

STANDARD INCIDENT INVESTIGATION INSTRUCTIONS

1. INITIATE AN INCIDENT / INJURY REPORT

- 1.1. The appropriate people are to be notified of the incident.
- 1.2. An Incident Report Form is to be completed by the person involved in the incident/hazard or the Supervisor as soon as possible after incident
- 1.3. A copy of the incident report should be submitted online to SCRIM, entered into CSCS database and a copy kept by the Supervisor

2. INITIATE AN INCIDENT INVESTIGATION

- 2.1. The Supervisor or Manager who is notified of the incident or receives the report is to conduct a standard investigation. The Supervisor or Manager must investigate the incident/injury himself or herself

3. CONDUCT AN INVESTIGATION

- 3.1. **Gain an understanding** of what happened by visiting the incident site, talking to the injured person, any witnesses and review documents and records (work procedures, training records, and documentation). It may also be appropriate to take measurements such as light levels and distances. Describe the incident, based on what you have established, on the appropriate form.
- 3.2. **Analyze the incidents** identify the contributing factors that led to the incident and record this.

Consider the following:

- Was there anything about the equipment that allowed the incident to occur? Eg faults, damage, missing components, exposed hazards, design features, layout, equipment unavailability, etc.
- Was there anything that could have, or should have been on the equipment that may have prevented the incident? Eg guards, shields, anti-slip treads, signs, control switches.
- Was there anything in the environment that may have contributed to the incident? Eg low light levels, distractions, inability to communicate, fumes, slippery surface, dust, etc
- Were procedures in place, accurate, appropriate and understood.
- Was there something the person did or did not do that contributed to the incident?
- Was the level of training and supervision adequate?



3.3. Identify corrective and preventative actions.

- These need to address one or a number of contributing factors, need to be consistent with the Hierarchy of Controls and need to be clear, concise and achievable within a determined time.
- Actions must be discussed and agreed with the person(s) who will do them. Where this cannot be achieved they need to be discussed with your Manager.
- Provide the people who have corrective actions with a written copy of the agreed actions.

3.4. The Manager should review the investigation and if appropriate request for additional investigation work be conducted and or add/change corrective actions.

3.5. A copy should be sent to CSU Manager WHS for review of the investigation and actions and registering. He or she may need to negotiate additional investigations and actions with the CSCS Manager.

4. COMPLETE THE ACTIONS

- 4.1. The person who is to complete the actions is to do so within the agreed time. Once complete he or she is to note the completion date on the copy of the form and return the form to the CSCS Manager and Workplace Improvement Officer.
- 4.2. The CSCS Workplace Improvement Officer is to record the completion date on CSCS database and file the copy.
- 4.3. Where actions cannot be completed on time the Manager and the Workplace Improvement Officer should be notified.