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WORK, HEALTH AND SAFETY (WHS) HAZARD/ INCIDENT REPORTING AND INVESTIGATION PROCEDURE

TABLE OF CONTENTS

| | | |
|-----|---|---|
| 1 | Purpose | 1 |
| 2 | Scope and Applicability..... | 1 |
| 3 | Definitions..... | 2 |
| 4 | Responsibilities | 2 |
| 5 | Procedures..... | 3 |
| 5.1 | Hazard identification..... | 3 |
| 5.2 | Assess the situation..... | 4 |
| 5.3 | Report the incident | 4 |
| 5.4 | Investigation..... | 4 |
| 5.5 | Control measures..... | 6 |
| 5.6 | Feedback..... | 7 |
| 5.7 | Mandatory Reporting | 7 |
| 5.8 | Sign off and closure of the incident..... | 7 |
| 6 | Consequences of Procedural Breach..... | 8 |
| 7 | Related Documents..... | 8 |
| 8 | Document Control..... | 8 |
| | Appendix 1: Flow Chart for Managers after receiving an ARCH | 9 |

1 Purpose

This procedure describes the process for reporting and investigating WHS hazards and incidents across all Bethanie business units.

2 Scope and Applicability

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| Who must use this policy: | All employees, volunteers, contractors, subcontractors, labour hire (agency) staff, students and apprentices. The term Bethanie staff refers to employees and volunteers. |
| Why this policy is important: | This procedure must be followed by all Bethanie staff to ensure: <ul style="list-style-type: none"> An effective WHS management system is in place, with the aim to eliminate or controls hazards in the workplace that may or have caused harm. Bethanie complies with its obligations as a person conducting business or undertaking (PCBU) under the Work, Health and Safety Act 2022 and Work, Health and Safety Regulations (General) 2022. |



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| | <ul style="list-style-type: none"> • WHS hazards or incidents are reported as soon as practicable to supervisors / Managers. • WHS hazards or incidents are reported into the WHS Incident Management database (ARCH) as soon as possible. • Support and treatment can be provided to injured persons as soon as possible. • Bethanie provides a safe and supportive workplace, so far as is reasonably practicable. • Incidents are investigated to prevent recurrence. • Ongoing commitment to the health and wellbeing of all Bethanie people. |
| When this policy applies: | This policy applies in any situation in which a staff member, contractor, student, volunteer or other person has identified a hazard or been involved in an incident that has the potential to cause harm or has caused harm. |
| Who to ask for more information: | Your Manager WHS Team Health and Safety Representative (HSR) |

3 Definitions

| Term | Definition |
|-----------------|---|
| Hazard | A situation or thing that has the potential to harm a person. |
| Incident | The term incident can be defined as an occurrence, condition, or situation arising in the course of work that resulted in or could have resulted in injuries, illnesses, damage to health, or fatalities |
| Investigation | A methodical, structured approach to information gathering, collation and analysis. The findings of the investigation will form the basis of an action plan to prevent the accident or incident from happening again and for improving overall management of risk. |
| Risk | The possibility that harm (death, injury or illness) might occur when exposed to a hazard. |
| Risk Management | <p>Risk management is a systematic process that includes:</p> <ul style="list-style-type: none"> • Hazard identification • Assessment of risk associated with the hazard • Implementation of controls to reduce the risk • Review of hazards and control measures to ensure they are working as planned. <p>Risk management is a proactive process that helps response to change and facilitate continuous improvement in business. It should be planned, systematic and cover all reasonably foreseeable hazards and associated risks.</p> |
| Workplace | Any place where work is carried out for Bethanie and includes any place where a worker goes, or is likely to be, while at work. This may include but is not limited to residential facilities, grounds, offices, shops while on client outings, construction sites, vehicles and client homes. |

4 Responsibilities

| Role | Responsibilities |
|-------------|--|
| Managers | <ul style="list-style-type: none"> • Managers are responsible for WHS within their business area. A flow chart for managing ARCHs is available in Appendix 1. • Consult with workers to identify hazards, investigate incidents and implement control measures to reduce the risk of injury. |



| Role | Responsibilities |
|----------------------------------|---|
| | <ul style="list-style-type: none"> Evaluate controls periodically, in consultation with the workforce to assess their effectiveness. Support and promote the use of the S.A.F.E. risk management principles to facilitate risk management in the workplace. S = spot the hazard; A = assess the risk; F - fix the problem; E = evaluate. Lead and participate in investigations and risk assessments to identify areas for improvement and provide feedback to those who reported the incident / hazard; Ensure workers are allocated time to participate in investigations, risk assessments and other activities to control hazards, reduce the risk of injury and promote continuous improvement. Cooperate with WorkSafe during site visits or review of notifiable injury reports. Ensure workers affected are provided with feedback post investigations. |
| Staff | <ul style="list-style-type: none"> Report hazards and incidents as soon as possible to your Manager and via ARCH. When ARCH is not available, report verbally or in writing (email is acceptable). Assess the risks of harm prior to performing tasks using the S.A.F.E risk management acronym and consider ways in which the risk can be reduced; |
| WHS Team | <ul style="list-style-type: none"> Support Managers and HSR's with incident investigations, identification of control measures and risk assessments; Conduct investigations for high-risk incidents / hazards and notifiable injuries; Work collaboratively with business areas, staff and HSR's to reduce hazards and implement practicable controls measures. |
| Health and Safety Representative | <ul style="list-style-type: none"> Assist with hazard inspections and incident investigations; Assist staff to report hazards and incidents in ARCH; Promote hazard and incident reporting across work areas. |

5 Procedures

5.1 Hazard identification

- Hazard identification can occur at any time when staff have identified something that may cause harm. Hazards can vary from hazardous equipment or materials, processes, work practices or behaviour. Psychosocial hazards are those that may cause psychological injury as well as physical harm.
- When hazards are identified, these should be reported in ARCH to ensure it has been formally documented and to allow the Manager time to resolve the hazard.
- If the hazard poses an immediate or likely risk of serious harm, control measures must be implemented as soon as possible to protect people. In these situations, ensure the supervisor / Manager is informed immediately so action can be taken.



5.2 Assess the situation

- When an incident has occurred, review the area / situation to ensure you or anyone else is not at risk of harm.
- Raise the alarm if assistance required.
- Provide immediate assistance to affected persons including reassurance and first aid.
- Make the area as safe as possible or cordon it off to prevent others from entering an unsafe area, if required.
- Arrange for first aid, medical treatment, support or debriefing to the affected persons. Bethanie employees and volunteers can call InjuryAssist which provides a telephone triage and advice line staffed by qualified Registered Nurses.
- InjuryAssist is available 24/7 and can provide first aid advice and referral to appropriate health care providers at no cost to staff.

InjuryAssist 1800 931 722

- Implement any immediate controls to minimise the risk to others. This may include tagging out of equipment, cleaning up spills, ceasing a particular task until it can be reviewed.
- Ensure all persons affected are supported. Witnessing an incident can be distressing. Ensure all persons affected are provided with support and details taken so follow up support can be provided.

5.3 Report the incident

- All Bethanie staff are required to report hazards and incidents as soon as possible to their Manager and through the online reporting system, ARCH which is available on all Bethanie computers.
- If unable to access ARCH, contact your Manager or Supervisor to verbally report the incident as soon as possible.
- Online reporting via ARCH ensures the incident has been formally documented and will be escalated for investigation and review.
- This allows Bethanie to investigate and eliminate hazards where possible or apply controls to minimise the risk and prevent other people from being injured.
- If staff are unable to complete the ARCH report, another staff member can submit the incident / hazard report on their behalf but should reference this in the report.
- Staff may also assist contractors (including agency staff), students, volunteers and other persons (i.e. visitors) to submit incidents / hazards as required.
- Please refer to the How to Guide: Registering an ARCH Incident document, which provides instructions with how to lodge an incident on ARCH.

5.4 Investigation

- Investigations should focus on the safety management system and opportunities for improvement. It is important not to blame people, this causes additional distress and damages safety culture.



- Speak to the Health and Safety Representative (HSR) and involve them in the investigation process.
- Investigators should consider the situation from the people involved perspectives. Investigators have the benefit of hindsight so need to consider the perspective of the people involved and situation context before making a decision about contributing factors.

For example: if a procedure wasn't followed, see if you can determine:

- Why was the procedure not followed?
- Consider the situation when the incident occurred. What was happening at the time? Consider workload, staffing, environment, demands, unusual factors.
- Is the procedure reasonably practicable? Does it accurately reflect the work practices?
- Do staff know about the procedure? How and when are they trained on it?
- Is the training reasonable to ensure compliance?
- Is the procedure reasonable considering the workload demands and priorities?
- How are people able to access the procedure?
- Do other people in the same work group know about the procedure? Do they follow the procedure?

Asking more robust questions can lead to improvements in the system which benefits everyone.

A useful mnemonic is PEEPO which stands for People, Equipment, Environment, Procedures and Organisations. It prompts investigators to consider the context and factors surrounding an incident.

| Factors | Consider |
|--------------------|--|
| <i>People</i> | <ul style="list-style-type: none"> • Who was involved? • What were they doing? Staffing levels including agency / casual • Hours worked - possible fatigue risk • Level of experience • Level of supervision |
| <i>Equipment</i> | <ul style="list-style-type: none"> • What equipment was being used? • Have they been trained on how to use it? Has it been serviced recently? Are there safe work instructions? • How frequently do they use the equipment? Are they familiar with the equipment? • New equipment? |
| <i>Environment</i> | <ul style="list-style-type: none"> • Weather • Lighting • Flooring • Unusual factors (visitors, events, maintenance, aggression, building design) |
| <i>Procedures</i> | <ul style="list-style-type: none"> • Are procedures available and practicable? • Do staff know about the procedures? Can they access procedures? |



| Factors | Consider |
|--------------|---|
| | <ul style="list-style-type: none"> Is the procedure reasonable considering workload demands and priorities? Do all staff in the occupational group know about the procedure and comply with it? |
| Organisation | <ul style="list-style-type: none"> Training Staffing Safety culture Behaviours Supervisory support |

- Commence an investigation by interviewing witnesses, the affected person (if appropriate), taking photos and sourcing any relevant information (care plans, procedures, training records).
- Review the investigation prompts in ARCH and complete as much information as possible.
- Liaise with the HSR during the investigation process and for consideration of control measures.

For incidents assessed as high risk or notifiable to WorkSafe, Bethanie WHS will undertake investigations consultation with the Manager and HSR.

5.5 Control measures

Based on the investigation findings, control measures should be implemented in line with the hierarchy of control from most effective to least effective:

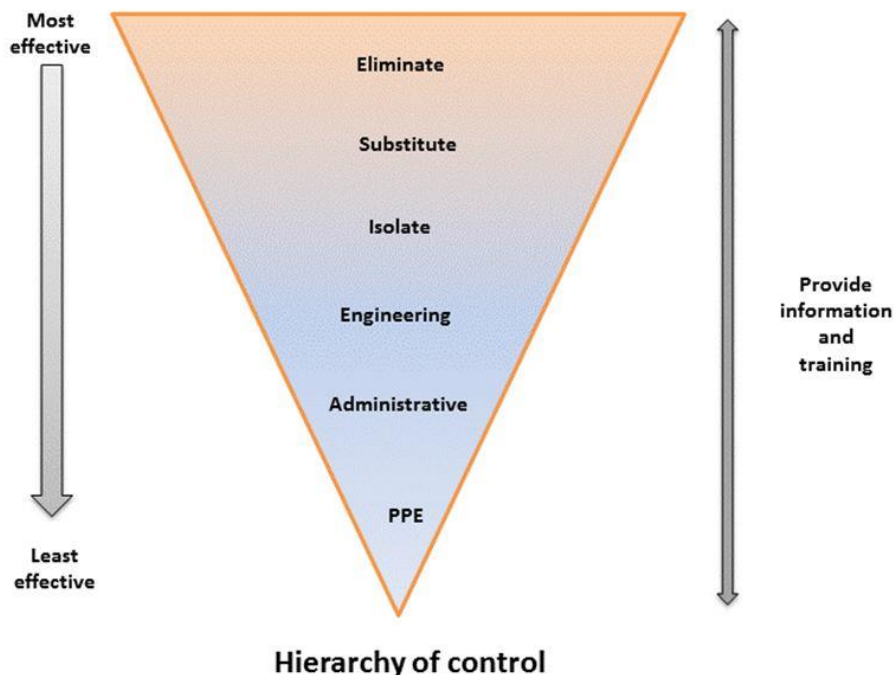


Figure 1 - Hierarchy of control. Copyright WorkSafe WA. Retrieved from: <https://www.commerce.wa.gov.au/atom/4194>



- Elimination. If possible, eliminate the task or hazard from the workplace.
- Substitution. For example: replace the chemical for a less hazardous chemical or change the method used.
- Isolation. Separate people from the hazard. For example: closed chemical dispensing systems.
- Engineering. Use of equipment such as hoists or trolleys or physical barriers such as fencing or swipe card access.
- Administration. Training, policy, signage or procedures.
- Personal Protective Equipment (PPE). Use of equipment such as gloves, masks, gowns, protective eyewear, protective footwear.

Administrative controls such as training and signage provide limited benefit. They do not effectively control the hazard and should only be implemented in line with more robust controls such as engineering controls.

Further information on how to control identified risks can be found on the SafeWork Australia website – How to Manage Work, Health and Safety Risks.

5.6 Feedback

Staff and people involved in any WHS incidents should be provided with feedback on the actions and outcomes post investigation. This is the responsibility of the investigator.

5.7 Mandatory Reporting

Bethanie WHS will be responsible for ensuring mandatory reporting requirements are complied with such as those prescribed in:

- The Work, Health and Safety Act 2020
- Work, Health and Safety Regulations 2022
- Electrical (Licensing) Regulations 1991

5.8 Sign off and closure of the incident

Once all corrective actions have been addressed this will enable the Clinical Lead (or Senior Delegate) to determine whether the incident can be signed off. To sign off and close the incident, scroll to the top of the page and click Signoff (Figure 7).

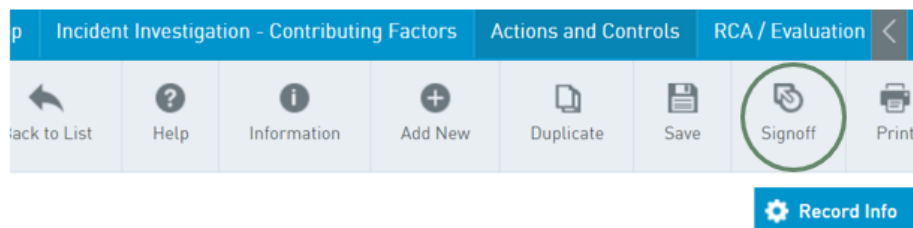


Figure 7: Incident Signoff



6 Consequences of Procedural Breach

- This procedure is binding on Bethanie staff, as per Section 2: Scope and Applicability.
- Roles and Responsibilities in relation to this procedure are set out in Section 4.
- Failure to comply with the policy may constitute a breach of the Bethanie Code of Conduct and business practices.

7 Related Documents

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| Legislation |
| <i>Work, Health and Safety Act 2020</i> |
| <i>Work, Health and Safety Regulations 2022</i> |
| Policy and Support Documents i.e. internal Guidelines or Forms |
| WHS Policy |
| WHS Framework |
| Standards |
| Strengthened Aged Care Standards: Standard 2 The organisation |
| References |
| Information sheet - Integrating human factors into major accident event investigations WorkSafe WA |
| Safe Work Australia Code of Practice: How to manage work health and safety risks - SafeWork Australia website |

8 Document Control

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|--------------------------|---|--------------|-------------|
| Approved by | OMT | Next Review | April 2028 |
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Appendix 1: Flow Chart for Managers after receiving an ARCH

ARCH notification

ARCH notification should be received via email with a brief summary.

You can open the ARCH via a link on the email.

Ensure worker safety if required

Ensure medical treatment/first aid is provided.

Provide emotional support/reassurance if required.

Once the worker is safe, take steps to control the hazard.

Consultation and Control Measures

Consult with the impacted worker and HSR regarding control measures. Implement if practicable.

Control measures to align with hierarchy of control, where reasonably practicable.

Investigation

Complete the investigation as seeking input from the affected worker, HSR, and WHS if required.

The WHS hazard/incident reporting and investigation procedure provides more information if needed.

Close Out ARCH

Once completed, close out ARCH and inform the worker who submitted the ARCH of investigation findings and actions taken.