

C2A POLICIES AND PROCEDURES WORK HEALTH AND SAFETY¹

Accidents and Incidents Policy – Policy c2a

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¹ WHS Regulations 2011, in regards to Ch 3 General risk and workplace management. Updated 30.11.2015

² <http://www.workcover.nsw.gov.au/media/publications/workers-compensation-claims/theres-been-an-incident-what-do-you-do>. NSW Government WorkCover. Updated 30/11/2015

1. Introduction

1.1 Definition of Workplace

C2a is an alternative Internet and Phone Service Provider that provide competitively priced Fixed Wireless Broadband, ADSL Broadband, NBN and VoIP phone services at competitive and affordable prices while remaining local to Port Macquarie and surrounding areas.

ECDC is a subsidiary of c2a. ECDC is a local Data Center where computers can be stored in a safe, air conditioned environment with access granted to only enrolled and authorized users.

1.2 Constitute - WHS Issue

C2A has a duty of care and responsibility to protect the health and safety of workers and customers through providing incident management strategies encouraging all workers correct procedures for managing injuries when they do occur, recording information and reporting information.

We ensure C2A'S Health and Safety Policies and Practices affect an individual's physical and psychological health and safety. It is important for every person who enters the Office premises, Server Room, Facility Storage Shed, throughout Installs and when using the service's equipment are safe. Through Assessing risks found in the workplace and consultation with all workers injuries can be prevented.

1.3 Filing and Storage of documents

This policy and procedure - is displayed in the office of the business and must be accessible to all staff and contracted persons.

Complaints and incident reports- must be filed and kept for a minimum of 7 years.

2. Purpose of this Document

To provide for a safe and healthy workplace for all workers by putting policies and procedures in place that achieve this. We provide, first aid providers, training and assess incidents in the workplace to avoid continue hazards and risks. We encourage all workers to gain First Aid certificates so that situations are managed correctly if someone is injured. We provide best possible procedures on reporting and recording incidents when they do occur so that the best possible result will occur. Through this document we ensure that:

- a safe environment for all workers and customers
- Encourages and promotes the safe, effective provision of first aid using employee self care³, first aid providers, health services to provide care and WHS Coordinators accessing and preventing hazards and risks.
- Medical supplies are provided in first aid bag for appropriate care of minor injuries. This is located in Office premises, Server Room and in green box in car
- Process begins with evaluation of risks through checklists (seen in the Health and Safety Management Plan Policy) to prevent injuries
- Ensures after injuries there is a Accident/Incident Form written up, followed by an Accident/Injury/Incident Hazard Report Form being filled out by an WHS Coordinator. Through this investigation there may need to be changes put into place for procedures and policies. A Risk Management Plan Form would then be filled out, added to the controls assessed and reviewed in the Risk Management Folder.
- If major accident/incident the health services are contacted and reported correctly – notifiable incidents
- the privacy and confidentiality of personal and health information pertaining to an injured worker or person is maintained and managed in accordance with the requirements of NSW privacy legislation⁴.

3. Persons affected

- All workers in the office premises – Office, Server Room, Facility Storage Shed and off-site work, for example, installs
- All customers who experience minor injuries
- Shared hosting users also have access to first aid equipment

4. Definitions

- PCBU: Person Conducting a Business or undertaking
- WHS (Work Health and Safety) Coordinator: An employee that manages WHS through prevention of accident and injuries by assessing and eliminating accidents and injuries.

³ Work Health and Safety Regulation 2011, Part 2 Health and safety Duties, Division 4: Duties of officers, workers and other persons. 28 Duties of workers Updated 30.11.2015

⁴ Privacy and Personal Information Protection Act 1998. Updated 15.12.2015

- Shared Hosting Users: Customers who use our premises for hire for hosting purposes
- First Aid officer/provider: An employee that provides first aid to an injured person.
- First aid: 'the initial care of the ill or injured ... where someone has had an accident or is suffering from a sudden illness and needs help until a qualified health care professional, such as a doctor, registered nurse or ambulance officer, arrives.' (2003, p.2).⁵
- First Aid Kit: Medical supplies suitable for basic first aid
- A "notifiable incident" under the work health and safety registration relates to:
 - The death of a person
 - A serious injury or illness of a person
 - A potentially dangerous incident
- Accident: an unplanned occurrence or incident that causes or contributes to personal injury or damage of property
- Incident: any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss

5. Responsibilities

5.1 (PCBU) Officer/Manager/team leader

- Trained in Policies and Procedures
- Knowledgeable in policies and procedures according to accidents and incidents
- Provide leadership and direction that accidents and incidents are managed effectively and all reporting requirements are met
- Ensure that information on accident and incident reporting and investigation procedures are incorporated in the induction process
- Ensure that all workers are aware of the requirements of Accident and Incident Reporting and Investigation procedures
- Ensure that resources required to implement agreed preventative and corrective actions are available and that these actions are afforded appropriate priority.
- Timely notification to the WHS Coordinator of:
 - Accidents/injuries/incidents/hazards within 24 hours;

⁵St John Ambulance. Updated 30.11.15

- Major accidents/injuries/incidents/hazards immediately.
- Ensure WHS coordinator assess all accidents and incidents
- Complete the Accident/Incident form whenever first aid is administer – no matter how small
- Report serious and notifiable incidents immediately to WorkCover (phone **13 10 50**)
- Apply a risk management approach through safety checklists to finding all accident and incident, so that any hazards identified are eliminated or minimised for the safest possible enviroment
- Ensure actions are implemented, monitored and reviewed for effectiveness – Risk Management Folder
- Maintain and manage the privacy and confidentiality of personal and health information pertaining to an injured worker or person in accordance with the requirements of NSW privacy legislation⁶.

5.2 WHS coordinator

- Knowledgeable in policies and procedures according to accidents and incidents
- To be trained in policies and procedures about incidents and accidents
- Review data on accidents and incidents in the workplace
- Participate in the investigation of accidents and incidents as required
- Monitor and review for effectiveness the implementation of corrective actions arising from accidents and incidents.
- Investigation of accident and incidents are complete through the Accident/Injury/Incident Hazard Report Form and any changes to policies, procedures and the Risk Management Folders controls as complete.

The WHS Coordinator will monitor trends of accidents/injuries/incidents/hazards and initiate further investigation where:

- A number of incidents are noted for similar situations;
- A workers compensation claim has been lodged;
- The manager has requested assistance to investigate an accident/injury/incident/hazard;
- A serious or major incident has occurred;
- A situation is deemed to require further investigation.

⁶ Privacy and Personal Information Protection Act 1998. Updated 15.12.2015

5.3 First aid officers/providers

- To be trained in policies and procedures about incidents and accidents
- Trained with a Certified First Aid Certificate
- A certified First aider (officer/provider) is to be available at all times
- Made sure that accidents/incidents treated are written up on Accident and Incident Form
- Accident/incidents are reported to Manager/Team leader and the WHS Coordinator to assess recurring accidents/incidents within **24 Hours** for minor accidents/incidents and immediately for notifiable incidents

5.4 Workers

- To be trained in policies and procedures about incidents and accidents
- Encouraged to be trained with Certified first Aid
- Timely notification to the Manager/team leader and WHS Coordinator of:
 - Accidents/injuries/incidents/hazards within **24 hours**;
 - Major accidents/injuries/incidents/hazards immediately.
- Fill out accident/incident reports as needed
- Complete the WHS Accident/Incident form (even where no injury is apparent) and submit this to their supervisor before leaving work for the day
- Are trained and aware of the requirements for reporting accidents and incidents in the workplace
- Report all accidents and incidents to the manager/team leader as soon as reasonably practicable after they occur and before leaving work for the day
- Report serious and notifiable accidents and incidents immediately to their manager/team leader
- Maintain the privacy and confidentiality of personal and health information pertaining to an injured worker or person in accordance with the requirements of NSW privacy legislation⁷.

5.5 Contractors/Volunteers and Visitor

The same as workers.

⁷ Privacy and Personal Information Protection Act 1998. Updated 15.12.2015

5.6 Shared Hosting Users

- To be aware of policies and procedures about incidents and accidents
- Timely notification to the Manager/team leader and WHS Coordinator of:
 - Accidents/injuries/incidents/hazards within **24 hours**;
 - Major accidents/injuries/incidents/hazards immediately.
- Fill out accident/incident reports as needed
- Complete the WHS Accident/Incident form (even where no injury is apparent) and submit this to their supervisor before leaving office for the day
- Are aware of the requirements for reporting accidents and incidents in the workplace
- Report all accidents and incidents to the manager/team leader as soon as reasonably practicable after they occur and before leaving work for the day
- Report serious and notifiable accidents and incidents immediately to their manager/team leader
- Maintain the privacy and confidentiality of personal and health information pertaining to an injured person in accordance with the requirements of NSW privacy legislation⁸.

6. Incident Management

6.1 Implementation and Procedures

1. Safety checklists - Safe Work Method Statement -(SWMS) are first implemented to ensure safety of all on site
2. Follow policies and procedures to ensure safety while on the job
3. In the event of an accident or incident:
 - where it is safe to do so, workers will take appropriate immediate action to minimise the risk of further injury or damage (for example, isolating the hazard, First Aid, evacuation, containing spills).
4. In a case of injury:
 - depending on the severity of the injury and the injured worker's preference, appropriate First Aid or medical

⁸ Privacy and Personal Information Protection Act 1998. Updated 15.12.2015

attention should be sought from one or more of the following:

- First aid provider/officer on call/site
 - Ambulance Officer as needed (**Dial 000**)
 - The nearest available hospital or medical facility, such as Port Macquarie Base Hospital for further treatment
 - The injured worker's doctor - found on their Employment Record.
5. All work related accidents and incidents must be written up on an Accident/Incident Form and reported to the Manager/Team Leader and WHS Coordinator, as soon as, reasonably practicable after they occur and before the Worker leaves work for the day within **24 hours**. An Accident/Incident Form must be completed, even where no injury is apparent.
 6. This is then followed on by the WHS Coordinator filling out an Accident/Injury/incident Hazard report and then a Risk Management Plan form if changes to practise and procedures are required.
 7. All serious and notifiable accidents/incidents must be reported to the Manager/Team Leader immediately
 - The PCBU is responsible to notify WorkCover of the accident/incident within **48 hours** (phone **13 10 50**). The Manager controlling the workplace, where a notifiable accident/incident has occurred must ensure, if practicable, that the site where the incident occurred is not disturbed – including any plant, substance, structure or thing associated with the notifiable incident, until an inspector arrives at the site.
 8. Support employee through injury while providing suitable jobs through recovery and compensation

Workers may take such steps as necessary:

- to assist an injured person, or
- to removed a deceased person, or
- that is essential to make the site safe or to minimise the risk of a further Notifiable Incident, or
- that is associated with a police investigation, or

- for which an inspector or the Regulator (WorkCover) has given permission.

6.2 Reporting requirements

The following reporting requirements apply:

- All accidents and incidents must be reported to the manager/team leader and WHS Coordinator by workers as soon as reasonably practicable, after they occur before leaving work for the day and a WHS Accident/Incident form is to be completed (even if no injury is apparent). The Accident/Incident is to be explained as soon as possible to manager within **24 hours** of the accident/incident
- Serious and notifiable incidents must be reported immediately to the Manager/team leader and WHS Coordinator
- Serious and notifiable incidents must be reported to WorkCover (phone: **13 10 50**), and the insurer (where injury has occurred) by manager/team leader
- All accidents and incidents are reported to and reviewed by Work Health & Safety and WorkCover

7. Accident and Incident forms

7.1 Accident and Incident Form

An accident/incident form is completed by trained First Aid Officer and/or person providing first aid after an accident.

This includes:

- date and time
- name of person receiving first aid
- description of symptoms
- treatment provided
- name of person providing first aid
- referral arrangements (e.g. ambulance, hospital, medical service)
- name of person completing Incident Report form.
- Signatures from first aider, injured person and WHS Coordinator

The original copy of the Accident/Incident form is located in policy folder with photocopies and also the checklists and form folder in safety green box available for use in car.

If a person is transferred to a medical facility, a copy of the Accident/Incident form is to accompany them. C2A is to keep the original copy.

All persons receiving and providing first aid have access to relevant Accident/Incident forms arising from first aid incident (Form located at end of this policy).

7.2 Accident/Injury/Incident Hazard Report Form

This Form is to be complete by the WHS Coordinator. The objective of this investigation is to identify facts and modify management systems to prevent a recurrence.

This Form assists managers gather facts and conduct a thorough investigation of any incident occurring in work activities. An Incident includes all work related occurrences such as Near Misses, Injuries and Diseases.

This form investigates:

- hazard/detail what happened
- Possible solutions/how to prevent recurrence
- Results of investigation
- Action taken

Through this form, controls are put into place to prevent the incident from happening again. If any changes occur the next step is to complete a Risk Management plan Form.

7.3 Risk Management Plan Form

This form further explores the controls in place and how effective they are. Any potential hazards that have been noticed through consultation, near misses, accidents/incidents that have occurred etc - this form is filled out.

This form includes:

- The hazard
- Likelihood of occurring
- How effective are controls

- What further controls are required
- How will the controls be implemented

Once the control has been decided on it is then put into the Risk Management Folder to be continually reassessed with other Hazards within the environments.

The Risk Management Folder is located in the office.

8. Notifiable Incidents

8.1 Who to contact

Jurisdiction	Regulator	Telephone	Website
New South Wales	WorkCover NSW	13 10 50	Not applicable for notifications

'Notifiable incidents' may relate to any person— whether an employee/worker, contractor or member of the public.

Only the most serious safety incidents are intended to be notifiable, and they trigger requirements to preserve the incident site pending further direction from the regulator - WorkCover.

WorkCover NSW must be notified immediately where a notifiable incident has occurred. This includes:

- When, as a result of an accident at your workplace, a person dies or sustains a serious injury or illness which requires immediate hospital treatment or where medical treatment is needed within **48 hours** of the accident and injury.
- When a dangerous incident occurs, where there is a serious risk to health and safety. A dangerous incident would include an uncontrolled spillage, escape or leakage of a substance/gas or steam, an implosion/explosion/fire, electric shock, collapse of a structure.

8.2 When and how to notify

WorkCover must be notified of a 'notifiable incident' immediately after the Manager/team leader becomes aware of the incident arising.

The notice must be given by the fastest possible means which could be by telephone or in writing, for example by facsimile, email or other electronic means.

If notifications are made by telephone follow-up information may be requested either by telephone or in writing. If you are asked to follow-up in writing you must provide the required information in writing within **48 hours** of the request being made.

8.3 Reporting notifiable accidents and incidents procedure⁹

1. Provide first aid or call medical assistance as needed – we ensure our workers get the right care
2. Notify WorkCover NSW of a notifiable incident immediately¹⁰ -
Call **13 10 50**
3. Notify insurer of any injury and illness within **48 hours**
4. Record it - complete accident/incident form with as much information as possible
5. Stay connected with worker by supporting them as they recover from incident
6. Work with worker, doctor and insurer to gain best result for worker
7. Identify and offer suitable work for the recovering worker

8.4 Information required on notification

A clear description of the accident/incident with as much detail as possible will help WorkCover assess whether or not the incident is notifiable and if there's a need for a follow-up investigation by WorkCover.

Where insufficient details are provided in a telephone notification, WorkCover may contact, if further information is required. WorkCover needs a minimum of the following information seen in the table below when notifying the incident.

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⁹ <http://www.workcover.nsw.gov.au/media/publications/workers-compensation-claims/theres-been-an-incident-what-do-you-do>. NSW Government WorkCover. Updated 30/11/2015

¹⁰ Work Health and Safety Regulation 2011, Part

¹¹ <http://www.workcover.nsw.gov.au/media/publications/health-and-safety/whs-incident-notification-fact-sheet>. NSW Government WorkCover. Updated 30/11/2015

Information required	Example
What happened: an overview	<p>Provide an overview of what happened.</p> <p>Nominate the type of notifiable incident—was it death, serious injury or illness, or 'dangerous incident' (as defined above)?</p>
When did it happen	<p>Date and time.</p>
Where did it happen	<p>Incident address.</p> <p>Details that describe the specific location of the notifiable incident—for example section of the warehouse or the particular piece of equipment that the incident involved — to assist instructions about site disturbance.</p>
What happened: detailed description	<p>Detailed description of the notifiable incident.</p>
Who did it happen to	<p>Injured person's name, salutation, date of birth, address and contact number.</p> <p>Injured person's occupation.</p> <p>Relationship of the injured person to the entity notifying.</p>
How and where are they being treated (if applicable)	<p>Description of serious injury or illness — i.e. nature of injury.</p> <p>Initial treatment of serious injury or illness.</p> <p>Where the patient has been taken for treatment.</p>
Who is the person conducting the business or undertaking (there may be more than one)	<p>Legal and trading name.</p> <p>Business address (if different from incident address), ABN/ACN and contact details including phone number and email.</p>

What has/is being done	Action taken or intended to be taken to prevent recurrence (if any).
Who is notifying	Notifier's name, salutation, contact phone number and position at workplace. Name, phone number and position of person to contact for further information (if different from above).

8.5 Accident/Injury/Incident/Hazard Investigation

All accidents/injuries/incidents and hazards will be investigated. This investigation shall include consultation with workers affected by the accident/injury/incident or hazard. This investigation will be shown through the following form.

Accident/Incident/injury Hazard Report Form. This will be located at the end of the Policy.

During the investigation, an analysis will be carried out to identify any Work Health and Safety Management System failure(s). This will involve an examination of the incident, by the manager and WHS Coordinator, along the following lines:

- Is there a procedure, which covers this area of activity?
- Is the procedure adequate? (i.e. effective, workable, comprehensive, simple, easy to use, etc.)
- Was the procedure properly implemented?
- Was the procedure followed?
- What influences, outside of the immediate process, are evident?

The objective of the investigation is to establish the real cause(s) of the accident or incidents, so that corrective action is aimed at preventing recurrence of the event.

8.6 Corrective Action

Through investigating an incident a corrective action would be taken to ensure that this accident/incident does not occur again. The incident/accident would assist to make decisions and set priorities, and allow Managers and WHS Coordinators analyse safety issues. This procedure may also identify hazards and risks that were unnoticed, and help in developing new safe work procedures. The new procedure would be written into a **Risk Management Plan form** (located in the Health and

Safety Management Policy and the First Aid Plan Policy) and then added to the Risk Management Folder – which would be assessed with other hazards/risks. The changes would also be added to policies and procedures.

8.7 Corrective Action Reviewed and modified

Any changes to Policies or Procedures need to be review especially when an incident is involved. This would need to be reviewed and modified continually to ensure it doesn't happen again. On the **Accident/incident/injury Hazard Report Form**, the actions will be recorded before adding it into the **Risk Management Plan Form** followed by the **Risk Management Folder** for reassessing with other hazards.

9. Record Keeping

The manager/team leader must keep a record of the accident/incident forms that occur, no matter how small for **seven years**.

Notifiable incidents are to be kept for **seven years** from the date of notification. Penalties do apply if not kept. These records should include any directions or authorisations given by an inspector at the time of notification (including authorisations to disturb incident sites) and any confirmation received from WorkCover that you notified them about the incident.

All information of the employee/worker is to be kept confidential¹² and located in locked filing cabinets.

¹² Privacy and Personal Information Protection Act 1998. Updated 15.12.2015

Appendix



Accident and Incident Form

Surname / Family Name

First Name

Day and Date of incident
Day

Time of incident Time Shift Commenced

Usual employment location

Location of incident
Site name

Exact Location of accident
Example - Near main entrance, Storeroom, in car park, office, install site etc.

What was the injury or incident

Give Full Details - eg: Cut on little finger on left hand, slip on wet floor, etc

How did the incident happen? What were you doing when the incident occurred?

(Describe in detail what caused the incident. Attach additional information if necessary)

.....
.....
.....

What protective equipment was being used or worn at the time of the accident?

.....

Describe any medical treatment or follow up action required after the Incident?

.....
.....

Was anyone else involved in the incident? If yes, please provide details.

.....
.....

Injury

- ☐ Fatality
- ☐ Lost Time
- ☐ Medical Treatment
- ☐ First Aid
- ☐ No Injury

Person Affected

- ☐ Customer
- ☐ Employee
- ☐ Contractor

Property Damage

- ☐ Building: \$.....
- ☐ Tools: \$.....
- ☐ Plant: \$.....
- ☐ Other: \$.....

Witness's names and contact number

Witness's name:

Contact number:

To whom was the accident reported?

When was the accident reported?

In your opinion, what action if any, could be taken to prevent a recurrence of the incident?

.....
.....

Was an ambulance called ? ☐ No ☐ Yes→ Incident No:

Where the police called ? ☐ No ☐ Yes→ Incident No:

Was Trauma Counselling Offered ? ☐ No ☐ Yes→ Date Contacted:

Was Medical treatment Sought ? ☐ No ☐ Yes→ Location:

Date & Time

.....

Employee Name

Signature

Date

SUPERVISORS USE ONLY

To whom was the accident reported?

Date and time accident reported?

Supervisors Comments & Initial Investigation Notes:

.....

Supervisors Follow Up Action Required:

.....

Target date for follow up action:

Follow up action to be performed by whom?:

Will the injured employee be off work for more than 7 calendar days? ☐ Yes ☐ No

Have all possible actions been taken to prevent a re-occurrence? ☐ Yes ☐ No

.....

Supervisors Signature & Name

Date Signed