

D-36 Incident report and investigation for Staff Members

NQS

QA. 2.1.2	Health practices and procedures.
QA. 2.2.1	Supervision.
QA. 2.2.2	Incident and emergency management.
QA. 2.2.3	Child protection.
QA. 7.1.2	Management systems.

National Regulations

Reg. 12	Meaning of serious incident
Reg. 85	Incident, injury, trauma and illness policies and procedures
Reg. 89	First aid kits
Reg. 168	Education and care service must have policies and procedures
Reg. 174	Time to notify certain circumstances to Regulatory Authority
Reg. 183	Storage of records and other documents

Policy Statement

We will ensure the safety and well-being of staff, children and visitors, within the Centre and on excursions, through proper care and attention in the event of an incident, injury or trauma. The Centre will ensure that every incident is handled in the correct manner as outlined in the WHS Act 2011 and that incidents are investigated as part of the risk management process to identify causes and establish controls to minimise recurrence. Emergency contacts will be informed immediately where the incident, injury or trauma is deemed serious, and all serious incidents will be reported to the relevant authorities.

Related Policies

- ENOSHCP Policy A-11: Maintenance of Records
- ENOSHCP Policy A-15: Role of the Management Committee
- ENOSHCP Policy C-3: Staff Orientation and Induction
- ENOSHCP Policy C-15: Return to work
- ENOSHCP Policy D-2: Hygiene
- ENOSHCP Policy D-10: First Aid
- ENOSHCP Policy D-12: Death of a Child or Staff Member
- ENOSHCP Policy D-13: Illness and Infectious Diseases
- ENOSHCP Policy D-20: Medication
- ENOSHCP Policy D-28: WHS
- ENOSHCP Policy D-32: Responsibilities and WHS information
- ENOSHCP Policy D-34: Workplace Inspection
- ENOSHCP Policy D-35: Hazard Identification, Risk Assessment, and control

Scope

This procedure encompasses all incidents, accidents and injuries and 'near misses' that occur within the workplace.

Responsibilities

Management has the responsibility for:

- Undertaking investigations to ensure there are no further incidents immediately and to establish long term controls to minimize the possibility of recurrence
- Contacting the Workers Compensation Insurer and / or WorkCover NSW depending on the severity of the incident to the staff member
- For liaising with the staff member, insurer and treating practitioners to obtain the optimum return to work outcome if a Workers Compensation claim is made the manager or Return to work Coordinator

Staff have the responsibility to:

- Cooperate fully with the investigation process
- Follow the instructions within this procedure

Procedure

- Whenever there is an incident, it will be reported to management.
- If there is an injury, the injured person will be provided with immediate First Aid and medical attention.
- An investigation of the incident will be carried out to find out why it occurred and what if any corrective actions and control measures need to be taken and implemented.
- The incident will be recorded in the Incident Report Form register by Becklyn, found in the Member Area of GELSafe or in a separate manual register of injuries book
- If entering the incident in GELSafe system, the form will prompt the investigation using the standard risk management process.
- A separate risk assessment may be completed to evaluate the circumstances and develop a remedial action plan
- The risk assessment form will be used to investigate the incident and record corrective actions to avoid further incidents
- In some circumstances WorkCover will be notified (refer to SafeWork Australia factsheet-attachment 1) and if there is a chance the incident might become a Workers Compensation claim the Insurer will be notified
- If the incident has occurred to a contractor or member of the public, the same incident report form may be used

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Work, Health and Safety Act 2011
- Privacy Act 1988
- Children (Education and Care Services National Law Application) Act 2010
- First Aid Manual

- WHS Act 2011 div.3 pt.3 ss.35 to 39 (incident notification)
- SafeWork Australia – Incident Notification Factsheet (2013)
- WHS Regulation 2011 ch.3 pt.3.1 ss.32 to 38 (risk management)
- WHS Act 2011 pt.2 div.1 subdiv.1 s.17 (risk management)

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