

DOB ENTERPRISES PTY LTD

**PROCEDURE FOR INCIDENT
MANAGEMENT AND REPORTING**

IMS-316-08-PRO

Revision History

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Incident Management and Reporting

1. PURPOSE

The purpose of this procedure is to identify and define the process and procedure to be followed when classifying and reporting -

- **Accidents and near misses** to SafeWork NSW (regulatory agency administering Work Health and Safety laws) and how to compile and interpret accident, WHS incident and injury information.
- Report Environmental incident or non-compliance that has occurred during work being undertaken by, or on behalf of DOB
- Any incident/hazard or near miss

2. SCOPE AND DEFINITIONS

This procedure applies to all company employees, and contractors.

Definitions:

Incident: any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss

Hazard: an object or situation that has the potential to harm a person, the environment or cause damage to property.

Near Miss: an incident that could have resulted in an injury or illness to people, danger to health, and / or damage to property or the environment.

Corrective action or Control: an action taken to control the risk and reduce the likelihood of injury following an incident occurring or a hazard present.

First Aid: initial treatment for an injury which is normally given by a first aid officer.

Injury: any physical or mental damage to the body caused by exposure to a hazard.

Notifiable incident: incident is notifiable if it arises out the conduct of a business or undertaking and results in death, serious injury or serious illness of a person or involves: a dangerous incident, a dangerous electrical incident or a serious electrical incident.

Risk: is the likelihood and consequence of the occurrence of injury, illness and harm



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3. RESPONSIBILITY

Managing Director	<ul style="list-style-type: none"> Ensure safe working environment for all employees, visitors, and contractors
Integrated Management System Representative (IMSR)	<ul style="list-style-type: none"> Ensure all WHS, Environmental reporting are adequately received, actioned and reported Ensure proper analysis is conducted and reported to management Ensure Statutory Authorities Informed
Division Manager	<ul style="list-style-type: none"> Report to Managing Director and IMSR Take actions to manage and prevent incidents Ensure corrective actions raised are followed through Ensure incident reports completed day of incident, when reported or within 48 hours
Site Personnel	<ul style="list-style-type: none"> Report all incidents to the Site Traffic Team Leader or Safety Representative Report the same to the Division Manager, IMSR and/or Managing Director
WHS Representative	<ul style="list-style-type: none"> Assist IMSR, Managers and Directors in RTW/RAW, investigation and implementation of corrective actions
Other Employees	<ul style="list-style-type: none"> Report all incidents to Division Manager, IMSR and/or Managing Director

4. ACTIONS

4.1 Preservation of Site

Any site not belonging to DOB Enterprises Pty Ltd will always remain in control of the client. If an incident occurs on site, client investigation and reporting procedures will be followed as well as any reporting required by DOB Enterprises Pty Ltd.

The site will be preserved until investigation can occur and are complete.

4.2 Environmental Incidents – Reporting to Authority in NSW

Any incident noticed or incurred while at work (includes recruitment / traffic management) or outside of work should be reported as per below-

INCIDENT TYPE	REPORTING REQUIREMENT
Pollution – Air Quality.	
<p>Air pollution causes or threatens material harm to the environment. Below are some of the incident-</p> <ul style="list-style-type: none"> Odour that travels beyond the work /site boundary Operation or maintenance of equipment in a manner that 	<p>Immediately after becoming aware of the incident to each relevant authority-</p> <ul style="list-style-type: none"> EPA Environment Line 131555 Local Council SafeWork Authority Fire and Rescue NSW



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causes or likely to cause air pollutions	
Smoky motor Vehicle – Vehicle emitting smoke for more than 10 seconds continuously	Report incident to EPA via online form. Following details required – <ul style="list-style-type: none"> • Reporting person contact details • Vehicle Registration plate details • Description of the vehicle • Location • Date and time • Duration of smoke • Colour of smoke
Pollution - Water	
Incident involving pollution of lakes, rivers, creeks, or beaches	Immediately after becoming aware of the incident to each relevant authority- <ul style="list-style-type: none"> • EPA Environment Line • Local Council
Incident involving contamination of drinking water	Report incident to relevant authority- <ul style="list-style-type: none"> • Sydney and Wollongong – Sydney Water 132090 (24 hours) • Newcastle and Lower Hunter – Hunter Water Corporation 1300 657 000 (24 hours) • Broken Hill – Broken Hill Water Board 08 8082 5841 (24 hours) • Elsewhere in NSW – Local councils • Pollution in drinking water catchments EPA 131555
Activities carried on by public authorities resulting in water pollution	Local Councils
Sewer overflows	Sydney Water
Waste Management - Waster and Litter -	
Identification of dumped cars	Local councils Police Assistance Line
Littering from vehicles	EPA – Report online or use Report to EPA from mobile

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Litter falling or blown from uncovered vehicle load	EPA – Report online or use Report to EPA from mobile
Roadside rubbish on major roads and highways	Roads & Maritime Services 131700
Roadside rubbish on local roads	Local council
Illegal dumping of solid and liquid wastes	<ul style="list-style-type: none"> • EPA – Report online or use Report to EPA from mobile • Local councils Phone environment line on 131555 • Local police • Crimestoppers 131444 / 1800 333 000 online form
Illegal dumping in council parks	<ul style="list-style-type: none"> • Local councils • Park Trustee
Illegal dumping on private property	Local councils
Pollution- Chemical	
Chemical spills	<ul style="list-style-type: none"> • Fire and Rescue NSW 000 • EPA 131555
Contaminated sites	EPA 131555
Pollution - Noise	
Noisy vehicle	Record registration, location, and details of pollution and submit the report within 14 days of observation to EPA online, or use report to EPA from mobile, or contact Environment line on 131555
Other incidents	
Threatened or endangered animals or plants	Office of Environment and Heritage – 131555
Destruction of Aboriginal artefacts or sites	OEH 131555
Injured or orphaned native wildlife	WIRES 1300094737
Contaminated Land	
Contaminated land –	EPA – 131555

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<ul style="list-style-type: none"> • from flaking of lead based paints or excessive pesticide use • dispose of waste in a manner that harms or is likely to harm the environment • Flora/Fauna – Damage to vegetation, fauna or habitat including watercourses • Flora/Fauna-Harm or pick a threatened species, endangered population, or endangered ecological community 	
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4.3 WHS Incident Reporting to Authority in NSW

In the case of a work related “notifiable incident”, the scene of the hazard, incident or injury cannot be disturbed. A ‘notifiable incident’ under the Work Health and Safety (WHS) Act 2011 relates to:

- the death of a person
- a serious injury or illness of a person (see Appendix 1: Serious Injury or Illness Table), or
- a potentially dangerous incident (see Appendix 2 : Dangerous incidents including “near misses” list)

The area where the incident occurred must not be disturbed in any way, other than to assist an injured person or make the area safe, until such time as a SafeWork NSW inspector arrives at the site or any earlier time that an inspector directs.

INCIDENT TYPE	REPORTING REQUIREMENT
Incidents involving injury or illness to WORKERS.	
Serious Incidents involving a fatality or a serious injury or illness as per appendix 1.	Phone SafeWork NSW IMMEDIATELY on 13 10 50 as an urgent investigation may be needed.
Other Incidents involving an injury or illness to a worker where medical treatment is needed, where workers’ compensation is payable or may be payable, e.g. time lost, medical expenses.	Advise insurer in accordance with SafeWork NSW guidelines. There is no need to notify SafeWork NSW for workers compensation cases, as the insurer advises SafeWork NSW of these incidents.



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<p>Incidents involving injury or illness to NON-WORKERS at your workplace. (i.e. those not covered by your worker's compensation, e.g. visitor, customer, volunteer, student, contractor)</p>	
<p>Serious Incidents involving a fatality or a serious injury or illness to a non-worker.</p>	<p>Phone SafeWork IMMEDIATELY on 13 10 50 as an urgent investigation may be needed.</p> <p>PLUS</p> <p>Notify SafeWork within 7 days with full notification details using the online form at or phone 13 10 50.</p>
<p>Other Incidents involving a non-worker where the injury or illness results in the person being unable to perform their normal activities for 7 or more days.</p>	<p>Notify SafeWork NSW within 7 days using the online form at www.safework.nsw.gov.au or phone 13 10 50.</p>
<p>Incidents that present a risk to health & safety at your workplace. (i.e. incidents where there is no injury or illness to workers or non-workers)</p>	
<p>Serious Incidents that are immediately life threatening but result in no injury or illness, e.g. the damage to vehicle / signage with no injury.</p>	<p>Phone SafeWork NSW IMMEDIATELY on 13 10 50 as an urgent investigation may be needed.</p> <p>PLUS</p> <p>Notify SafeWork within 7 days with full notification details using the online form at www.safework.nsw.gov.au or phone 13 10 50.</p>
<p>Other Incidents are certain incidents that are not immediately life threatening but result in no injury or illness, e.g. exposure to specific substances.</p>	<p>Notify SafeWork within 7 days using the online form at www.safework.nsw.gov.au or phone 13 10 50.</p>

In most cases the need for medical treatment after an injury is obvious. The following list of injuries and symptoms, although not exhaustive, provides guidance on when to refer to medical treatment:

- Heart attack
- Stroke
- Shock
- Epilepsy and seizures – if abnormal or severe
- hyperglycaemia or hypoglycaemia – if abnormal or severe
- burns larger than 20 cent piece, electrical burn
- lacerations - if bleeding is severe or persistent



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- soft tissues injuries, e.g. sprains and strains
- dislocations and fractures
- head, neck and spinal injuries
- facial injuries
- poisoning
- bites and stings
- overexposure to extreme environmental temperatures
- asthma attack
- electric shock
- loss of consciousness
- overexposure to radiation or hazardous chemicals

In some circumstances the need for medical treatment may not be obvious – examples include:

- after an electric shock - any person who has received an electric shock, no matter how minor it may seem, should be assessed by a medical practitioner as there could be delayed affects such as an irregular or lower heart rate
- after recovering from unconsciousness - any person who has lost consciousness, even for a small amount of time, should be assessed by a medical practitioner.

4.4 Other Incidents/Hazards

Other incidents not involved in reporting to external entities should be recorded as per the incident procedure and root cause should be undertaken to ensure non-reoccurrence of incident or elimination of the hazard.

A Reportable Hazard includes:

- Any item of plant, any activity, any procedure or any incident which has caused, or has the potential to cause injury to people or damage to property, and it cannot be immediately rectified.
- Any 'near miss' incident that, although it did not result in an injury or disease, had the potential to do so

4.5 Use of Accident / Incident Investigation Form

There are two instances where the **Accident / Incident Investigation Form** is to be used.

In the event of a serious reportable accident, illness, or serious injury relating to WHS, Environmental, or of the following nature:

- Death
- Unconsciousness
- Reportable illness e.g. Serious injury
- an uncontrolled explosion or fire
- imminent risk of explosion or fire
- entrapment of a person in vehicle / office
- serious burns to a person
- any injury which becomes a lost time injury
- Pollution -Water, Air, Land



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- Waste Management
- Heritage
- Flora/Fauna
- Contaminated Land

Other incidents/ hazards as per 4.3

Yearly reviews are conducted by Management to review job related WHS/Environmental/ other issues, risks and hazards encountered.

Accident / Incident Investigation Forms are reviewed and employees consulted where any changes in procedures or work methods are affected. This meeting is also used to ensure pertinent WHS / Environmental / and other relevant information are communicated to employees.

The IMSR or appointed delegate performs an Accident / Incident Investigation and records the findings of the investigation on the **Accident / Incident Investigation Form**.

The IMSR or appointed delegate ensures that in conducting the investigation, where possible, they obtain and record a statement from any eye witnesses as to the nature and cause of the accident, as well as a description of the injuries sustained. The name, address, and telephone numbers of any witness is obtained. Any factual evidence, measurements, plant, structure or thing pertaining to the incident should be preserved for use in the investigation.

The Accident / Incident Investigation form may also be used for non-reportable injuries of the following nature:

- Nicks and cuts not requiring stitches
- Minor abrasions
- Bullying
- Sexual Harassment

In all cases the **Accident / Incident Investigation Form** is to be retained under the relevant register and used to manage corrective actions and monitor the incident/accident close off.

All Incidents/ Near Misses must be reported to managing director, IMSR and division manager and closed off on WHS Online

When incident/accident is closed off- Complete the Incident Register

4.6 Incident Analysis

The IMSR is responsible for performing an analysis of Accident/ Incident Investigation Reports and implementing root cause corrective actions for non-occurrence. The report outcome and relevant details of the incident sites are communicated to all relevant employees and staff assigned to the site through internal meetings or electronic means.



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4.7 Consultation, Representation, and Meetings

Additionally, WHS, Environmental issues relating to specific sites are communicated to all relevant employees and staff assigned to the site through internal meetings or electronic means.

4.8 Records

Accident / Incident Investigation Form
 Yearly Incidents Management and Reporting Meeting with all staff
 Incident Register

4.9 Appendix 1: Serious Injury or Illness Table

(Source: WHS Incident Notification: Fact Sheet (SafeWork NSW))

Types of treatment	Example
Immediate treatment as an in-patient in a hospital	Admission into a hospital as an in-patient for any duration, even if the stay is not overnight or longer. <u>It does not include:</u> <ul style="list-style-type: none"> • Out-patient treatment provided by the emergency section of a hospital (i.e. not requiring admission as an in-patient) • Admission for corrective surgery which does not immediately follow the injury (e.g. to fix a fractured nose).
Immediate treatment for the amputation of any part of the body	Amputation of a limb such as arm or leg, body part such as hand, foot or the tip of a finger, toe, nose or ear.
Immediate treatment for a serious head injury	<ul style="list-style-type: none"> • Fractured skull, loss of consciousness, blood clot or bleeding in the brain, damage to the skull to the extent that it is likely to affect organ/face function. • Head injuries resulting in temporary or permanent amnesia. <u>It does not include:</u> A bump to the head resulting in a minor contusion or headache.
Immediate treatment for a serious eye injury	<ul style="list-style-type: none"> • Injury that results in or is likely to result in the loss of the eye or total or partial loss of vision. • Injury that involves an object penetrating the eye (for example metal fragment, wood chip). • Exposure of the eye to a substance which poses a risk of serious eye damage. <u>It does not include:</u> Eye exposure to a substance that merely causes irritation.

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Types of treatment	Example
Immediate treatment for a serious burn	A burn requiring intensive care or critical care which could require compression garment or a skin graft. <u>It does not include:</u> A burn that merely requires washing the wound and applying a dressing.
Immediate treatment for the separation of skin from an underlying tissue (such as de-gloving or scalping)	Separation of skin from an underlying tissue such that tendon, bone or muscles are exposed (de-gloving or scalping). <u>It does not include:</u> Minor lacerations.
Immediate treatment for a spinal injury	Injury to the cervical, thoracic, lumbar or sacral vertebrae including the discs and spinal cord. <u>It does not include:</u> Acute back strain.
Immediate treatment for the loss of a bodily function	Loss of consciousness, loss of movement of a limb or loss of the sense of smell, taste, sight or hearing, or loss of function of an internal organ. <u>It does not include:</u> <ul style="list-style-type: none"> • Mere fainting • A sprain or strain.
Immediate treatment for serious lacerations	<ul style="list-style-type: none"> • Deep or extensive cuts that cause muscle, tendon, nerve or blood vessel damage or permanent impairment. • Deep puncture wounds. • Tears of wounds to the flesh or tissues—this may include stitching to prevent loss of blood and/or other treatment to prevent loss of bodily function and/or infection.
Medical treatment within 48 hours of exposure to a substance	'Medical treatment' is treatment provided by a doctor. Exposure to a substance includes exposure to chemicals, airborne contaminants and exposure to human and/or animal blood and body substances.

Notification is also required for the following **serious illnesses**:

- Any infection where the work is a significant contributing factor. This includes any infection related to carrying out work:
 - (i) with micro-organisms
 - (ii) that involves providing treatment or care to a person



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- (iii) that involves contact with human blood or body substances
- (iv) that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.
- The following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:
 - (i) Q fever
 - (ii) Anthrax
 - (iii) Leptospirosis
 - (iv) Brucellosis
 - (v) Hendra Virus
 - (vi) Avian Influenza
 - (vii) Psittacosis.

4.10 Appendix 2: Dangerous incidents including “near misses” list

(Source: *WHS Incident Notification: Fact Sheet (SafeWork NSW)*)

Some types of work-related dangerous incidents must be notified even if no-one is injured. The regulator must be notified of any incident in relation to a workplace that exposes any person to a serious risk resulting from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock:
 - examples of electrical shock that are not notifiable
 - shock due to static electricity
 - ‘extra low voltage’ shock (i.e. arising from electrical equipment less than or equal to 50V AC and less than or equal to 120V DC)
 - defibrillators are used deliberately to shock a person for first aid or medical reasons
 - examples of electrical shocks that are notifiable
 - minor shock resulting from direct contact with exposed live electrical parts (other than ‘extra low voltage’) including shock from capacitive discharge
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be design or item registered under the Work Health and Safety Regulations, for example a collapsing crane
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or



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- the interruption of the main system of ventilation in an underground excavation or tunnel.

A dangerous incident includes both immediate serious risks to health or safety, and also a risk from an immediate exposure to a substance which is likely to create a serious risk to health or safety in the future, for example asbestos or hazardous chemicals.

4.11 Appendix 3: Incident Reporting Flowchart

