

Procedure

15/ 04561

Injury Incident Reporting and Investigation Procedure

Summary

To provide processes for the timely response and management of injury incidents which occur at the Department for Education and Child Development (DECD) workplaces as well as statutory reporting requirements of serious and notifiable incidents to various regulatory authorities.

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Related Legislation/Applicable Section of Legislation	Work Health and Safety Act 2012 Work Health and Safety Regulations 2012
Related Policies, Procedures, Guidelines, Standards, Frameworks	Work Health Safety and Injury Management Policy
Replaces	Injury Incident Reporting and Investigation Procedure
Policy Officer (Position)	Safety Consultant
Policy Officer (Phone)	8226 1759
Policy Sponsor (Position)	Director, Health and Safety Services
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REVISION RECORD

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24/06/2015	3.0	Health and Safety Services review. Consultation in line with Work Health and Safety Act and Regulations 2012.
23/09/2016	3.1	Review of procedure, changes to timelines for reporting of injury and incident and roles and responsibilities of site leaders.

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1. TITLE

Injury Incident Reporting and Investigation Procedure

2. PURPOSE

The purpose of this procedure is to provide processes for the timely response and management of injury incidents which occur at the Department for Education and Child Development (DECD) workplaces as well as statutory reporting requirements of serious and notifiable incidents to various regulatory authorities.

The objectives of this procedure are to ensure DECD, its officers and workers comply with all relevant legislation, Australian Standards, approved Codes of Practice and DECD policies, procedures and guidelines relating to the management of injury incidents by ensuring:

- Injury incidents are properly reported, classified, investigated and resolved within stipulated timeframes.
- Accountabilities and responsibilities for injury incident reporting, investigation, corrective action and resolution are assigned to DECD officers, site managers, DECD workers and other persons where appropriate.
- The appropriate regulatory authorities are notified of injury incidents in accordance with legislative requirements.
- Consultation occurs with DECD workers, other persons, health and safety representatives (HSRs) and health and safety committees (HSCs) as part of the injury incident reporting, investigation and resolution process.
- Consultation, cooperation and coordination occurs with other duty holders with whom DECD shares a duty regarding the investigation of injury incidents.
- Adequate information, training and instruction are provided to all DECD workers on the management of injury incidents.

Injury incident reporting and investigation is an integral part of DECD's Work Health Safety and Injury Management System (WHS&IM System) and this procedure supports the [Work Health Safety and Injury Management Policy](#).

For incidents involving a hazard refer to the Hazard Management Procedure.

3. SCOPE

This procedure applies to all workers, students, children and young people who are employed by DECD or engaged in activities or services provided at a DECD workplace.

4. PROCEDURE DETAIL

4.1 Incident Response Management System (IRMS)

- 4.1.1 IRMS is a DECD web-based Incident and Response Management System used to record, manage, collate and report information relating to DECD injury, crime and notifiable incidents.
- 4.1.2 All DECD sites (excluding FSA sites) are required to report injury incidents on IRMS. Injury details can be reported through the notifiable and crime incidents tabs. Access may be arranged by completing and submitting the [IRMS Request for Access Form](#) (refer to Appendix 1). Access to IRMS is subject to the ICT User Agreement. The following persons should have access to IRMS:
 - The site manager.

- The HSR (if applicable).
- Two other persons in the case of leave or illness (e.g. deputy principal, SSO, administration assistant).

4.1.3 When an incident results in an injury the site manager must be immediately notified and the online injury report form must be submitted within 24 hours of the injury incident occurring.

4.1.5 Injury incidents occurring at a DECD workplace involving workers employed by a School Governing Council (eg. canteens and out of school hours care services) must be recorded on [ED155 Injury Report Form](#) and provided to the site manager as soon as possible. The site manager must ensure they investigate and respond within 5 days of receiving an injury notification

4.2 Reporting DECD Worker Injury Incidents (excluding FSA sites)

4.2.1 Reporting an injury

- When an incident results in an injury to a DECD worker, the worker must report the injury to the site manager as soon as the injury incident has occurred. The online injury report form must be completed and submitted within 24 hours of the injury incident.
- The site manager must ensure they investigate and respond with 5 days of receiving an injury notification. If a workers compensation claim is likely due to lost time or medical treatment the injury incident must be entered within 24 hours of a workers compensation claim.
- The site manager must conduct an investigation of the injury incident and ensure the details of the injury, the results of the investigation, the name of the HSR (if applicable) and any risk controls are recorded in IRMS within 5 days of receiving the injury notification
- The site manager must provide a copy of the IRMS Injury Report to the worker on request as soon as possible.
- The HSR (if applicable) must ensure the HSR section on IRMS is completed as soon as possible and assist the site manager in the investigation of the injury incident. If the site does not have a HSR, leave this section.
- In cases of conflict between an injured worker and the site manager, the [ED155 Injury Report Form](#) can be sent directly to the relevant corporate office for submitting into IRMS and investigation. In cases of conflict between an injured worker and the HSR (if applicable), the IRMS report does not have to be signed by the HSR.

4.3 Reporting Other Injury Incidents (excluding FSA sites)

4.3.1 Where an injury incident has occurred involving a School Governing Council employee (eg. canteen or out of school hours care services), **visitor, trainee, volunteer, outworker, apprentice, work experience student, contractor or sub-contractor and/or their workers** or a **worker of a labour hire company** assigned to work for DECD:

- The injury must be reported to the site manager as soon as possible following the event. The online injury report form must be completed and submitted within 24 hours of the injury incident.
- The site manager must ensure the injury incident is entered into IRMS they investigate and respond with 5 days of receiving an injury notification.
- The site manager must conduct an investigation of the injury incident and ensure the details of the injury, the results of the investigation, the name of the HSR (if applicable) and any risk controls are recorded in IRMS.
- The site manager must provide a copy of the IRMS injury report to the person on request as soon as possible.

- (g) The HSR (if applicable) must ensure the HSR section on IRMS is completed as soon as possible and assist the site manager in the investigation of the injury incident.
- (h) Advise any volunteer who has been injured to contact Legal Services Directorate on telephone **8226 1555** to discuss what rights they may have with respect to reimbursement of any expenses brought about by the incident.
- (i) Advise workers employed by School Governing Councils who have been injured to contact Gallagher Bassett on telephone **8177 8450** to discuss their rights to workers compensation under the WorkCover SA scheme. Gallagher Bassett is a claims agent for WorkCover SA.

Note: DECD workers visiting or working at another DECD site are still deemed to be DECD workers and not visitors.

4.4 Reporting Student Injury Incidents (excluding FSA sites)

4.4.1 Where an injury incident has occurred to a primary and secondary student engaged in an activity on a DECD site, the site manager must:

- (a) Record details of minor injuries in the site's first aid book, or equivalent as soon as possible.
- (b) Undertake an investigation and submit the IRMS report within 5 days of receiving the injury notification.
 - Require professional medical/dental treatment; including ambulance transport.
 - In the opinion of the site manager may result in legal proceedings
 - Or is notifiable under the Education and Early Childhood Services (Registration and Standards) Act 2011 – refer to 4.12.
- (c) Provide a copy of the IRMS injury report to the person if requested however all reference to other students involved in the incident (if applicable) must be removed.
- (d) Where an ambulance has been called for an injured student who has subsequently received an invoice, that person may submit a statutory declaration to Legal Services setting out that they do not have ambulance cover either directly or indirectly and, therefore, seek to have the cost paid by DECD. If they wish to discuss their submission they may contact the Manager, Claims on telephone **8226 1555** to discuss the circumstances under which the government's social justice policy applies.

<http://www.decd.sa.gov.au/docs/documents/1/StatutoryDeclarationClaim.docx>

4.4.2 In instances where there is a serious injury incident the site manager must inform the relevant Education Director and School Care on telephone 8463 6564 immediately.

4.5 Investigating Injury Incidents (excluding FSA sites)

4.5.1 Site managers, in consultation with the HSR (if applicable), must investigate the cause of any injury incident. The extent of the investigation will depend upon the seriousness of the injury. The following factors should inform the investigation:

- The cause and any contributing factors.
- The events surrounding it.
- The actions taken to ensure the wellbeing of the injured person.
- Actions taken to prevent a recurrence.

4.5.2 Site managers must:

- Begin the investigation immediately after the injured person has received prompt medical attention.

- Not disturb the scene, except to help the injured person, until all relevant information is gathered and the scene has been thoroughly inspected. SafeWork SA inspectors and / or the Police may want to investigate the scene.
- Maintain objectivity – gather all facts eg. What? Who? Why? When? Where?
- Discuss the circumstances surrounding the incident with the injured person and/or any witnesses.
- Consult any relevant documentation: eg. procedures, guidelines, fact sheets, hazard reports, maintenance records, etc.
- Reconstruct the events leading to the incident taking into account all possible causes including underlying or procedural failures or inadequacies.
- Base corrective action on the hierarchy of control eg. elimination, substitution, engineering, administration and training and the use of personal protective equipment.
- Record all details on IRMS by creating additional notes if necessary.
- Review and evaluate corrective action and any relevant procedures and modify if necessary.
- Take photographs of the area prior to undertaking any action to remediate the area.

4.6 Monitoring and Review of Corrective Action (excluding FSA sites)

- 4.6.1 Site managers must monitor the effectiveness of the implemented risk controls in consultation with workers, the HSR and HSC.
- 4.6.2 The HSC may recommend alternative corrective action to the site manager where necessary. All action is to be recorded in the site Corrective Action Log and in HSC minutes of meeting.
- 4.6.3 Health and Safety Services will monitor and review all IRMS injury reports and corrective action as well as consult with the site manager, where necessary on notifiable incidents to SafeWork SA. Regular injury incident reports will be developed and distributed to Level 2 HSC, State WHS Consultative Committee (Level 3) and DECD Work Health and Safety Governance Committee as part of the monitoring and management review requirements.

4.7 Reporting DECD Worker Injury Incidents (FSA sites)

4.7.1 Reporting an injury

- When an incident results in an injury to a DECD worker, the worker must report the injury to the site manager as soon as the injury incident has occurred. FSA sites do not have access to IRMS therefore the [ED155FSA Injury Report Form](#) must be used to facilitate the timely reporting of injury incidents.
- The site manager must conduct an investigation within 5 days of receiving the notification.
- The HSR (if applicable) must ensure the HSR section on the [ED155FSA Injury Report Form](#) is completed as soon as possible and assist the site manager in the investigation of the injury incident. If the site does not have a HSR, leave this section.
- The site manager must provide a copy of the [ED155FSA Injury Report Form](#) to the worker on request as soon as possible.
- In cases of conflict between an injured worker and the site manager, the [ED155FSA Injury Report Form](#) can be sent directly to the relevant Director in Central Office for investigation and submitting on IRMS by Health and Safety Services. In cases of conflict between an injured worker and the HSR (if applicable) the [ED155FSA Injury Report Form](#) does not have to be signed by the HSR.

4.8 Reporting Other Injury Incidents (FSA sites)

- 4.8.1 Where an injury incident has occurred involving a **visitor, trainee, volunteer, outworker, apprentice, work experience student, contractor or sub-contractor and/or their**

workers or a **worker of a labour hire company** assigned to work for FSA site, the site manager must:

- (a) Conduct an investigation of the injury incident within 5 days of receiving a notification.
- (b) A copy of the [ED155FSA Injury Report Form](#) is provided to the person on request as soon as possible.
- (c) Ensure the HSR (if applicable) completes the HSR section on the [ED155FSA Injury Report Form](#) as soon as possible and is invited to assist in the investigation of the injury incident.
- (d) Advise any volunteer who has been injured what rights they may have with respect to reimbursement of any expenses brought about by the incident.

4.9 Reporting Injury incidents involving FSA Clients (FSA sites)

4.9.1 Where an injury incident has occurred to a young person or child at a FSA site, the site manager must:

- (a) Record details of minor injuries in the Observation Log Book or equivalent as soon as possible. If medical treatment is required, ensure the injury incident is noted in C3MS detailing the injury, treatment and any follow up action required.
- (b) For serious injuries, undertake an investigation and ensure the injury incident report is completed in C3MS as soon as possible.

4.10 Investigating Injury Incidents (FSA sites)

4.10.1 Site managers, in consultation with the HSR (if relevant), must investigate the cause of any injury incident. The extent of the investigation will depend upon the seriousness of the injury. The following factors should inform the investigation:

- The cause and any contributing factors.
- The events surrounding it.
- The actions taken to ensure the wellbeing of the injured person.
- Actions taken to prevent a recurrence.

4.10.2 Site managers must:

- Begin the investigation immediately after the injured person has received prompt medical attention.
- Not disturb the scene, except to help the injured person, until all relevant information is gathered and the scene has been thoroughly inspected. SafeWork SA inspectors may want to investigate the scene.
- Maintain objectivity – gather all facts eg. What? Who? Why? When? Where?
- Discuss the circumstances surrounding the incident with the injured person and/or any witnesses.
- Consult any relevant documentation: eg. procedures, guidelines, fact sheets, hazard reports, maintenance records, etc.
- Reconstruct the events leading to the incident taking into account all possible causes including underlying or procedural failures or inadequacies.
- Base corrective action on the hierarchy of control eg. elimination, substitution, engineering, administration and training and the use of personal protective equipment.
- Record all details on [ED155FSA Injury Report Form](#) by creating additional notes if necessary.
- Review and evaluate corrective action and any relevant procedures and modify if necessary.

4.11 Monitoring and Review of Corrective Action (FSA sites)

- 4.11.1 Site managers must monitor the effectiveness of the implemented risk controls in consultation with workers, the HSR and HSC.
- 4.11.2 The HSC may recommend alternative corrective action to the site manager where necessary. All action is to be recorded in the site Corrective Action Log and in HSC minutes of meeting.
- 4.11.3 Health and Safety Services will enter all ED155FSA Injury Report Forms and corrective action on IRMS on receipt as well as consult with the site manager, where necessary on notifiable incidents to SafeWork SA. Regular injury incident reports will be developed and distributed to Level 2 HSCs, State WHS Consultative Committee (Level 3) and DECD Work Health and Safety Governance Committee as part of the monitoring and management review requirements.
- 4.12 Notification of Incidents to the Education and Early Childhood Services Registration and Standards Board of South Australia (excluding FSA sites)
- 4.12.1 Under the National Quality Framework (NQF), Approved Providers of education and care services are required to report certain types of incidents to the Education and Early Childhood Services Registration and Standards Board of South Australia and to the Australian Government Department of Social Services. The following services on DECD sites are required to undertake this reporting:
- Out of school hours care (Before, After and Vacation care)
 - Preschools
 - School Based Preschools
 - Integrated Children’s Centres (Preschool and Long Day Care)
 - Children’s Centres for Early Childhood Development and Parenting
 - Rural Care
 - Occasional Care
- 4.12.2 Two types of incidents need to be reported, serious incidents and incidents other than serious incidents, which are defined by the law.

Serious Incidents are to be notified to the Regulatory Authority within 24 hours:

- The death of a child while being educated and cared for by the service, or following an incident while being cared for by the service.
- Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner. (eg. whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought to have attended, a hospital.
- Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.
- A child was missing from the service or was not able to be accounted for.
- A child was taken or removed from the service in a manner that contravenes the *National Regulations*.
- A child was mistakenly locked in or locked out of the service premises or any part of the premises.

Incidents Other Than Serious Incidents are to be notified to the Regulatory Authority within 7 days:

- Incident that requires/required the Approved Provider to close, or reduce the number of children attending the service for a period.
- A circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service.

4.12.3 Injury incidents may be reported on IRMS in two ways:

- As a notifiable incident with an injury component (eg. the injury tab is completed) or
- Injury Incident with the notifiable incident component.

4.12.4 Serious incidents and injury incidents are to be entered into IRMS **within 12 hours of the event**.

4.12.5 An injury, trauma or illness would be considered a serious incident and therefore needing to be reported on IRMS when:

- More than basic first aid was needed to manage the injury, trauma or illness.
- Medical attention was sought for the child.
- The child attended a hospital or an equivalent facility.

4.12.6 It may not be until sometime after the incident that it becomes apparent that it was serious. If that occurs, the injury incident must be reported on IRMS **within 12 hours** of becoming aware that the incident was serious.

For instance, a child may hurt their arm at a service, be in no obvious pain and continue to play. If the parent later advises that the child's symptoms became worse and a fractured arm had been confirmed then the service should place the injury incident on IRMS and identify the incident as serious.

Note: The timeframe applies from the time that the incident is classified as notifiable. If the incident changes status to a notifiable incident then the IRMS report needs to be updated accordingly and incident status changed.

4.12.7 Preschools, Rural Care and Integrated Children's Services

- Preschool teacher notifies the Principal immediately (in a school based preschool).
- Where it is deemed a serious notifiable incident the site leader must contact the Incident Management Division (IMD) on telephone **8463 6564** and inform the Education Director.
- Report directly on IRMS **within 12 hours of the event** for injury incidents that require professional medical/dental treatment, may result in legal proceedings or are notifiable under the Education and Early Childhood Services (Registration and Standards) Act 2011. This can be achieved by creating a Notifiable Incident in IRMS, and/or an Injury Incident (by entering data on the Injury tab) if an injury has also occurred. Remember to include outcomes for child and strategies undertaken to reduce the risk of incident occurring again. The [ED155 Injury Report Form](#) may be completed by a worker to facilitate the logging of information on IRMS.
- Contact IMD on telephone **8463 6568** for IRMS support if required.
- A child's parents are to be notified as soon as practicable following a serious incident (but no later **than 24 hours after the event**). Complete an [Incident, Injury, Trauma and Illness Record](#) to notify the child's parent/s of the incident. (The Print Injury Report button on the Regulatory Authority Notification tab in IRMS will display a word document containing a pro forma for the [Incident, Injury, Trauma and Illness Record](#). The site can copy and paste data from IRMS into this document instead of having to enter the information manually.) Templates can also be accessed on the website - www.decd.sa.gov.au/childrenservices/pages/policies/incidents/.
- Obtain a signature of the witness and parent on the generated record and notate any attempts and history of notifying parent. Scan and attach [Incident, Injury, Trauma and Illness Record](#) on IRMS.
- For preschools, Rural Care and Integrated Children's Services, where DECD is the approved provider, the Early Childhood Directorate will notify the state Regulatory Authority on behalf of the service **within 24 hours of the event**. A list of matters that

must be notified to the state regulatory Authority can be found at www.decd.sa.gov.au/childrensservices/pages/policies/incidents.

The directorate is responsible for:

- Reviewing the information in the report to ensure adequate detail is provided.
- Contacting a site to obtain additional information.
- Generating the populated notification report (SI01 and NL01).
- Emailing the report, along with any supporting documentation to the Regulatory Authority and logging this email on the Action Log tab in IRMS.

4.12.8 Out of school hours care (OSHC)

- OSHC Director notifies the principal of the injury incident.
- An [ED155 Injury Report Form](#) must be completed for injury incidents that require professional medical/dental treatment, may result in legal proceedings or is notifiable under the Education and Early Childhood Services (Registration and Standards) Act 2011.
- Where it is deemed a serious notifiable incident the principal must contact Incident Management Division on telephone **8463 6564** and inform the Education Director.
- Principal informs the Governing Council and lodges the report on IRMS completes an injury report form within 24 hours of the event and conducts an investigation within 5 days by creating a Notifiable Incident in IRMS, and/or an Injury Incident (by entering data on the Injury tab) if an injury has also occurred. The principal is responsible for attaching the copy of the SI01 or NL01 notification report to the IRMS report.
- The Approved Provider is responsible for ensuring that parents are notified as soon as practicable following the serious incident (but no later **than 24 hours after the event**). To assist in this an [Incident, Injury, Trauma and Illness Record](#) to notify the parent/s of the incident is available on IRMS. (The Print Injury Report button on the Regulatory Authority Notification tab in IRMS will display a word document containing a pro forma for the [Incident, Injury, Trauma and Illness Record](#). The site can copy and paste data from IRMS into this document instead of having to enter the information manually.) Templates can be accessed on the website - www.decd.sa.gov.au/childrensservices/pages/policies/incidents/.
- The OSHC Director can obtain a signature of the witness and parent on the generated record and note any attempts and history of notifying the parent. The principal can scan and attach the [Incident, Injury, Trauma and Illness Record](#) on IRMS.
- The Governing Council, as approved provider of the OSHC service are responsible for ensuring the following tasks are undertaken:
 - The information in the report is reviewed to ensure adequate detail provided.
 - Complete the relevant notification form (SI01 or NL01).
 - The notification form is submitted along with any supporting documentation to both the Education and Early Childhood Services Registration and Standards Board of South Australia and the Australian Government Department of Education **within 24 hours of the event**. These actions must be logged on the Action Log tab in IRMS.
- In the event that IRMS is not immediately available refer to the Reporting Incidents on your Site Procedures www.decd.sa.gov.au/oshc/pages/services/incidents-safety/

4.12.9 OSHC services provided by a third party provider

- An [ED155 Injury Report Form](#) must be completed for injury incidents that require professional

medical/dental treatment, may result in legal proceedings or is notifiable under the Education and Early Childhood Services (Registration and Standards) Act 2011.

- For serious injury incidents the third party provider must contact the principal immediately and provide a copy of the completed SIO1 or NLO1 notification form to the principal. The principal must contact the Incident Management Division immediately on telephone **8463 6564** and inform the Education Director.
- Principal lodges report on IRMS completes an injury report form within 24 hours of the event and conducts an investigation within 5 days of being notified by creating a Notifiable Incident in IRMS, and/or an Injury Incident (by entering data on the Injury tab) if an injury has also occurred. The principal is responsible for attaching the completed copy of the SIO1 or NLO1 notification form to the IRMS report.
- In the event that IRMS is not immediately available refer to the Reporting Incidents on your Site Procedures www.decd.sa.gov.au/oshc/pages/services/incidents-safety/.
- Third party provider is responsible for notifying a child's parents of an injury incident as soon as practicable following the serious incident (but no later **than 24 hours** after the event).
- Third party provider is responsible for ensuring the service completes the form SIO1 or NLO1 - available from www.acecqa.gov.au/notifications and it is submitted to both the:
 - Education and Early Childhood Services Registration and Standards Board of SA; and
 - Australian Government Department of Social Services (by Fax: 02 6123 6982) **within 24 hours of incident**.
- For further detail refer to www.decd.sa.gov.au/oshc/pages/thirdparty/incidents-safety/

4.13 Reporting Notifiable Incidents to SafeWork SA

4.13.1 Incidents involving **workers, students, young people, children and others** must be reported to SafeWork SA immediately on telephone **1800 777 209** if deemed to be a notifiable incident and entered on IRMS within 24 hours of the event

4.13.2 In accordance with s.35 of the WHS Act, a notifiable incident means:

- The death of a person; or
- A serious injury or illness of a person; or
- A dangerous incident

4.13.3 In accordance with s.36 of the WHS Act, a serious injury or illness of a person means an injury or illness requiring the person to have:

- Immediate treatment as an in-patient in a hospital.
- Immediate treatment for:
 - The amputation of any part of his or her body.
 - A serious head injury.
 - A serious eye injury.
 - A serious burn.
 - The separation of his or her skin from an underlying tissue (such as degloving or scalping).
 - A spinal injury.
 - The loss of a bodily function.
 - Serious lacerations.
- Medical treatment within **48 hours of exposure** to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

4.13.4 In accordance with s.37 of the WHS Act, a dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety

emanating 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 (also refer to 4.13.7)
- An uncontrolled escape of a pressurised substance.
- Electric shock (also refer to 4.13.6).
- 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 authorised for use in accordance with the regulations.
- 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.
- The interruption of the main system of ventilation in an underground excavation or tunnel.
- Any other event prescribed by the regulations but does not include an incident of a prescribed kind.

4.13.5 Where a notifiable incident has occurred the site manager must notify [SafeWork SA](#) on **1800 777 209** **immediately but within 24 hours of the event**. [Safe Work Australia Incident Notification Fact Sheet](#) provides guidance for site managers on 'notifiable incidents'.

4.13.6 Notifiable Incidents involving electrical shock that requires medical attention must **also** be reported to the [Office of the Technical Regulator](#) on **(08) 82265518** (business hours) or **1800 558 811** (after hours) **immediately but within 24 hours event**. The '[Electric Shock or Incident Form](#)' must also be completed by the site manager and the electrician and faxed to the number on the form.

4.13.7 Notifiable Incidents involving the escape of gas must **also** be reported to the [Office of the Technical Regulator](#) on **(08) 82265518** (business hours) or **1800 558 811** (after hours) **immediately but within 24 hours event**.

4.13.8 In accordance with s. 39 of The WHS Act, the site manager must ensure, so far as is reasonably practicable, that the site where the notifiable incident occurred is not disturbed until an inspector arrives to undertake an investigation. This does not prevent any action:

- (a) To assist an injured person.
- (b) To remove a deceased person.
- (c) That is essential to make the site safe or to minimise the risk of a further notifiable incident.
- (d) That is associated with a police investigation.
- (e) For which an inspector or the regulator has given permission.

4.13.9 For further information, site managers can contact Health & Safety Services on **8226 7555**.

4.14 Records Management

Records must be retained, in accordance with the 2012 General Disposal Schedule No. 15, 8th Edition. Please refer to Table 1 below.

Item number	Description	Disposal Action
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11.1.1	Records relating to the management of personal injuries to agency staff and volunteers not resulting in claims for compensation. Includes official accident and incident reports.	TEMPORARY Destroy 45 years after action completed.
11.1.2	Records relating to the management of personal injuries to visitors aged under 18 years, not resulting in claims for compensation.	TEMPORARY Destroy when person turns 25 years, or 7 years after last action, whichever is later.
11.1.3	Records relating to the management of personal injuries to visitors aged 18 years or more, not resulting in claims for compensation.	TEMPORARY Destroy 7 years after action completed.
11.1.4	Records relating to the management of reports of damage to property, not resulting in claims for compensation.	TEMPORARY Destroy 7 years after action completed.
11.1.5	Registers of accidents and incidents.	TEMPORARY Destroy 60 years after last entry

Table 1: Disposal schedule reference and description of record

5. ROLES AND RESPONSIBILITIES

5.1 Work Health and Safety Duties

Refer to 4.1.1 of the [Work Health Safety and Injury Management Policy](#).

5.2 Responsibilities

Role	Authority/Responsibility for
Health and Safety Committee (HSC)	<p>In accordance with s.77 of the WHS Act, the functions of a health and safety committee are:</p> <ul style="list-style-type: none"> To facilitate co-operation between DECD and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work. To assist in developing standards, rules and procedures relating to health and safety to be followed or complied with at the workplace. Any other health and safety related functions prescribed by the regulations or agreed between DECD and the committee. <p>In relation to this procedure HSCs may also make recommendations on alternative corrective action to the site manager where necessary. All action is to be recorded in HSC minutes of meeting, Site Corrective Action Log and Site Risk Register.</p>

Health and Safety Representatives (HSRs)	<p>In accordance with s.68 of the WHS Act, HSR have powers and functions. They are to:</p> <ul style="list-style-type: none"> • Represent the workers in the work group in matters relating to work health and safety. • Monitor the measures taken by DECD in compliance with the WHS Act in relation to workers in the work group. • Investigate complaints from members of the work group relating to work health and safety. • Inquire into anything that appears to be a risk to the health or safety of workers in the work group, arising from the conduct of DECD. • Accompany an inspector during an inspection of the workplace or part of the workplace at which a worker in the work group works. <p>In relation to this procedure HSRs must also endorse all IRMS Injury Reports or ED155FSA Injury Report Forms unless requested otherwise by the worker submitting the report.</p>
Health and Safety Services	<p>Will ensure:</p> <ul style="list-style-type: none"> • All ED155FSA Injury Report forms are entered into IRMS on receipt. • Monitor and review all IRMS reports and corrective action as well as consult with the site manager, where necessary on notifiable incidents and the preservation of incident site to SafeWork SA. • Provide regular injury incident reports to State WHS Consultative Committee (Level 3) and DECD Work Health and Safety Governance Committee as part of the monitoring and management review requirements.
Officers	<p>Officers will ensure reasonable steps are taken to comply with due diligence requirements relating to injury incidents.</p>
Other persons	<p>While at a DECD workplace, other persons must:</p> <ul style="list-style-type: none"> • Take reasonable care for his or her own health and safety; and • Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and • Comply, so far as the person is reasonably able, with any reasonable instruction that is given by any officer or worker of DECD to allow DECD to comply with the WHS Act. <p>In relation to this procedure others persons must also:</p> <ul style="list-style-type: none"> • Immediately report all injury incidents to the site manager

Site Manager
(excluding FSA sites)

Must ensure:

- This procedure is implemented.
- Site access to IRMS has been arranged where appropriate.
- Injury incidents are entered and submitted into IRMS **as soon as possible but 24 hours of the event and an investigation is performed within 5 days**
- In the case of preschools and integrated services incidents, serious incidents such as injuries, trauma or illness of a serious nature are appropriately addressed, reported and recorded **as soon as possible but within 12 hours of the event.**
- SafeWork SA must be notified of a notifiable incident by telephone **1800 777 209 immediately but within 24 hours of the event.**
- Notifiable incidents involving electrical shock that requires medical attention are also reported to the Office of the Technical Regulator on telephone on **(08) 82265518** (business hours) or **1800 558 811** (after hours) **immediately but within 24 hours event.** The '[Electric Shock or Incident Form](#)' must also be completed with the electrician and faxed to the number on the form.
- Notifiable Incidents involving the escape of gas must **also** be reported to the [Office of the Technical Regulator](#) on **(08) 82265518** (business hours) or **1800 558 811** (after hours) **immediately but within 24 hours event.**
- The site where the notifiable incident occurred is not disturbed until an inspector arrives to undertake an investigation.
- An investigation of the injury incident is conducted, in consultation with the HSR (if relevant) and the details of the injury, the results of the investigation, the name of the HSR (if applicable) and any risk controls are recorded in IRMS.
- An investigation is undertaken and the IRMS report completed for injuries to students that require professional medical treatment and, in the opinion of the site manager legal proceedings may result.
- A copy of the ambulance account and Statutory Declaration is forwarded to Legal Services if an ambulance has been called for a student.
- A copy of the IRMS Injury Report is provided to the injured individual when requested.
- DECD workers complete all relevant forms if an incident results in a workers compensation claim.
- The WorkCover SA Claim Form is signed and the manager section is completed in IRMS **within 24 hours of the event.**
- Volunteers are advised to lodge a claim with Legal Services.
- Details of minor injuries are recorded in the site's first aid book or equivalent.
- Corrective action is implemented using the hierarchy of controls.
- Corrective action is monitored for effectiveness and reviewed, evaluated and modified if required in consultation with workers, the HSR and HSC.

Site Manager (FSA sites)	<p>Must ensure:</p> <ul style="list-style-type: none"> • This procedure is implemented. • The ED155FSA Injury Report Form is completed and faxed to Health and Safety Services on fax number 8226 1177 or emailed to DECD.HSS@sa.gov.au <u>within 24 hours of the event.</u> • SafeWork SA must be notified of a notifiable incident by telephone 1800 777 209 <u>immediately but within 24 hours of the event.</u> • Notifiable incidents involving electrical shock or the escape of gas are also reported to the Office of the Technical Regulator on telephone 1800 558 811 <u>immediately but within 24 hours event.</u> • Notifiable incidents involving electrical shock that requires medical attention are also reported to the Office of the Technical Regulator on telephone on (08) 82265518 (business hours) or 1800 558 811 (after hours) <u>immediately but within 24 hours event.</u> The 'Electric Shock or Incident Form' must also be completed with the electrician and faxed to the number on the form. • Notifiable Incidents involving the escape of gas must also be reported to the Office of the Technical Regulator on (08) 82265518 (business hours) or 1800 558 811 (after hours) <u>immediately but within 24 hours event.</u> • The site where the notifiable incident occurred is not disturbed until an inspector arrives to undertake an investigation. • An investigation for serious injuries to young people and children is undertaken and the injury incident report is completed in C3MS <u>as soon as possible but within 24 hours of the event.</u> • The HSR (if applicable) completes the ED155FSA Injury Report Form as soon as possible and assist the site manager in the investigation of the injury incident. • An investigation of the injury incident is conducted, in consultation with the HSR (if applicable) and the details of the injury, the results of the investigation, the name of the HSR (if applicable) and any risk controls are faxed to Health and Safety Services on fax number 8226 1177 or emailed to DECD.HSS@sa.gov.au. • Details of minor injuries to young people and children are recorded in the Observation Log Book or equivalent as soon as possible. • A copy of the ED155FSA Injury Report Form is provided to the injured individual on request as soon as possible. • Any volunteer who has been injured is advised of what rights they may have with respect to reimbursement of any expenses brought about by the incident. • DECD workers complete all relevant forms if an incident results in a workers compensation claim. • The WorkCover SA Claim Form is signed and forwarded to Health and Safety Services <u>within 24 hours of the event.</u> • Corrective action is implemented using the hierarchy of controls. • Corrective action is monitored for effectiveness and reviewed, evaluated and modified if required in consultation with workers, the HSR and HSC.
Workers	<p>Must ensure they:</p> <ul style="list-style-type: none"> • Comply with all legislation and the requirements of this procedure. • Immediately report all injuries to the site manager and complete the online injury report <u>within 24 hours of the event.</u> • Provide all completed workers compensation forms to the site manager as soon as possible after the event.

6. MONITORING, EVALUATION AND REVIEW

- 6.1 This procedure will be subject to review every three (3) years by Health and Safety Services, in consultation with the DECD Work Health and Safety Governance Committee and DECD State WHS Consultative Committee or earlier if there has been a change in any legislation, Australian Standards or DECD specifications.
- 6.2 Site managers must ensure that workers and others are consulted and provided with any necessary information, instruction, training and supervision to ensure incidents are reported and managed safely and the risk controls are effective.
- 6.3 Site managers must review and evaluate the effectiveness of injury incident management processes every 12 months. This requirement will be monitored by Health and Safety Services through the WHS Business Manager System. Compliance outcomes will be reported to the DECD WHS Governance Committee and DECD State WHS Consultative Committee as part of the WHS&IM Management Review process.
- 6.4 The effectiveness of this procedure will be evaluated and reviewed through regular internal audit processes. Compliance outcomes will be reported to the DECD Work Health and Safety Governance Committee and DECD State WHS Consultative Committee as part of the WHS&IM Management Review process.

7. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
Accident	Means an incident that causes injury or death.
Contractor	For the purposes of this procedure, a contractor and / or sub-contractor is a worker, not a DECD employee, who has been engaged by departmental personnel to carry out building or maintenance work on a 'Contract for Service' basis. This person may be a DPTI FM contractor, self-employed or the worker of a company contracted to carry out the service.
Consultation	Consultation is a two-way process between management and workers where the parties talk to each other, listen to concerns of the other party, seek and share information, and consider all the issues before a decision is made. It involves a genuine opportunity for all parties to actively contribute to any decision-making process to eliminate or control risks. Consultation with other duty holders is also required by the Work Health and Safety Act 2012.
Corrective Action Log	A record established by a site to effectively track and monitor the identification, implementation of corrective action to eliminate or minimise risks to health and safety

Dangerous Incident	<p>In accordance with s.37 of the <i>Work Health and Safety Act 2012</i>, a dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:</p> <ul style="list-style-type: none"> • 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. • 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 authorised for use in accordance with the regulations. • 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. • The interruption of the main system of ventilation in an underground excavation or tunnel. • Any other event prescribed by the regulations but does not include an incident of a prescribed kind.
DECD	The Department for Education and Child Development
DECD specifications	Include guidelines, fact sheets, standards or any other guidance material relating to incident management developed and approved by DECD and available on the DECD website.
Due Diligence	<p>In accordance with s.27 (5) of the <i>Work Health and Safety Act 2012</i>, due diligence includes taking reasonable steps :</p> <ol style="list-style-type: none"> (a) to acquire and keep up-to-date knowledge of work health and safety matters; and (b) to gain an understanding of the nature of the operations of the business or undertaking of the person conducting the business or undertaking and generally of the hazards and risks associated with those operations; and (c) to ensure that the person conducting the business or undertaking has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking; and (d) to ensure that the person conducting the business or undertaking has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and (e) to ensure that the person conducting the business or undertaking has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act; and (f) to verify the provision and use of the resources and processes referred to in paragraphs (c) to (e).
Formal consultation	Formal consultation occurs through an established Health and Safety Committee (HSC) and a work group. HSCs are registered with Health and Safety Services. They consider WHS&IM policy and procedural matters and assist in the resolution of work health and safety matters.

Guideline	<p>A guideline is a recommended course of action based on evidence-based best practice. Guidelines provide specific detail on matters which are the subject of legislation, regulation, policy or decision by agency executive and are discretionary. A guideline should demonstrate:</p> <ul style="list-style-type: none"> • Evidence-based best practice to promote accountability • Reference to related legislation, policy, decision by agency executive or operational need
Hazard	<p>Means a situation or thing that has the potential to harm a people, property or the environment.</p> <p>For the purpose of this procedure, near miss is included in the definition of 'hazard'.</p>
Health and Safety Representative (HSR)	Is a person elected as the Health and Safety Representative for the work group of which the worker is a member.
Hierarchy of Risk Control	<p>A formal process of applying risk controls to achieve the most effective control of risks. The controls within the hierarchy must be applied in order, and as far as is reasonably practicable at each level of the hierarchy. The classifications of controls within the hierarchy are:</p> <ul style="list-style-type: none"> • Elimination • Substitution • Isolation • Engineering Controls • Administrative Controls • Personal Protective Equipment
IMD	Incident Management Division
Incident	An occurrence or event that has caused or could cause harm and includes all injury, illness, hazard and property damage.
Informal consultation	At DECD informal consultation occurs between a worker and their manager through discussion and input. Specific health and safety issues can often be resolved when workers, and/or their HSR and manager talk or consult with one another.
Injury	Means damage or harm done to or suffered by a person or thing.
IRMS	Incident and Response Management System is a web enabled system accessed via the DECD Application Portal and is designed to facilitate the process for the reporting, recording and investigation of DECD incidents such as injuries, notifiable incidents and crime incidents.
Investigation	A systematic examination of an event and its cause/contributing factors to persons, plant, material or the environment.
Must / Will	Indicates that a process or statement is a legislative, Australian Standard or a DECD specification requirement.
May	Indicates an optional course of action.
Notifiable Incident (WHS Act)	<p>In accordance with s.35 of the <i>Work Health and Safety Act 2012</i>, a notifiable incident means:</p> <ul style="list-style-type: none"> • The death of a person; or • A serious injury or illness of a person; or • A dangerous incident
Officer	<p>In accordance with s.4 of the <i>Work Health and Safety Act 2012</i> an officer means:</p> <p>(a) an officer within the meaning of s.9 of the <i>Corporations Act 2001</i> of the Commonwealth other than a partner in a partnership; or</p> <p>(b) an officer of the Crown within the meaning of s.247; or</p> <p>(c) an officer of a public authority within the meaning of s.252.</p>
OSHC	Out of school hours care

Other Persons	<p>Other persons who attend a DECD workplace include the following:</p> <ul style="list-style-type: none"> • Student. • Young person. • Child. • Parent/Carer. • Any other person who attends a DECD workplace from time to time. • Staff employed by School Governing Councils
Policy	<p>A policy is a concise, definitive statement of direction which is mandated and provides a framework for decision-making.</p> <p>Policies state WHAT the agency's position is on a specific topic or issue, WHY it has adopted that position and to WHOM it applies. A policy should demonstrate:</p> <ul style="list-style-type: none"> • Legislative compliance and strategic alignment • Clear direction, accountability and transparency
Procedure	<p>A procedure is a series of mandatory step-by-step instructions that states how a policy or decision by agency executive must be implemented.</p> <p>Procedures state WHO is responsible, WHAT they must do and HOW and WHEN they must do it. A procedure should demonstrate:</p> <ul style="list-style-type: none"> • Mandatory operational actions to be followed • Reference to related legislation, policy or decisions by agency executive
Reasonably Practicable	<p>In accordance with s.18 of the <i>Work Health and Safety Act 2012</i>:</p> <p>'reasonably practicable, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including—</p> <ol style="list-style-type: none"> (a) the likelihood of the hazard or the risk concerned occurring; and (b) the degree of harm that might result from the hazard or the risk; and (c) that the person concerned knows, or ought reasonably to know, about— <ol style="list-style-type: none"> (i) the hazard or the risk; and (ii) ways of eliminating or minimising the risk; and (d) the availability and suitability of ways to eliminate or minimise the risk; and (e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.'
Risk	Is the possibility that harm (death, injury or illness) might occur when exposed to a hazard.
Risk control	Means taking action to eliminate health and safety risks, so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable.
Risk register	A repository where strategic, business or operational risks are identified and risk controls are detailed. There are 3 levels of risk registers in DECD, Site, Office and Strategic.

<p>Serious Injury or illness</p>	<p>In accordance with s.36 of the <i>Work Health and Safety Act 2012</i>, a serious injury or illness of a person means an injury or illness requiring the person to have:</p> <ul style="list-style-type: none"> • Immediate treatment as an in-patient in a hospital. • Immediate treatment for: <ul style="list-style-type: none"> - The amputation of any part of his or her body. - A serious head injury. - A serious eye injury. - A serious burn. - The separation of his or her skin from an underlying tissue (such as degloving or scalping). - A spinal injury. - The loss of a bodily function. - Serious lacerations. • Medical treatment within <u>48 hours</u> of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.
<p>Should/Shall</p>	<p>Indicates a recommended course of action. If this recommendation is not adopted then an equivalent or higher standard of health and safety shall be provided by another method.</p>
<p>Site Manager</p>	<p>Any person who has the responsibility, management or control of a DECD workplace or work unit. This includes but is not limited to Executive Directors, Education Directors, Directors, Principals, Pre-school Directors, Managers and Supervisors.</p>
<p>Third Party Provider</p>	<p>An organisation operating an on-site OSHC service.</p>
<p>WHS</p>	<p>Means work health and safety.</p>
<p>WHS Act</p>	<p><i>Work Health and Safety Act 2012</i>.</p>
<p>WHS Regulations</p>	<p>Work Health and Safety Regulations 2012.</p>
<p>Worker</p>	<p>S.7 of the <i>Work Health and Safety Act 2012</i> states: A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as—</p> <ol style="list-style-type: none"> (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer; or (i) a person of a prescribed class.
<p>Work group</p>	<p>A work group represented by a Health and Safety Representative, may be determined by physical location (site), type of work (social work, administrative, teaching and non-teaching), the time they undertake their work (e.g. representatives for each shift), or a combination of these factors.</p>
<p>Workplace</p>	<p>Is defined in s.8 of the <i>Work Health and Safety Act 2012</i> as:</p> <ol style="list-style-type: none"> (1) A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work. (2) In this section— place includes— <ol style="list-style-type: none"> (a) a vehicle, vessel, aircraft or other mobile structure; and (b) any waters and any installation on land, on the bed of any waters or floating on any waters.

8. SUPPORTING DOCUMENTS

[Work Health Safety and Injury Management Policy](#)

[DECD Risk Management Policy](#)

[Risk Management Framework](#)

[Hazard Management Procedure](#)

[DECD OSHC Policy and Procedures](#)

9. REFERENCES

[Australian Children's Education and Care Quality Authority](#)

[Education and Early Childhood Services Registration and Standards Board of South Australia](#)

[Australian Government Department of Social Services](#)

[Office of the Technical Regulator](#)

[SafeWork SA](#)

[DECD OSHC website](#)

[Work Health and Safety Act 2012](#)

[Work Health and Safety Regulations 2012](#)

[Work Health and Safety Consultation, Cooperation and Coordination Code of Practice](#)

[How to Manage Work Health and Safety Risks Code of Practice](#)

[Managing the Work Environment and Facilities Code of Practice](#)

[How to Determine What Is Reasonably Practicable to Meet a Health and Safety Duty](#)

[Safe Work Australia Incident Notification Fact Sheet](#)

[Education and Care Services National Law Act 2010](#)

[Education and Care Services National Regulations](#)

[South Australia Education and Early Childhood Services \(Registration and Standards\) Act 2011](#)

[South Australia Education and Early Childhood Services \(Registration and Standards\) Regulations 2011](#)

APPENDIX

Appendix 1 – [IRMS Request for Access Form](#)

Appendix 2 – [ED155 Injury Report Form](#)

Appendix 3 – [ED155FSA Injury Report Form](#)

Appendix 4 – [Incident, Injury, Trauma and Illness Record](#)