

# OHS INJURY AND ILLNESS REPORTING AND INVESTIGATION

Custodian	Document Reviewer
Senior Manager Quality and Risk Management	Manager Occupational Health & Safety

## 1. KEY RESPONSIBILITIES

Staff, students, contractors and visitors are responsible for ensuring all workplace injuries and workplace illnesses are reported.

**The relevant Manager, and staff** are responsible for ensuring that when a **serious** workplace injury/ illness has occurred that:

- The Manager, Occupational Health and Safety is **immediately** notified;
- The area in which the incident occurred is barricaded off and remains unaltered;
- Statements are taken / written immediately from the person/s involved in the incident and any witnesses.

The **relevant Manager, and staff** are responsible for:

- investigating and documenting the cause of the incident, and
- developing and implementing an appropriate action plan to reduce the likelihood of the incident reoccurring.

The **Manager, Occupational Health and Safety** is responsible for:

- notifying WorkSafe Victoria immediately after becoming aware that a serious injury/ illness has occurred (Section 38(1) OHS Act 2004).
- notifying the Head, Student & Business Support, and any other relevant Enterprise Manager, Head of The Gordon immediately when a serious injury / illness or dangerous occurrence has occurred.
- Review the action plan proposed by the relevant Manager and provides OHS guidance, where necessary.

## 2. PURPOSE

To establish a concise procedure for the reporting and investigating of workplace injuries and illnesses.

## 3. SCOPE

This procedure applies to all staff, students, visitors and contractors who are at a Gordon Campus or at an off campus Gordon venue or at a Gordon function / activity away from a Campus.

#### 4. INTERNAL DOCUMENTS

[OHS FO 3.1](#) Injury and Illness Report Form

[OHS PR 4](#) First Aid Procedure

[OHS RD 4.1](#) List of First Aiders

#### 5. EXTERNAL DOCUMENTS

[OHS Act 2004](#) Occupational Health and Safety Act (Victoria) 2004

[OHS Regulations 2007](#) Occupational Health and Safety Regulations (Victoria) 2007

#### 6. GLOSSARY

##### **Serious Injury or Illness**

A serious injury or illness is:

- a) the death of a person; or
- b) a person requiring medical treatment within 48 hours of exposure to a substance; or
- c) a person requiring immediate treatment as an in-patient in a hospital; or
- d) a person requiring immediate medical treatment for—
  - i. the amputation of any part of his or her body; or
  - ii. a serious head injury; or
  - iii. a serious eye injury; or
  - iv. the separation of his or her skin from an underlying tissue (such as de-gloving or scalping); or
  - v. electric shock; or
  - vi. a spinal injury; or
  - vii. the loss of a bodily function; or
  - viii. serious lacerations; or
- e) any other injury to a person or other consequence prescribed by the regulations (OHS Act 2004 Section 37(1)).

**SWMS** means Safe Work Method Statement

## 7. INJURY AND ILLNESS RESPONSIBILITY INVESTIGATION MATRIX

When an Action number is raised against an Injury / Illness report the following table is utilised to identify the Injury type, safety issue level, manager to be assigned, manager responsible to confirm actions completed and OHS manager actions.

Injury/Illness Type	Safety Issue Type	Manager Assigned	Managers' Supervisor Signed off	OHS Manager Review Actions	OHS Manager Report to WorkSafe
Fatality (WorkSafe reportable)	Major	CEO	Board	Yes	Yes
Serious (WorkSafe reportable)	Major	Head / Enterprise Manager	CEO / Delegate	Yes	Yes
Medical attention (Non WorkSafe/ outpatient)	Minor	Relevant Manager	Director	Yes	No
No medical attention (Non WorkSafe)	Minor	Program Manager / Manager	Relevant Manager	Yes	No

## 8. PROCEDURE – INJURY AND ILLNESS REPORTING

ACTION	RESPONSIBILITY	GUIDANCE
<p><b>A person is injured or becomes ill while at the Gordon</b></p>	<p>Injured person</p>	<ul style="list-style-type: none"> <li>• Student advises teacher immediately that they are injured / ill.</li> <li>• Injured / ill staff member advises their manager as soon as practicable that they have been injured (before end of working day).</li> <li>• Contractor advises the Gordon Contractor Manager that they have been injured / become ill as soon as practicable (before end of working day).</li> </ul>
<p><b>Facilitate providing first aid to any injured person</b></p>	<p>Staff /Students / Contractors</p>	<ul style="list-style-type: none"> <li>• Staff contact Gordon First Aider</li> <li>• Students contact teacher to obtain first aid</li> <li>• Contractor to contact Gordon Security</li> </ul>
<p><b>Identify if injured person has a serious or minor injury</b></p>	<p>Gordon First Aider</p>	<ul style="list-style-type: none"> <li>• Refer to serious injury definition</li> <li>• Assess injury and determine if injury is minor or serious.               <ul style="list-style-type: none"> <li>➢ Refer OHS PR 4 First Aid Procedure</li> </ul> </li> </ul>
	<p>Teacher / Manager/ Contract Manager</p>	<ul style="list-style-type: none"> <li>• Discuss injury with first aider.</li> <li>• If the injury is considered to be serious:               <ol style="list-style-type: none"> <li>a) notify the OHS Manager IMMEDIATELY;</li> <li>b) obtain written statements, including signatures from all witnesses.</li> </ol> <ul style="list-style-type: none"> <li>➢ Refer OHS FO 3.1 Injury and Illness Form</li> </ul> </li> </ul>
<p><b>For serious injury secure area and obtain witness statements</b></p>	<p>Teacher OR Staff Member nominated by relevant Manager</p>	<ul style="list-style-type: none"> <li>• Secure the area where the incident occurred, ensuring that nothing is altered. Where necessary, contact Facilities for assistance.</li> </ul>
<p><b>If seriously injured person is an International student or lives at The Gordon's student residence</b></p>	<p>Teacher</p>	<p>If international student:</p> <ul style="list-style-type: none"> <li>• Advise International Education Customer Service Administrator</li> </ul> <p>If student lives at The Gordon student residence:</p> <ul style="list-style-type: none"> <li>• Advise Student Residence Officer.</li> </ul>
<p><b>If injured person is apprentice / trainee or student / under 18 years old</b></p>	<p>Teacher OR Staff Member nominated by relevant Manager</p>	<p>Apprentice/ trainee:</p> <ul style="list-style-type: none"> <li>• Contact employer and advise of injury and</li> </ul> <p>if student/ under 18 years old:</p> <ul style="list-style-type: none"> <li>• Contact school and advise of injury</li> <li>• Contact parent/ guardian and advise of injury</li> </ul>

## 8. PROCEDURE – INJURY AND ILLNESS REPORTING continued

ACTION	RESPONSIBILITY	GUIDANCE
<b>Complete incident report using Injury and Illness Report Form from OMS</b>	Gordon First Aider	Complete Injury and Illness Report Form; <ul style="list-style-type: none"> <li>• Injury section (page 2)               <ul style="list-style-type: none"> <li>➢ Refer OHS FO 3.1 Injury and Illness Form</li> </ul> </li> </ul>
	Teacher / Manager / Staff	Complete Injury and Illness Report Form: <ul style="list-style-type: none"> <li>• Details of the injured person</li> <li>• A description of the incident</li> <li>• Signature of injured person, witnesses, First Aider, staff member reporting (and date)</li> </ul>
<b>Provide copy of Injury and Illness Report Form to QARM</b>	Teacher / Manager	<ul style="list-style-type: none"> <li>• Maintain copy and forward original Injury and Illness Report Form to QARM for registration.</li> </ul>
<b>Injury and Illness Registration and assigned contact for investigation</b>	QARM	<ul style="list-style-type: none"> <li>• Injury and Illness Report Form registered on Qudos as an Injury – Minor (for minor injuries) or an Injury Major (for WorkSafe reportable injuries), and</li> <li>• Action No assigned.</li> </ul>
<b>Notify stakeholders of injury/illness</b>	QARM	<ul style="list-style-type: none"> <li>• Email advising injury information sent to:               <ul style="list-style-type: none"> <li>- Relevant Head / Enterprise Manager</li> <li>- Relevant Program Manager</li> <li>- Relevant Manager (where applicable)</li> <li>- Relevant Health and Safety Representative</li> </ul> </li> </ul>
<b>Investigate cause of injury/ Illness</b>	Assigned Manager / Investigator / Teacher and H&S Representative	Assigned Manager to delegate a manager to investigate: <ul style="list-style-type: none"> <li>• Review injury/ illness details</li> <li>• Review work being carried out at time of injury</li> <li>• With assistance of a Health and Safety representative, Investigator to:               <ol style="list-style-type: none"> <li>1. Investigate why the person became injured, identifying possible causes of injury/ illness.</li> <li>2. For student/maintenance staff injuries:                   <ol style="list-style-type: none"> <li>a) Locate copy of the SWMS for the work being performed when the injury occurred. Copy to have signatures of either whole class or the injured student/maintenance staff</li> <li>b) Locate copy of the relevant part of the teaching unit of work where work is being undertaken by the student.</li> </ol> </li> </ol> </li> <li>• Provide QARM with above information.</li> </ul>

**8. PROCEDURE – INJURY AND ILLNESS REPORTING continued**

<p><b>Develop action plans</b></p>	<p>Investigator and H&amp;S Representative</p>	<ul style="list-style-type: none"> <li>• Develop action plans to address cause of injury/ illness</li> <li>• Document action plans on Action Form and provide update to QARM</li> <li>• Identify and document cause of injury/illness               <ul style="list-style-type: none"> <li>➤ Refer QA FO 5.1 Action Form</li> </ul> </li> </ul>
<p><b>Review proposed action plans</b></p>	<p>OHS Manager</p>	<ul style="list-style-type: none"> <li>• Review documented action plans &amp; root cause</li> <li>• Determine if additional actions are required</li> <li>• If additional actions are required, negotiate with assigned Manager</li> </ul>
<p><b>Implement action plan</b></p>	<p>Assigned Manager</p>	<ul style="list-style-type: none"> <li>• Implement the action plans.</li> <li>• Review implemented actions to identify if the likelihood of a repeat of the injury/ illness is reduced</li> <li>• Determine if additional actions are required</li> </ul>
<p><b>Report outcomes of completed action plans to QARM</b></p>	<p>Assigned Manager's Supervisor</p>	<ul style="list-style-type: none"> <li>• When all actions have been completed the assigned Manager's Supervisor to submit completed Action Form to QARM acknowledging all actions have been completed.               <ul style="list-style-type: none"> <li>➤ Refer QA FO 5.1 Action Form</li> </ul> </li> </ul>
<p><b>Complete and close out Action raised against original Injury and Illness Report</b></p>	<p>OHS Manager</p>	<ul style="list-style-type: none"> <li>• After all required actions have been successfully completed, review documented outcomes, sign off and close Action against original Injury and Illness Report on Qudos.</li> </ul>