RedR Australia Incident Reporting Policy

1. Purpose

The purpose of these procedures is to ensure that all hazards, incidents and accidents involving RedR staff are reported, investigated and recorded in accordance with the requirements of both the Occupational Health and Safety Act 2004 and the organisation's own operational duty of care.

2. Scope

All RedR staff volunteers Assistant Trainers, Roster Member.

3. Policy Statement and Principles

Organisational approach. Successful incident investigation requires everyone's co-operation; they are not to be used as vehicles to allocate blame. Any suggestion that blame allocation or 'scapegoating' is intended would jeopardise the investigator's credibility and reduce the quality and accuracy of information supplied.

Hazard/Near Miss reporting. Reporting of a hazard or near miss should be completed via the Incident reporting Form.

Incident reporting. Incident Reporting Form A is to be used for any illness or injury incident. Incident Reporting Form B is for any loss or damage to property. All incidents are to be reported using the appropriate form as soon as is practicable, and **no later than <u>five working days</u> after the hazard or incident is identified**. It should be noted that some incidents may mandate external reporting within a specified timeframe (see below).

Incident investigation. The submission of the relevant Incident Reporting Form should be the trigger for that incident to be included within the Incident Log. This in turn will see the incident either closed (if no further action is required) or an incident investigation commenced. The main aim of incident investigation is to:

- Prevent similar events recurring in the future
- Identify any new hazards
- Identify and choose suitable controls

4. Procedure

All formal incident reporting should be centralised via the Senior Manager HR in the first instance.

Whilst an integral part of RedR Australia's due diligence in delivering upon its duty of care, formal incident reporting should ultimately be deemed secondary to immediate control of/operational response to a given hazard or injury. The Incident Response Handbook v2.1 Nov 2016 outlines the operational process for the triage of, response to and recovery from incidents.

Remember that the organisation extends a duty of care to all staff, including those responding to incidents. Employees can be affected by trauma vicariously as well as directly, and creating or reading incident reports may trigger adverse reactions. The Employee Assistance Programme can be one means of obtaining professional support where required.

Investigation should occur as soon as possible and accurate information be obtained.

External reporting. There may be a number of legislated, contractual and/or donor-stipulated reporting requirements following certain events. These in turn may be accompanied by timebound reporting deadlines that may match or exceed those stated within this policy. Wherever possible we must adhere to these external guidelines.

> **Example 1; DFAT.** As a major donor DFAT have a number of compulsory reporting requirements for certain types of incident. In each case this reporting should be referred to, and ultimately submitted by a member of the Senior Management Team. This does not preclude following the standard process for submission of an Incident Reporting Form. Any incident of suspected or alleged fraud must be reported to DFAT within five working days. Any incident concerns relating to the abuse or exploitation of children must reported immediately. See below (Section 6) for links to further information.

> **Example 2; WorkSafe Australia.** RedR Australia, as occupier of a place of work, shall contact WorkSafe Victoria in the event of any 'notifiable incidents[1]' occurring at or in relation to its place of work. A notifiable incident is any incident that results in death or serious injury.

> Serious injury includes, but is not limited to, incidents that result in a person requiring:

> - Medical treatment within 48 hours of exposure to a substance
> - Immediate treatment as an in-patient in a hospital
> - Immediate medical treatment for:
>   - Amputation
>   - Serious head injury
>   - Serious eye injury
>   - Separation of skin from underlying tissue (for example de-gloving or scalping)
>   - Electric shock
>   - Spinal injury
>   - Loss of bodily function
>   - Serious lacerations

> Treatment required without delay after an incident is termed 'immediate medical treatment', with *The Medical Treatment Act* (1988) defining medical treatment as the carrying out of:

> a. An operation
> b. The administration of a drug or other like substance, or;
> c. Any other medical procedure not including palliative care or procedures carried out for diagnostic purposes only.

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[1] Note this is a specific, external definition of 'notifiable incident'; see WorkSafe Victoria *Guide to Incident Notification, 3rd ed* (2008).

5. Roles and Responsibilities

All **RedR Australia staff** members must:

- Ensure that any injured person is promptly attended to;
- Ensure that all hazards and incidents in which they are involved, or that are in areas for which they have responsibility, are reported using the appropriate form as soon as is practicable, and no later than 5 working days after the hazard or incident is identified;
- Forward the relevant incident report form to their line manager and/or OH&S representative as appropriate;
- Participate fully in any investigation of the hazard or incident.

The **Senior Manager HR** will collate incident reporting data in the first instance, and ensure that this is passed to the Manager Risk, Safety and Security. They will be focal point for any OH&S and/or HR/discipline-related incident investigations, and must (along with the Manager Risk, Safety and Security) ensure that the Chief Executive Officer is briefed on any incidents that may be of relevance to the Board.

The **Manager Risk, Safety and Security** will maintain the Incident Log and be available to advise on systemic improvements to aid with minimising incident recurrence. They will be focal point for any operational safety and security-related incident investigations, including those related to staff travel, and must (along with the Senior Manager HR) ensure that the Chief Executive Officer is briefed on any incidents that may be of relevance to the Board.

The **Chief Executive Officer** is responsible for briefing the board on any relevant incidents/follow-up using the information supplied by the Senior Manager HR and Manager Risk, Safety and Security.

6. Definitions

Event – occurrence that changes a set of circumstances [ISO/IEC Guide 73].

Follow-up – a catch-all term for any investigatory and/or corrective actions taken in response to an incident.

Incident – Any unplanned event resulting in injury, ill health, damage or other loss [adapted from AZ/NZS 4801]. n.b. this could include damage to organisational reputation.

Hazard – A source or a situation with a potential for harm in terms of human injury or ill health, damage to property, damage to environment, or a combination of these [AZ/NZS 4801]. n.b. this could include damage to organisational reputation.

Medical treatment – The carrying out of an operation, the administration of a drug or other like substance, or any other medical procedure (not including palliative care or procedures carried out for diagnostic purposes only).

Near miss – Any unplanned event that does not, but could potentially have resulted in, or had a potential for injury, ill health damage or other loss [adapted from AZ/NZS 4801].

Notifiable incident – As described in WorkSafe Victoria Guide to Incident Notification, 3rd ed (2008).

Risk – effect of uncertainty on objectives [ISO 31000]

7. Related policy and documents

a. DFAT
   i. http://dfat.gov.au/about-us/publications/Pages/fraud-anti-corruption-guidance-dfat-partners.aspx
   ii. http://dfat.gov.au/international-relations/themes/child-protection/Pages/child-protection.aspx
b. WorkSafe Victoria
   i. http://www.worksafe.vic.gov.au/pages/safety-and-prevention/health-and-safety-topics/incident-notification/reporting-an-incident
   ii. http://www.worksafe.vic.gov.au/__data/assets/pdf_file/0016/11266/IncidentNotification.pdf
   iii. http://www.worksafe.vic.gov.au/pages/forms-and-publications/forms-and-publications/ incide nt-notification-form
   iv. https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0016/211363/ISBN-Guide-to-incident-notification-2008-01.pdf
c. ISO/IEC Guide 73 *Vocabulary for Risk Management*
d. AZ/NZS 4801 *Occupational Health & Safety Management Systems*
e. ISO 31000:2009 *Risk Management – Principles & Guidelines*

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