



Incident reporting overview

WORK HEALTH AND SAFETY DIRECTORATE

Incidents and injuries are reported in accordance with the [Incident Reporting Policy](#) and [Incident Reporting Procedures](#). Incidents and injuries to both employees and non-employees, including students, parents, contractors and visitors, are required to be reported as soon as possible but within 24 hours.

All incidents, including those in the workplace and those occurring when doing an activity directly related to work, such as on excursions, are to be reported. Prompt reporting of these incidents through the appropriate channels enables early intervention, effective management and support where required, and ensures that legislative requirements are met. Reporting provides information that assists in preventing reoccurrences in the workplace and across the organisation.

Key steps in reporting an incident

Refer to the [Incident and injury reporting flowchart](#). For all **injuries** to employees and others undertaking work, students and visitors, notifiable incidents under the *WHS Act 2011*, near misses, WorkCover Notices and Provisional Improvement Notices issued by Health and Safety Representatives (HSRs) do the following as soon as possible but within 24 hours:

- Report WorkCover **notifiable incidents** including death of a person, dangerous incidents or serious injury or illness (see [definitions](#)) **immediately** to WHS Directorate on telephone 1800 811 523. The WHS Directorate undertakes the necessary reporting to WorkCover.
 - Report health and safety incidents for employees:
 - Call the Incident Notification Hotline on 1800 811 523, or
 - Out of business hours fax the [Incident/Injury Notification Form](#) to the Claims & Administration Unit on (02) 9707 6211.
 - Phone or fax the notification as soon as possible, but at worst within 24 hours.
- Report health and safety incidents to students or others at your workplace to your regional WHS Manager using the [Non-employee incident or injury notification form](#) as soon as possible but at worst within 24 hours (see [WHS support](#)). For **notifiable incidents** also fax the form to WHS Directorate. Consider the need to report under Reporting School Accidents Policy.
- Refer to [WHS website](#) for further information.
- Notifications will be sent to the IMA/CMA, Claims & Administration Unit and the Department's fund manager, Allianz as appropriate.

What workplace managers must do

Workplace managers must:

- Ensure employees and others in the workplace understand their responsibility to report incidents and injuries in accordance with the [Incident Reporting Policy](#) and procedures, and to notify their supervisor or workplace manager.
- Undertake appropriate response following an incident to ensure the safety of employees and others in the workplace, students and visitors, including contacting emergency services and implementing mandated duty to preserve incident sites, where required.
- Maintain a workplace [Register of Injuries](#) which may consist of the completed employee incident notification forms and non-employee incident notification forms. Alternatively, a register of injuries form may be completed (see [First Aid](#)).

Other incidents – who to contact

Incident	Workplace	Contact
Violence, weapons, illegal drugs or criminal activity	Schools	School Safety and Response Hotline 1300 363 778
	TAFE	Institute Security where available, otherwise '000' for NSW Police
	Corporate	Line manager
Malicious damage, break or enter, fire or security breach	Schools	School Security 1300 880 021
	TAFE	Institute Security where available, otherwise '000' for NSW Police
	Corporate	Line manager

Further information

[WHS Directorate](#)

[Legal Issues Bulletin No 39](#), Preparation and use of accident reports in schools and TAFE NSW

Support materials

[Employee incident notification form](#)

[Non-employee Incident notification form](#)

[Reporting WHS incidents and injuries brochure](#)

[Incident reporting poster](#)



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Definitions

Incident (excerpt from [Incident Reporting Policy](#))

An incident is broadly defined as an event which:

- causes disruption to an organisation; or
- creates danger or risk that could significantly affect individuals within the organisation; or
- impacts on the effective operation of workplaces; or
- attracts negative media attention or a negative public profile for the workplace or the Department; or
- is an incident which WorkCover describes as a *notifiable incident* which must be reported by law.

Employees and others undertaking work (eg volunteers, contractors) must report:

- Workplace incidents
- Work-related incidents (incidents occurring with activity directly related to work e.g. excursions)
- Community/student incidents (occurring outside the workplace but impact on the workplace).

Types of incidents that must be reported under this policy include:

- WHS incidents, injuries to employees and others undertaking work, students and others in the workplace, emergencies or dangerous occurrences
- incidents reportable to the Employee Performance and Conduct Directorate (EPAC) that comply with the definition in this policy, i.e. contentious or having a potential for loss
- safety and security incidents
- incidents involving unfavourable media or community attention, including major complaints or criticism of Departmental activities, programs or personnel.

Duty to preserve incident sites

In addition to the WorkCover reporting requirements for notifiable incidents, there are steps required to be taken for preserving incident sites.

When a notifiable incident has occurred, the workplace manager must ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed until a WorkCover inspector arrives at the site or any earlier time that an inspector directs.

The duty to preserve incident sites does not prevent any action:

- to assist an injured person; or
- to remove 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 has given permission.

Reference to a *site* includes any plant, substance, structure or thing associated with the notifiable incident. Contact your WHS team or WHS Directorate for further advice.

WorkCover notifiable incidents, serious injury or illness, and dangerous incidents

Reporting under WorkCover **notifiable incidents** includes incidents on a departmental worksite or whilst undertaking a departmental activity off site involving:

Fatality
The death of a person
Serious injury or illness requiring immediate treatment
As an in-patient in hospital
Amputation
Serious head or eye injury or serious burn
Separation of skin from underlying tissue eg de-gloving or scalping
Spinal injury
Loss of bodily function
Serious laceration
Other serious injury or illness
Exposure to a substance, which requires medical treatment within 48 hrs
Prescribed illnesses directly attributable to work with micro-organisms, or involving treatment or care of a person, contact with human blood or body substance or contact with animals
Zoonoses contracted through contact with animals: Q fever, anthrax, leptospirosis, brucellosis, Hendra virus, avian flu, psittacosis
A dangerous incident exposing an employee or other person to a serious risk to their health or safety emanating from an immediate or imminent exposure to:
Uncontrolled escape, spillage or leakage of a substance
Uncontrolled implosion, explosion or fire
Uncontrolled escape of gas steam or pressured substance
Electric shock
Fall from height of any plant, substance or thing
Collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
Collapse or partial collapse of a structure, or excavation including shoring supporting an excavation
An inrush of water, mud or gas in an underground excavation or tunnel
Interruption of underground ventilation
Other events prescribed by the regulations