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# INCIDENT MANAGEMENT POLICY AND PROCEDURE

## POLICY

All incidents that may result in a serious injury or property damage must be reported to the management of Equal Bytes and an incident report form completed. These reports must be maintained according to legislative requirements. Reports must also be investigated, assessed and acted on to mitigate any future risk. The effectiveness of risk controls must continue to be monitored to assess their effectiveness.

For major incidents, refer to the Emergency Management Plan.

## DEFINITIONS

### Incident

All physical or psychological injuries/illnesses and all 'near misses' that may result in a serious injury or property damage.

#### ***Serious injury/illness***

All concussive head injuries, incidents involving hospital admission, electrocution or amputation.

#### ***Not Serious injury/illness***

All other injuries/illnesses

## PROCEDURE

This procedure describes the process for:

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to help companies thrive  
in a rapidly changing world*

- Maintaining records of Occupational Health and Safety (OHS) related incidents in accordance with the Victorian OHS legislative requirements.
- Compliance with the Health Records Act 2001 in Victoria.
- Assessing and investigating reported incidents to reduce the risk of injury.
- Monitoring the effectiveness of risk controls to prevent a further injury or reoccurrence

## Reporting and recording incidents

### ***Incident Report Forms***

All incidents must be reported to assist Equal Bytes with improving injury prevention and injury management strategies. All health Information collected by Equal Bytes may be used for injury prevention and injury management purposes.

For all incidents, an Incident Report Form must be completed and forwarded to Management for further action.

### ***Notifying WorkSafe***

WorkSafe Victoria must be notified of the following types of work-place injuries:

- Death.
- Requires immediate medical treatment for fractures, amputations, serious head or eye injury, electrical shock, spinal injury or serious laceration (please note that the definition of immediate medical treatment does not include diagnostic procedures).
- Requires immediate treatment as an in-patient in a hospital (please note that this does not include ambulance admissions to casualty, or out-patient services).
- incidents involving high risk equipment or plant as follows;
  - The collapse, overturning, failure or malfunction of, or damage to, boilers or pressure vessels (Category A,B or C), gas cylinders, liquefied petroleum gas fuel vessels, tower cranes, lifts, building maintenance units, amusements structures,concrete placing units and mobile cranes.
  - The collapse or failure of an excavation, or of shoring supporting an excavation.
  - The collapse, or partial collapse, of a building or structure.
  - An implosion, explosion or fire.
  - The escape, spillage or leakage of any substance including dangerous good.
  - The fall or release from a height of any plant, substance or object.

The Managing Director will be responsible for contacting WorkSafe.

## Investigation of Incidents

Serious incidents are usually a result of multiple factors ranging from work methods, the staff member, work environment, the equipment being used and organisational structure. This necessitates an investigation being performed to determine the cause of the serious incident.

Equal Bytes Management shall investigate all serious incidents. They should consider the following factors when investigating the causes of a serious incident:

Work organisation - how is the work is organised? Processes and workloads etc.

Work methods - identify whether the job being performed at the time of the incident had been risk assessed or had a safe work procedure.

Staff familiarisation with documentation - identify whether the staff involved in the incident were familiar with the above documents. If staff were familiar with these documents and the risk controls, then consider whether the risk control measures need modification. If the job has not been analysed then an analysis may identify uncontrolled hazards associated with the job.

- Work environment - identify environmental conditions and stressors that may have
- contributed to the incident. Examples of environmental factors can include chemicals,
- noise, level of illumination, vibration, climate, heat/cold, radiation and biological agents.
- Work equipment/plant - identify if it is:
  - Designed for the work it is intended for and adjustable to accommodate the user.
  - Adequately safeguarded and regularly inspected for defects and/or repair.
  - Routinely maintained and not used beyond its rated capacity.
  - Used in accordance with manufacturer's specifications.
- Staff – assess staff skills, attitudes, habits, physical attributes, experience and training.
- Formulation of risk controls - identify ways to eliminate or reduce the risk of the hazard
- causing another injury by:
  - Asking staff familiar with the task/activity what risk control measures are effective.
  - Using the hierarchy of risk controls – elimination, substitution, engineered, isolation and personal protective equipment.
  - Appointing someone to be responsible for implementing the agreed risk controls and to monitor them for effectiveness.
  - Establishing a timeframe to review and evaluate the risk controls.

## Record Keeping

A record of all injuries and incidents will be maintained and reported on in staff meetings.

A record of all serious injuries, property damage/theft and serious 'Near Misses' should be maintained by Management.

## RELATED FORMS, POLICIES AND PROCEDURES

- Code of Conduct Policy
- Duty of Care Policy
- Incident Report Form
- Risk Management Policy and Procedure
- Family and Domestic Violence Policy and Procedure
- Emergency Management Plan

## RELEVANT LEGISLATION

- VIC Occupation Health and Safety Act 2004 – Sections 22, 37, 38 & 39
- VIC Accident Compensation Amendment Act 2010 (as amended) Sections 101 & 102
- VIC Health Records Act 2001

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