# Notifiable incident response checklist

Organisational Safety and Wellbeing

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## A guide for principals and managers

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| Note: some of these actions may occur simultaneously |  | |
| **Immediately following a** [**notifiable**](https://www.worksafe.qld.gov.au/injury-prevention-safety/incidents-and-notifications/what-is-an-incident) **(Class 1, 2 or dangerous) incident:** | Complete | |
| * Ensure emergency response is initiated as appropriate (include referral to [EAP](https://intranet.qed.qld.gov.au/Services/HumanResources/payrollhr/healthwellbeing/staffwellbeing/Pages/employeeassistanceprogram.aspx) if required) |  | |
| * If safe to do so, manage the hazard |  | |
| * Secure the scene – no entry until access authorised by Regulator. Identify witnesses, and take photos where possible |  | |
| * Confirm WHSQ has been notified. If not, notify and record reference number. |  | |
| * Advise injured person’s emergency contact as soon as possible. |  | |
| **Report and record incident** |  | |
| * Verbally report to supervisor (RD – schools and regional offices; ADG - corporate units) and follow [School alerts procedure](https://ppr.qed.qld.gov.au/pp/school-alerts-procedure) |  | |
| * Ensure incident is recorded in MyHR WH&S – a.s.a.p. but **no later than end of next day**. |  | |
| * Review MyHR WH&S incident record a.s.a.p. but **no later than 48hrs after incident**. |  | |
| * Seek support from your [Regional Health and Safety Consultant](https://education.qld.gov.au/initiatives-and-strategies/health-and-wellbeing/workplaces/contacts) |  | NA |
| **Investigate incident** | | |
| * Appoint investigator and ensure investigation commences as soon as possible – the incident must be investigated internally irrespective of regulatory investigation. |  | |
| * Provide investigator with the [HSW Investigation Report template](https://intranet.qed.qld.gov.au/Services/HumanResources/payrollhr/healthwellbeing/Documents/hsw-standard-investigation-report-template.DOCX). |  | |
| **Interacting with the Regulator** | | |
| * Seek support from your [Regional Health and Safety Consultant](https://education.qld.gov.au/initiatives-and-strategies/health-and-wellbeing/workplaces/contacts) (RHSC) |  | |
| * Advise the RHSC if there is a request by the Regulator for release of information or interviews. Requests from the Regulator must be in writing (e.g. via email or notice) |  | |
| * Provide copies of regulatory recommendations or enforcement notices to senior managers and [Organisational Safety and Wellbeing](mailto:hsw@qed.qld.gov.au). |  | |
| **Review and action findings** | | |
| * Review Investigation report, including recommendations |  | |
| * Determine control measures in consultation with relevant staff. Use a corrective and preventative action plan to assign responsibilities, actions and timeframes |  | |
| * Implement corrective and preventative actions using the hierarchy of control. Share learnings. |  | |
| * Monitor and review controls to ensure effectiveness. Review must occur within 3 months. |  | |
| * Record relevant actions in MyHR WH&S incident record |  | |
| **Escalate and finalise** | | |
| * Escalate learnings that have department wide benefits or impacts via the HSW Committee structure (low/medium risk) or high risk learning immediately via your RHSC |  |  |
| * Ensure all associated documentation is attached and finalise the MyHR WH&S incident record |  |  |

### Controlling risks

The most important step in managing risks involves eliminating them so far as is reasonably practicable, or if that is not reasonably practicable, minimising the risks so far as is reasonably practicable

There are many ways to control risks. Some control measures are more effective than others.

The ways of controlling risks are ranked from the highest level of protection and reliability to the lowest. This ranking is known as the hierarchy of control measures. The hierarchy of control measures can be applied in relation to any risk. The WHS Regulation makes it mandatory for duty holders to work through this hierarchy when managing certain risks.

Controls are to be considered and used in this preferred order. Often, more than one control will be used in combination to minimise risk.

More information is detailed in the [How to manage work health and safety risks code of practice 2021](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0022/72634/how-to-manage-work-health-and-safety-risks-cop-2021.pdf).

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| **Hierarchy of controls** | | | |
| Most effective  Most reliable  Least effective  Least reliable | **Elimination**: remove the hazard completely from the workplace or activity e.g.   * Fill in a hole to eliminate a trip hazard. * Contract tasks out to experts with specialist equipment. | | |
| **Substitution**: replace a hazard with a less hazardous one e.g.   * Use a less hazardous chemical that still does the job. * Choose an alternative excursion site. | **Redesign**: implementing engineering controls or changes to a machine or work process to reduce risks e.g.   * Raise a bench to reduce bending. * Adding guards on a machine. | **Isolation**: separate people from the hazard e.g.   * Erect safety barriers around a hazard. * Using a fume cupboard for specific chemicals |
| **Administration**: putting rules, signage or training in place to make a workplace safer.   * Not mowing near people. * Painting trip hazards. | | |
| **Personal protective equipment (PPE)**: protective clothing and equipment.   * Gloves, hats, aprons, hearing protection. | | |

### Need more support?

* Contact your [Regional Health and Safety Consultant](https://education.qld.gov.au/initiatives-and-strategies/health-and-wellbeing/workplaces/contacts)
* For complex legal matters seek advice from Legal Services [advicerequest.LEGAL@qed.qld.gov.au](mailto:advicerequest.LEGAL@qed.qld.gov.au)
* Forward copies of notices from the Regulator to Organisational Safety and Wellbeing - [HSW@qed.qld.gov.au](mailto:HSW@qed.qld.gov.au)