may require liaising with the affected person and supervisor.
- Where necessary, supplementing the report with further information in the notes section, or the addition of attachments (photos, documents) with careful consideration to the inclusion of potentially sensitive information.
- Reviewing the action plan and controls to ensure they address identified hazards, and the target risk.
- Assisting with incident investigation as required
- Providing advice on corrective actions
- Liaising with the relevant regulatory body in the event of a notifiable incident, and where appropriate, issuing safety alerts.



Appendix

Definitions

Term	Definition
Person Conducting business or undertaking (PCBU)	Can include a body corporate (company), unincorporated body or association or a partnership who has a primary duty of care to ensure, so far as is reasonably practicable that the health and safety of other persons is not put at risk.
Hazard	A hazard and incident reporting procedure should outline how to report hazards, incidents, and near misses, and how those reports should be handled to prevent future incidents and near misses, and how those reports should be handled to prevent future incidents. This includes establishing reporting channels, training, employees, documenting incidents, and analysing data to improve safety. This procedure should also define responsibilities for reporting, investigating, and taking corrective actions.
What is Hazard:	A hazard is where an incident or event has not occurred, although if it had, it may have had the potential to cause injury/illness to a person. If a hazard is identified and can be immediately and safely rectified, and the person is capable to do so, then this should occur. If this is not possible, hazards are required to be reported by any person who becomes aware of a hazard and action plan created to resolve it.
Notifiable Incidents	A notifiable incident is when: <ul style="list-style-type: none"> • A person dies • A person experiences a serious injury or illness • A potentially dangerous incident occurs This must be reported to Safe work NSW within 48 hours



Document control

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