**CRITICAL INCIDENTS POLICY**

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| **Purpose** | The College aims to promote the timely reporting and investigation of all accidents and other critical incidents. The aim of this policy is to ensure that all staff are aware of their responsibility in relation to critical incident reporting, and where such incidents occur, to reflect on the event with a view to improving our response or reducing the likelihood of accidents in the future. |
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| **Applicability** | This policy applies to all College staff and students as well as to individuals who visit the College. |
| **Definitions** | The following definitions apply for the purpose of this policy:   1. Accident - An unplanned event which has the potential to disrupt normal safe operations, such as a system failure, which results in, for example, a fatality, injury, occupational illness, legal claim or any other Occupational Health and Safety non-compliance. 2. Incident –  * An event (system failure), which could have caused an accident, but did not; or * An event (non-system failure) beyond the College’s control which disrupts the normal course of operations (eg, sudden death by natural causes; fatality or injury en route to College; earthquake damage to a building). |
| **Critical Injuries or Incidents** | The College requires that an [Accident](http://policies.uws.edu.au/download.php?id=7) or Critical Injury Form be completed in regard to all accidents/incidents that occur in areas under the control of the College. This form should be completed and forwarded to the Human Resources Director within one business day of the occurrence of the accident/incident.  The College also requires that all accidents/incidents be investigated and (in the event of system failure) that appropriate strategies be developed and implemented to eliminate or reduce the likelihood of future occurrences. In order to achieve this the College requires that all accidents and incidents be investigated in a timely fashion. |
| **Accountability** | Students Students must: Report all accidents/incidents to a College employee.Employees Employees must:   1. Report all accidents/incidents to their direct supervisor and/or Manager. 2. Ensure the completion of the [Accident](http://policies.uws.edu.au/download.php?id=7) or Critical Injury Form.  Direct Supervisors Direct Supervisor must (in consultation with the Human Resources Director):   1. Investigate all reported accidents/incidents 2. Ensure corrective action is taken to prevent recurrence 3. Forward all appropriate documentation to the Human Resources Director in a timely fashion  Human Resources Director and OH&S Committee Human Resources Director, in consultation with the OH&S Committee must:   1. Review all [Accident](http://policies.uws.edu.au/download.php?id=7) or Critical Injury Forms 2. Ensure completion of [Accident](http://policies.uws.edu.au/download.php?id=7) or Critical Injury Forms in a timely fashion 3. Provide feedback, advice and support to direct supervisors 4. Provide guidance and assistance to direct supervisors to prevent a recurrence of the same or similar accident/incident   Monitor the investigation process and control strategies implemented |
| **Action** | In the event of an accident/incident staff shall, where it is safe to do so, take appropriate immediate action to minimise the risk of further injury or damage (for example, first aid, fire fighting, contain spills, contact emergency services). Immediate action may include alerting an appropriate person to deal with the accident/incident in accordance with the exact nature of the accident/incident (eg, Building Manager in the case of fire or dangerous spill). |
| **Reporting** | Reporting of accidents/incidents is essential for the identification of hazards in the workplace.  Incidents with the potential for injury or damage (near accident) should also be reported.  The person directly involved in the accident/incident or, if unable, another person (staff member, worker) shall complete the [Accident](http://policies.uws.edu.au/download.php?id=7) or Critical Injury Form. This form should be completed and forwarded to the Human Resources Director within one business day of the occurrence of the accident/incident.  If there is a risk of a similar accident/incident recurring the responsible line manager has the authority to suspend work in the area where the accident/incident occurred, or to suspend similar work, until the investigation has been completed and/or corrective action taken. |
| **Reporting to WorkCover** | The WorkCover Authority must be notified, within 7 days, of any of the following situations occurring:   1. When an employee provides a medical certificate stating that he or she is suffering from a work related illness and is unable to carry out his or her usual duties for a continuous period of at least 7 days as a result of the injury/illness   When, as a result of an accident at your workplace, a person dies or is injured so that he or she cannot carry out their usual duties for at least 7 days after the accident |
| **Investigation** | All accidents/incidents shall be investigated in accordance with the guidelines in the [Accident](http://policies.uws.edu.au/download.php?id=7) or Critical Injury Form.  During the investigation, an analysis shall be carried out to identify any Occupational Health and Safety Management System failure. This will involve an examination of the incident, by the manager, along the following lines:   1. Is there a procedure, which covers this area of activity? 2. Is the procedure adequate? (i.e. effective, workable, comprehensive, simple, easy to use, etc.) 3. Was the procedure properly implemented? 4. Was the procedure followed? 5. What influences, outside of the immediate process, are evident?   The objective of the investigation shall be to establish the real cause(s) of the accident or incidents, so that corrective action is aimed at preventing recurrence of the event.  It is the responsibility of the immediate manager to ensure:   1. Timely notification to the Human Resources Director of -    1. Accidents/incidents within one business day    2. Major accidents/incidents/hazards immediately 2. The accident/incident is fully investigated and formally advise the Human Resources Director accordingly.   The Human Resources Director will monitor trends of accidents/incidents and initiate further investigation where:   1. A number of incidents are noted for similar situations 2. A workers compensation claim has been lodged 3. The manager has requested assistance to investigate an accident/incident 4. A serious or major incident has occurred   A situation is deemed to require further investigation |
| **Corrective Action** | The scope and impact of any corrective action taken shall be appropriate to the magnitude and potential for harm of the accident/incident. |
| **Records** | Records of all accident/incident notifications, reporting, investigation and corrective actions shall be kept. Where applicable, records shall be kept for duration as required by legislation. |

**Note:**

If there is a related Procedure that your Policy relates to please insert the name of the procedure within the document as a “hyperlink”.