



Health & Safety
AS 4801
SAI GLOBAL



Charles Sturt Campus Services Limited

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678

INJURY AND INCIDENT MANAGEMENT PROCEDURE

1. INTRODUCTION

Charles Sturt Campus Services (CSCS) is committed to safety in the workplace for all employees, contractors and visitors in accordance with relevant work, health and safety legislation and all associated standards and codes of practice.

2. SCOPE

These procedures apply to the employees, contractors and visitors of CSCS within all the locations the company operates and encompasses the correct process to identify and report incidents, accidents and near misses

3. PURPOSE

The purpose of this procedure is to ensure all injuries, accidents and incidents involving CSCS employees, property and activities are reported, investigated, and recorded in accordance with the relevant legislation.

4. DEFINITIONS

Incident is defined as any occurrence that leads to, or might have led to, injury or illness to people, danger to health and/or damage to property or the environment. For the purpose of these procedures, the term 'incident' is used as an inclusive term for injuries/illnesses, accidents and near misses.

Near Miss is defined as any occurrence that might have led to injury or illness to a person.

Notifiable Injury means serious injury which, in accordance with legislative obligations, are required to be reported to the statutory authority (eg. SafeWork NSW, Worksafe Victoria).

Reasonably Practicable is defined in WHS legislation as having regard to the following in relation to ensuring health and safety:

- The likelihood of the hazard or risk concerned eventuating;
- The degree of harm that would result if the hazard or risk eventuated;
- What the person concerned knows, or ought to reasonably know, about the hazard or risk and any ways of eliminating or reducing the hazard or risk;
- The availability and suitability of ways to eliminate or reduce the hazard or risk; and
- The cost of eliminating or reducing the hazard or risk.

5. GENERAL PROCEDURE

A summary of managing injuries, accidents and incidents can be found here:

1. Identify the injury or incident.
2. Assess the injury or incident – give it a risk rating e.g. does the person need basic first aid or an ambulance? Is the equipment that caused the incident now secure?
3. Control the immediate risk of something further happening to other employees and/or further damage to equipment.
4. Eliminate any hazard that may have been the cause of the injury or incident – the Supervisor or Manager will investigate and take further action if required.
5. When an injury or incident occurs, the following actions must be taken:
 - Protect your own health and safety first;
 - Protect the health and safety of others in the immediate surrounds;
 - Attend to the injured and notify a first aid officer and/or emergency services if necessary;
 - Notify the supervisor immediately;
 - If applicable, call campus security to coordinate access for emergency services on campus;
 - Make the site safe to prevent further injury, accident or incident;
 - Secure the site of the incident to ensure that it is not disturbed;
 - On confirmation that the site can be disturbed, work may start on site restoration, repair work and arrangements to make the site safe.
6. In accordance with legislative obligations the supervisor is to notify/report the incident to the relevant statutory authority (eg. SafeWork NSW, Worksafe Victoria etc).
7. Report the injury or incident internally using appropriate procedures.
8. Ensure necessary and appropriate control measures are implemented.
9. Review control measures ensuring continued safety is maintained they are working as planned.

6. FIRST AID AT CSCS

The location of First Aid kits are found in each lunch room or campus nominated location. The contact list of First Aid officers can be found under each first aid kit.

First aid kits are maintained and audited quarterly by nominated CSCS First Aid Officers.



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7. NOTIFIABLE INJURIES

Notification to the statutory authority is required where an injury at a workplace results in:

- death – promptly and within 24hrs
- serious injury - promptly and within 24hrs
- medical treatment within 48 hours following exposure to a substance
- immediate treatment as an in-patient in a hospital
- immediate treatment for:
 - amputation;
 - serious head injury;
 - serious eye injury;
 - separation of skin from underlying tissue (de-gloving or scalping);
 - electric shock;
 - spinal injury;
 - loss of bodily function, including loss of consciousness; and
 - serious lacerations.

Investigation of notifiable injuries are carried out by the relevant statutory authority (eg. SafeWork NSW, Worksafe Victoria etc).

For further information please refer to the relevant statutory authority website (eg. SafeWork Fact Sheet – Incident Notification, Worksafe Victoria – Incident Notification).

Workers Compensation claims

Employees who are injured may decide to submit a Workers' Compensation claim, forms are available from CSCS Supervisors, CSCS Workplace Improvement Officer, CSU Human Resources or from the relevant statutory authority website (eg. SafeWork NSW, Worksafe Victoria etc).

8. INJURY / INCIDENT REPORTING

When an incident or injury occurs please notify your Supervisor immediately. All incidents and injuries are to be lodged on an Injury/Incident Report form within 24 hours and then recorded in the injury register. It is vital that these initial steps are followed to insure the employee has fulfilled his or her obligations to the company and its insurer and relevant statutory authority. If you fail to report an injury, within a reasonable time, disciplinary action may be taken against you.

Note: A card with the appropriate contact numbers can be obtained from your Supervisor.

Self harm

1. Call '000' if the person is seriously injured.
2. Call Campus Security
3. Remain calm. Reassure the person and stay with them until Campus Security arrives.
4. Campus Security staff have the contacts to arrange for the appropriate University staff to respond to the situation.

Refer to the Employee Assistance Program. A card can be provided from your supervisor / team leader or you can refer to the CSU website <http://www.csu.edu.au/division/hr/staff-concerns/employee-assistance-program>



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9. PROCEDURE FOR COMPLETING AN INVESTIGATION

1. Complete the CSCS Injury/Incident Report Form in full.
2. Completed form to be given to Supervisor/Manager who will investigate the incident.
3. The Supervisor/Manager is to notify CSU Human Resources and the CSCS Workplace Improvement Officer.
4. If further investigation is required, the Supervisor/Manager is to forward to Workplace Improvement Officer who will conduct further investigations.

10. CORRECTIVE / PREVENTATIVE ACTION

Identify and implement corrective or preventative actions

- The Supervisor should identify the corrective or preventative actions required to control identified risks.
- The Supervisor will consult with workers and other key stakeholders when making decisions about ways to eliminate or minimise risks.
- The findings should demonstrate that any risks to health and safety are eliminated, or where that is not reasonably practicable, minimised so far as is reasonably practicable, by applying the Hierarchy of Control in accordance with the Hazard Management Procedure.
- Depending on the outcome of the risk assessment and investigation, both short and long term control measures may be required.
- The Supervisor should make sure that the completed form is forwarded to the nominated person (Workplace Improvement Officer/WHS Committee)
- The Workplace Improvement Officer/WHS Committee should make sure that the incident is recorded and investigation findings are logged on the incident register under corrective action.

Monitor and review actions for effectiveness

- The Supervisor should
 - Discuss, monitor and evaluate controls for effectiveness in consultation with workers and other relevant stakeholders
 - Recommence the risk assessment process if new hazards are identified
 - Include a review of any controls implemented into workplace inspections, as relevant
 - Communicate the outcomes of the incident investigation process to the WHS Committee and Workplace Improvement Officer
 - Close out the Accident/Incident Investigation Report form when actions have been reviewed or effectiveness and send the completed form to the WHS Committee and or Workplace Improvement Officer
- The General Manager will monitor incident statistics and present a report to the management team and Board of Directors.
- The Management team will monitor incident statistics during meetings.
- The Management Team should review incident statistics and reports and direct action when required. Minutes should record outcomes of discussion and actions undertaken.
- The incident reporting and investigation program should be subject to internal audit and the audit findings should be reported as part of the ongoing management review process.



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11. WHERE ARE RECORDS KEPT

1. Records relating to injuries or incidents are to be recorded in the CSCS Injuries & Incident Register.
2. The Supervisor will keep a hard copy in the Incident or Injury filing system.
3. The Supervisor will complete necessary CSU Human Resources notifications (eg. Scrimms etc), maintain electronic file copies of all information in appropriate locations in shared drive.

12. REFERENCES

Work Health and Safety ACT

Return to Work Program Policy (CSU)

Accident/Incident Guidelines (CSU)

Injury Management – A guide for Managers and Supervisors of Staff at CSU

WHS Safety Act

The Environmental Protection Act

The Accident Compensation Act

AS/NZS 4801:2001 Occupational health and safety management systems – specifications with guidance for use

Worksafe Victoria

Work Cover NSW

13. SIGN OFF

Company Representative:

Signed:

Date:

04/07/2019

Name:

Martin Dooner

Position:

General Manager