

ORG2.6 Incident and Hazard Management

Purpose

1. To ensure that all P4 MOVEMENT employees are aware of their responsibilities and have the information required to report incidents in a way that provides effective safeguards for Participants, workers and stakeholders in line with SafeWork NSW requirements.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Behaviour Support Plan Modules

Legislative Alignment

1. Work Health and Safety Act 2011 (Cth)
2. Work Health and Safety Regulations 2011 (Cth)
3. Workers Compensation Act 1987 (NSW)
4. Mental Health Coordinating Council (MHCC). MHCC Organisation Builder (MOB) – Policy Resource 2012
5. Safe Work Australia

Key Responsible Executive

General Manager

For More Support

General Manager

Policy Statement

1. P4 MOVEMENT will take every practicable step to provide and maintain a safe and healthy work environment for all employees and volunteers. This depends upon hazards being identified and either eliminated or reduced as far as practicable. Incidents must be reported and investigated in the spirit of no blame and action taken to prevent a recurrence.

Definitions

1. Incident - is an event that has caused or has the potential to cause injury, illness or damage. Examples of incidents include slips/trips, motor vehicle accidents, scalding from boiling water and physical assault.
2. Hazard - is something that has the potential to cause injury, illness or damage.

Delegations

Roles	Responsibilities
Board of Directors	• Endorse, comply and ensure compliance with the Incident and Hazard Management Workplace Health and Safety Policy and Procedure • Monitor WHS risk management strategies, incidents and injuries. • Comply with Privacy and Confidentiality Policy and associated procedures.
GM	• Lead and implement WHS Framework including this policy • Manage and monitor compliance with WHS policy • Ensure staff are provided with relevant training in incident management • Receive and respond to incident and hazard reports • Operational decision making relating to WHS management, including expenditure • Refer serious WHS issues to the Board and relevant authorities
Management	• Manage and monitor compliance with WHS policy
Staff, volunteers, contractors and students	• Comply with this policy

Procedures

1. Immediate incident response
 - a. The health and safety of P4 MOVEMENT employees and visitors is the priority immediately following a WHS related incident. If necessary and appropriate, involved persons are to physically distance themselves from harm. This may mean leaving a room/office, leaving P4 MOVEMENT premises, or relocating to alternative overnight accommodation (if travelling for P4 MOVEMENT related business).
 - b. Action must be taken to prevent further persons from being injured. This may involve activation of emergency procedures or other actions to control immediate risk, such as barricading the area, placing warning signs at the site, contacting emergency services and notifying other workers and visitors of the incident/hazard.
2. First aid and medical treatment

- a. If an injury has been sustained, first aid is to be provided from a suitably qualified first aider, or where such a person is not available, from a person capable and willing to do so. See First Aid Policy for further details.
- b. In most cases, the need for medical treatment is obvious. The following list of injuries and symptoms, although not exhaustive, provides guidance on when to refer to medical treatment.

Injuries and symptoms requiring medical treatment		
- Heart attack - Stroke - Epilepsy and seizures - Hyperglycaemia/hypoglycaemia - Burns larger than 20 cent piece	- Electrical burn - Lacerations if bleeding is severe or persistent - Soft tissue injuries, e.g. sprains and strains - Dislocations and fractures	- Head, neck and spinal injuries - Facial injuries - Poisoning - Bites and stings - Electric shock - Loss of consciousness

- c. In some circumstances the need for medical treatment may not be obvious; however, must be sought. Examples include:
 - i. After an electric shock: any person who has received an electric shock, no matter how minor it may seem, as there may be delayed effects such as an irregular or lower heart rate.
 - ii. After recovering from unconsciousness: any person who has lost consciousness, even for a small amount of time.
- d. Medical treatment can be obtained by contacting emergency services by phone on 000.
- e. In some cases, the person may require non-emergency medical treatment and may be transported to a medical centre by another staff member. For example, a swollen ankle may be treated more promptly at a medical centre as opposed to calling an ambulance. This is decided on a case-by-case basis in consultation with the injured person and the person providing transport.
- f. Note that P4 MOVEMENT employees are not obliged to transport other employees to hospital or other medical services. However, employees should facilitate access to hospital or other medical services where necessary. With consent from the injured worker, P4 MOVEMENT may contact the person's emergency contact to inform them of the incident.

3. Critical incidents

- a. Critical incidents are those which directly or indirectly cause significant distress to a person, either at the time it occurs or later. A critical incident may require the activation of emergency procedures.
- b. P4 MOVEMENT provides access to an Employee Assistance Program who can provide critical incident debriefing and other support and assistance to employees involved in the incident. Refer to the Working Conditions Policy for further details.

4. Reporting incidents

- a. All incidents are to be reported, including:
 - i. All injuries

- ii. Any incidents which may have had the potential to cause an injury, e.g. Exposure to chemical agents or physical agents
 - iii. Dangerous occurrences or system failure which caused or had the potential to cause serious property damage, e.g. Fires, floods and explosions
 - iv. Motor vehicle accidents occurring on P4 MOVEMENT premises or whilst conducting P4 MOVEMENT business
- b. All WHS incidents involving P4 MOVEMENT workers, visitors or service users are to be documented using the Incident and Hazard Reporting module within TurnPoint.
- c. The involved worker or supervisor is to complete an Incident and Hazard Form within TurnPoint at the time of the incident, or within a 24-hour period. The Incident and Hazard Reporting module automatically alerts appropriate management team members of the incident, and invites them to provide a response and/or remediative action. A copy is also forwarded to the GM.
- d. If an incident results in death or serious injury to an employee, the GM or General Manager of P4 MOVEMENT must be informed immediately, who will then immediately inform Safe Work NSW, the appropriate government department and the P4 MOVEMENT Board.

5. Investigating incidents and hazards

- a. On receipt of an Incident and Hazard Report GM and or General Manager will investigate the incident using the risk review framework. This framework will assist them to rate the current or potential risks and identify any corrective measures required. It should be done where practicable in consultation with staff.

6. Review of incidents and hazards

- a. The WHS Representative regularly reviews the Incidents and Hazard register, which is a cumulative view of the Incidents and Hazards reported via TurnPoint, to identify trends and preventative and risk management strategies.

7. Notification of incidents

- a. Under the NSW Workers Compensation Act 1987, P4 MOVEMENT must notify its workers compensation insurer within 48 hours of all injuries that have the potential to result in a workers compensation claim.
- b. The details of all serious injuries and incidents must be reported by the GM or General Manager to SafeWork NSW immediately by calling 13 10 50. Those that involve a fatality or are otherwise particularly serious must be reported to WorkCover immediately and the site of the incident is not to be disturbed.
- c. Serious injuries include, but are not limited to, those that require:
 - i. Medical treatment within 48 hours of exposure to a substance
 - ii. Immediate treatment in hospital as an in-patient or
 - iii. Immediate medical treatment for injuries, e.g. Amputation, serious head or eye injuries, scalping, electric shock, spinal injury, loss of bodily functions or serious laceration
- d. This duty also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk, including:
 - i. The collapse, overturning, failure or malfunction of, or damage to, a plant that is required to be licensed or registered
 - ii. The collapse or failure of an excavation or of any shoring supporting excavation
 - iii. The collapse or partial collapse of a building or structure

- iv. An implosion, explosion or a fire
 - v. The escape, spillage or leakage of any substance, including dangerous goods, or
 - vi. The fall or release from a height of any plant, substance or object.
8. Support, assistance and involvement of any affected Participant
- a. Participant and employee health, safety and wellbeing is a matter of priority for P4 MOVEMENT. If the incident causes a life threatening risk to health or safety, the employee should contact 000 immediately.
 - b. Where there is no imminent life threatening risk, however the impact or risk of impact is significant, the employee should contact the Service Manager immediately to determine the next course of action.
 - c. The impacted Participant is to be involved, to the extent they are comfortable with, in all stages of the process including;
 - i. Initial incident reporting to self report or confirm details where appropriate
 - ii. During an investigation to clarify facts and share feedback on the impact of the incident
 - iii. At the conclusion of an investigation to provide
 - information on how the incident was managed (including who reported the incident, immediate steps taken to look after the Participants safety and any procedures or protocols that were implemented in order to respond to the incident)
 - insights from the investigation
 - follow up actions.
 - iv. In follow up action planning, by providing their feedback on;
 - How they were affected by the incident
 - What they think could have been done to prevent the incident
 - What corrective actions they think are needed post the incident
 - What support they would like to prevent the incident from reoccurring
 - How P4 MOVEMENT managed the incident
 - If they think their Care Plan or P4 MOVEMENT programs, policies or procedures could change to improve the outcomes for themselves or other P4 MOVEMENT Participants or staff.
 - d. Participants will be reminded that they are able to have an advocate or support person to participate in the incident management process. Where a Participant is involved, all possible steps will be taken to ensure the Participant feels comfortable and empowered to participate. This includes using language and modes of communication that are appropriate and utilising appropriate environments.

References to other P4 MOVEMENT policies and external sources

1. Org1.2 Regulatory Compliance
2. Org2.1 Risk Management
3. WHS1.1 Work Health and Safety
4. CS1.5 Abuse and Neglect
5. CS5.1 Restrictive Practices and Behaviour Support

Summary of attachments

1. Nil

Version Control

1. 1 April 2026 - New Policy Creation