

# SAFework NSW NOTIFICATIONS AND INVESTIGATIONS

## PROCEDURE<sup>®</sup>

### DOCUMENT SUMMARY/KEY POINTS

There is a legislative requirement to notify certain workplace incidents and injuries to SafeWork NSW. SafeWork NSW has powers to investigate these incidents and issue notices for breaches of the NSW WHS legislation and in extreme cases prosecute these breaches. This notification requirement applies to anyone (workers, visitors, contractors etc.) injured within any Sydney Children's Hospitals Network (SCHN) site, or carrying out work for SCHN

This policy is to ensure that those incidents are appropriately notified to SafeWork NSW in a timely manner and that the appropriate management response is made to investigations conducted by SafeWork NSW.

Collocated services or a Person Conducting a Business or Undertaking (PCBU), i.e. Universities, Chemists etc. must ensure that they notify SCHN of SafeWork NSW involvement with their PCBU. An incident might have multiple PCBUs responsible for notifying, for example SCHN and a collocated service or a contract company.

#### **NSW Health Policy Directives**

- SCHN Incident Management:  
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/3033/download>
- SCHN Clinical Incident Management Practice Guideline:  
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/3795>
- Work Health and Safety: Better Practice Procedures:  
[https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018\\_013.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_013.pdf)

#### **Related Information**

- Work Health and Safety Act 2011- Section 38  
[http://www.austlii.edu.au/au/legis/nsw/consol\\_act/whasa2011218/](http://www.austlii.edu.au/au/legis/nsw/consol_act/whasa2011218/)
- SafeWork Australia Incident Notification Factsheet  
<https://www.safeworkaustralia.gov.au/system/files/documents/1702/incident-notification-fact-sheet-2015.pdf>

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> September 2022	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Manager	<b>Area/Dept:</b> Workplace Safety and Wellbeing

## CHANGE SUMMARY

- Document due for mandatory review. Changes made throughout. Recommend to read the entire document.

## READ ACKNOWLEDGEMENT

- All managers should read and acknowledge this document (e.g. sign-off after reading it to acknowledge understanding).
- All other staff should read this document.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

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## 1 Introduction

The Work Health Safety (WHS) Act and Regulations require persons who have a duty to ensure health and safety to 'manage risks' by eliminating health and safety risks so far as is reasonably practicable, and if it is not reasonably practicable to do so, to minimise those risks so far as is reasonably practicable.

Everyone involved in the health system is responsible for the minimisation of all WHS risks that exist in health services. Central to this is the management of all health care incidents as they occur. Management of incidents requires that a number of steps are taken to ensure any immediate risks that an incident may have identified are managed appropriately, and effective action is taken to improve systems. Therefore, incidents, accidents or near misses involving staff, visitors, volunteers or contractors are required to be reported and documented into ims+

Notification of specific types of incidents (notifiable incidents) is an obligation under the NSW WHS Act 2011. Timely incident notification informs SafeWork about current and potential health and safety issues. SafeWork inspectors make decisions whether or not to conduct an inspection or investigation into the incidents reported

### Definitions

**PCBU** The 'person conducting the business or undertaking' applies to individuals and organisations that are legal entities conducting a business or undertaking

**WHS Staff** refers to the designated WHS manager or WHS coordinator of the facility/service

**SafeWork** refers to the SafeWork NSW – NSW WHS regulator

## 2 Incident Management for Staff, Visitors, Volunteers or Contractors

- An incident is any unplanned event resulting in, or with the potential for, injury, damage or other loss. This includes a near miss.
- All staff are encouraged to enter any incident into the Incident Information Management System (ims+).
- All staff members have access to the ims+.

## 3 Incident Notification to SafeWork NSW

SCHN (as a Person Conducting a Business or Undertaking) must notify SafeWork NSW of a notifiable incident immediately after becoming aware that:

- this incident has occurred
- that it arises out of the conduct of SCHN

Notification must be by the fastest possible means, which is by phoning SafeWork NSW.

If the manager believes the incident is a serious, notifiable incident (see appendix 1 – notification decision flow chart and appendix 2 – notifiable incidents) – they must notify SCHN Executive management and WHS Staff who will consult as required for advice.

## **What incidents, injuries or illnesses must be notified to SafeWork NSW?**

A full list of notifiable incidents can be found in 'Appendix 2 – Notifiable incidents'. It includes those incidents which are:

1. the death of a person, or
2. a serious injury or illness of a person which requires,
  - i. immediate treatment as an inpatient in a hospital
  - ii. immediate treatment for certain injuries or
  - iii. medical treatment within 48 hours of exposure to a substance

A serious injury or illness may also include a prescribed serious illness

3. a dangerous incident.

## **Information to be provided to SafeWork NSW when notifying an incident or injury**

SafeWork NSW requires a clear description of the incident to allow them to assess whether or not the incident notification is required. Where insufficient details are provided, an inspector may contact the notifier if they need further information.

The following information should be collected as a minimum, by SafeWork NSW, at the point of incident notification:

- nomination of the type of notifiable incident – i.e. death, or serious injury or illness, or dangerous incident
- incident address, date and time
- details that describe the specific location of the incident – e.g. section of the warehouse or the particular piece of equipment that the incident involved – to assist instructions about site disturbance
- description of the incident
- injured person's name, salutation, date of birth, address and contact number
- injured person's occupation
- relationship of the injured person to the entity notifying
- description of injury/illness – i.e. nature of injury
- initial treatment of injury/illness – noting provisions of the WHS Act that identify that a serious injury or illness requires 'immediate treatment as an in-patient in a hospital' or 'immediate treatment for serious injury/illness' or 'medical treatment within 48 hours of exposure to a substance'
- where the patient has been taken for treatment (if applicable)

- SCHN's legal and trading name
- business address (if different from incident address), ABN/ACN and contact details (including phone number and email address)
- action taken/intended, if any, to prevent recurrence of incident
- 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).

## When to preserve the site?

- In all of the above notifications the person with management or control of the site must preserve the site so that SafeWork NSW, and sometimes the Police, can investigate.
- A site includes any plant, substance, structure or thing associated with the notifiable incident.
- The incident scene must be preserved until the Inspector arrives at the site or at an earlier time that an inspector directs/advises (S 39 WHS Act) if the Inspector decides not to attend.

## When can the person with management or control allow the site to be disturbed?

The site can be disturbed when:

- SafeWork NSW/Inspector has given permission as mentioned above
- Assisting someone that is injured and when emergency services attend
- To remove a deceased person
- Making the site safe so that further injury does not occur
- Disturbance is related to a Police investigation

## If there is a notifiable incident, who do I contact?

### ***At The Children's Hospital at Westmead, NETS & CCC***

- During regular business hours (Monday to Friday, 7:30am – 4:30pm), immediately notify one of the following:
  - SCHN Manager, Work Health Safety & Injury Management– phone 984 53647 or 0472 817 269.
  - CHW Work Health Safety Coordinator – phone 984 53663
  - SCHN Director of Workforce – phone 984 52058
- Out of hours, immediately notify:
  - After Hours Nurse Manager (Hospital Disaster Controller) Page 7000

## **At Sydney Children's Hospital Randwick**

- During regular business hours (Monday to Friday, 7:30am – 4:30pm), immediately notify one of the following:
  - SCH Finance & Corporate Manager – phone 938 21308 or 0403946544
  - SCHN Manager, Work Health Safety & Injury Management – phone 984 53647 or 0427 150 327.
  - SCH Work Health Safety Coordinator – phone 938 27951
  - SCHN Director of Workforce – phone 984 52058
- Out of hours, immediately notify:
  - After Hours Nurse Manager (Hospital Disaster Controller) Pager 44103.

## **How long do I keep the records?**

The NSW WHS Act 2011 requires SCHN to keep a record of each notifiable incident for at least five years from the date SafeWork NSW was notified.

These records should include notes of information given to SafeWork NSW (including that given verbally when notifying), copies of any documents supplied and any directions or authorisations given by SafeWork inspectors at the time of notification (including authorisations to disturb incident sites).

A copy of records must be sent to the SCHN WHS Manager for retention.

## **Upgrading notifications**

Where SafeWork NSW has been notified of an incident and SCHN receives information that changes the incident type, SCHN must ensure SafeWork is notified of those changes. For example, if a notified serious injury or illness later results in death, SafeWork must be advised about the changed situation immediately after SCHN becomes aware of the changes.

## **Visits By and Powers of SafeWork Inspectors**

SafeWork may investigate accidents or incidents that are notified to them. Not all notified accidents or incidents are investigated. The decision to investigate is influenced by several factors including the type and severity of any injury and/or the potential for serious injury; the length of time since the accident occurred and the nature of the workplace involved.

SafeWork may also investigate a workplace when a complaint is received, a review is being undertaken on a particular activity or industry that has poor workers compensation performance, or when a random visit by the inspector reveals non-compliance with the legislation.

An inspector has the following functions and powers under the NSW WHS Act 2011:

- (a) to provide information and advice about compliance with the Act,
- (b) to assist in the resolution of:
  - (i) work health and safety issues at workplaces, and
  - (ii) issues related to access to a workplace by an assistant to a health and safety representative, and
  - (iii) issues related to the exercise or purported exercise of a right of entry,
- (c) to review disputed provisional improvement notices,

- (d) to require compliance with the Act through the issuing of notices,
- (e) to investigate contraventions of the Act and assist in the prosecution of offences,
- (f) to attend coronial inquests in relation to work-related deaths and examine witnesses.

All SafeWork inspectors must carry photo identification and will identify themselves upon arrival at the workplace. Inspectors may arrive with or without notice and it **is important that there is an immediate response and that the most senior manager on site is notified.**

An inspector who enters a workplace may do all or any of the following:

- (a) inspect, examine and make inquiries at the workplace,
- (b) inspect and examine anything (including a document) at the workplace,
- (c) bring to the workplace and use any equipment or materials that may be required,
- (d) take measurements, conduct tests and make sketches or recordings (including photographs, films, audio, video, digital or other recordings),
- (e) take and remove for analysis a sample of any substance or thing without paying for it,
- (f) require a person at the workplace to give the inspector reasonable help to exercise the inspector's powers under paragraphs (a) to (e),
- (g) exercise any compliance power or other power that is reasonably necessary to be exercised by the inspector for the purposes of this Act.

Inspectors have powers to issue notices that:

- require employers to allow an Inspector to stop use of plant and prevent disturbance of premises to allow investigation for a period of up to 7 days – **Non-disturbance notice**
- require employers to remedy a contravention of the NSW WHS Act 2011, unsafe working conditions or hazards within a specified timeframe - **Improvement notice**
- prohibit work from continuing until the hazard is fixed, if there is an immediate risk to health and safety of a person, which is not negotiable - **Prohibition notice**
- require employers to provide proof of correct workers compensation insurance - **Workers Compensation notice**
- include fines - **Penalty notices**
- agree to a request for an enforceable **WHS undertaking** (an alternative to prosecution)
- recommend criminal proceedings - **Prosecution**. The court will decide whether a case is proven or not and determine any penalty for the organisation.

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice.

Any notices issued to SCHN require an immediate coordinated response. Where a possible breach of the legislation has been demonstrated from an investigation, the Inspector refers the matter to the SafeWork legal branch for review and to determine if a prosecution should be pursued. A summons will then be issued to the corporate entity.

If required, SCHN may appeal or request a review of notices issued within fourteen days of the notice being issued, or the time specified on the notice for rectifying the non-compliance, whichever is lesser.

## **Responsibilities/Actions:**

### **Executive management**

- ensure that systems are in place to meet legislative compliance for the notification of serious incidents
- receive and act on information received related to serious incidents and injuries
- ensure appropriate response and mitigation of the issue
- determine if legal advice is required

### **WHS Staff (or delegated person)**

Following the issuing of a notice, the facility WHS Coordinator should:

- Report to the SCHN WHS Manager or Executive
- Provide relevant expertise on the work health and safety issues
- Consult with all relevant persons to resolve issues
- Develop prioritised action plans to rectify hazardous situations, with designated persons responsible for corrective actions within the required timeframe
- Assist the manager responsible to organise any corrective actions needed and monitor effectiveness.
- Offer support to all relevant staff.
- Report back to SafeWork on identified issues within the desired timeframe.

### ***Managers***

Managers must comply with the NSW WHS and Workers Compensation legislation in response to SafeWork inspections or notices issued.

When an Inspector makes contact with or arrives in the workplace, managers should:

- Immediately notify WHS in their facility or the WHS Manager and the Program Director for their work group.
- Consult with the local Health and Safety Representative and/or Work Health and Safety Committee Chairperson
- Accompany the Inspector during the inspection
- Introduce the Inspector to the essential relevant staff
- Refer to WHS Staff/Program Director to organise and coordinate any reasonable request from the Inspector
- Refer to WHS Staff to take receipt of any notices issued and clarify any details, and to forward any notices to the CE (or designated representative)

Managers must prepare relevant documentation for WHS Staff / Program Director, which is requested by the Inspector, including:

- Accident and Incident form(s) and evidence of the investigations
- Risk assessments for the specific tasks and evidence of review when changes occur or if an incident has occurred
- Policies, procedures and safe work practices (SWP) and evidence of staff awareness of their responsibilities and any changes made
- Training records for staff, relevant to the specific hazards
- Evidence of consultation mechanisms e.g. minutes of meetings
- Other relevant documents

**Note:** Consider the privacy of patients and staff e.g. if requested to provide medical records and photos.

**Note:** Where uncertainty exists regarding access to or production of specific documents, advice should be sought from WHS Staff.

### **Workers**

Workers are required to co-operate with management to prevent hazards occurring in the workplace, as per SCHN WHS Policy requirements.

When an inspector arrives in the workplace, workers should

- Direct the inspector to the most senior manager available, and
- Cooperate in the investigation process as directed by the manager.

### **Co-ordination of a SafeWork investigation**

An employer representative (usually WHS Staff) is appointed to coordinate the investigation, including:

- Determination of who should assist/accompany the Inspector (only essential worker and employer representatives, including a nominated Health and Safety Representative (as an observer) should accompany an Inspector).
- Arranging an appropriate time, meeting place and parking for Inspectors on arrival.
- Accompanying the Inspector while on site.
- Arranging access to relevant staff (including interviews) if requested.
- Arranging access to the area where the incident occurred if requested.
- Provision of those documents specifically requested by the inspector (see list above)
- Maintaining records of any communications and copies of documents exchanged.
- Keeping copies and records of anything given to or taken by the Inspector.

- Notifying the relevant employer and employee representatives, this may include the CE, relevant departmental manager, union representative, WHS Staff and the Health and Safety Representative or WHS Committee chairperson, if not already aware.

### **Staff Support**

When managers and workers are required to assist with SafeWork inspections and investigations, support shall be provided, including:

- Employee Assistance Program (EAP) services
- Travel / transport and paid leave to attend SafeWork or other legal interviews
- Seeking legal advice when prosecution is likely
- Consultation with WHS Staff
- Sharing information about WHS management strategies used in SCHN to resolve identified WHS / Injury Management and Workers Compensation issues.

### **References:**

- Work Health and Safety (NSW) Act 2011
- Work Health and Safety (NSW) Regulation 2017
- [Incident Notification](#), SafeWork NSW
- Incident Notification Information Sheet, Safework Australia
- [Investigating-and-reporting-incidents](#), SafeWork NSW
- Litigation Involving Government Authorities – Premier of NSW Memo M97-26

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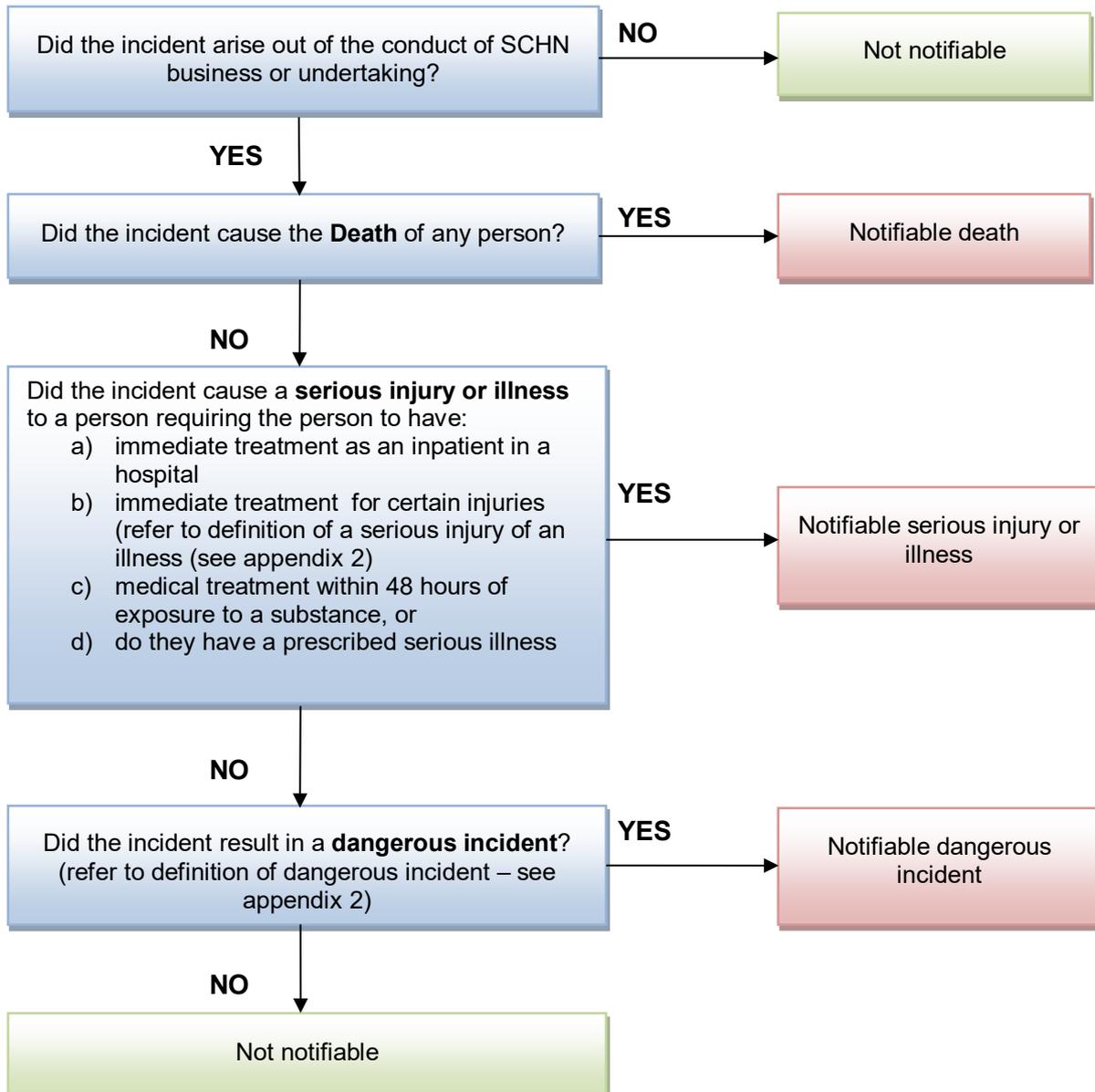
## Appendix 1 – Requirement to Notify

This flowchart applies to any incident on a SCHN site involving SCHN workers, non-workers and equipment / site incidents. It also applies to SCHN staff working off site.

Note: SCHN is a notifying PCBU as defined in section 5 of the WHS Act

Note: An incident might have multiple PCBUs responsible for notifying, for example SCHN and a collocated service or a contract company

Note: Incidents may be reportable to other agencies e.g. the Police or the Environmental Protection Agency (EPA)



## Appendix 2 - Notifiable Incidents

### What is a 'notifiable incident'

A 'notifiable incident' is:

- the death of a person
- a 'serious injury or illness', or
- a 'dangerous incident'

arising out of the conduct of a business or undertaking at a workplace.

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

### Serious injury or illness

Only the most serious health or safety incidents are notifiable, and only if they are work-related. They trigger requirements to preserve the incident site pending further direction from the regulator.

Serious injury or illness must be notified if the person requires any of the types of treatment in the following table:

Types of treatment	Example
Immediate treatment as an in-patient in a hospital	Admission into a hospital as an in-patient for any duration, even if the stay is not overnight or longer.  <b><u>It does not include:</u></b> <ul style="list-style-type: none"> <li>• Out-patient treatment provided by the emergency section of a hospital (i.e. not requiring admission as an in-patient)</li> <li>• Admission for corrective surgery which does not immediately follow the injury (e.g. to fix a fractured nose).</li> </ul>
Immediate treatment for the amputation of any part of the body	Amputation of a limb such as arm or leg, body part such as hand, foot or the tip of a finger, toe, nose or ear.
Immediate treatment for a serious head injury	<ul style="list-style-type: none"> <li>• Fractured skull, loss of consciousness, blood clot or bleeding in the brain, damage to the skull to the extent that it is likely to affect organ/face function.</li> <li>• Head injuries resulting in temporary or permanent amnesia.</li> </ul> <b><u>It does not include:</u></b> A bump to the head resulting in a minor contusion or headache.
Immediate treatment for a serious eye injury	<ul style="list-style-type: none"> <li>• Injury that results in or is likely to result in the loss of the eye or total or partial loss of vision.</li> <li>• Injury that involves an object penetrating the eye (for example metal fragment, wood chip).</li> <li>• Exposure of the eye to a substance which poses a risk of serious eye damage.</li> </ul> <b><u>It does not include:</u></b> Eye exposure to a substance that merely causes irritation.
Immediate treatment for a serious burn	A burn requiring intensive care or critical care which could require compression garment or a skin graft.  <b><u>It does not include:</u></b> A burn that merely requires washing the wound and applying a dressing.
Immediate treatment for the separation of skin from an underlying tissue	Separation of skin from an underlying tissue such that tendon, bone or muscles are exposed (de-gloving or scalping).  <b><u>It does not include:</u></b>

Types of treatment	Example
(such as de-gloving or scalping)	Minor lacerations.
Immediate treatment for a spinal injury	Injury to the cervical, thoracic, lumbar or sacral vertebrae including the discs and spinal cord. <b><u>It does not include:</u></b> Acute back strain.
Immediate treatment for the loss of a bodily function	Loss of consciousness, loss of movement of a limb or loss of the sense of smell, taste, sight or hearing, or loss of function of an internal organ. <b><u>It does not include:</u></b> <ul style="list-style-type: none"> <li>• Mere fainting</li> <li>• A sprain or strain.</li> </ul>
Immediate treatment for serious lacerations	<ul style="list-style-type: none"> <li>• Deep or extensive cuts that cause muscle, tendon, nerve or blood vessel damage or permanent impairment.</li> <li>• Deep puncture wounds.</li> <li>• Tears of wounds to the flesh or tissues—this may include stitching to prevent loss of blood and/or other treatment to prevent loss of bodily function and/or infection.</li> </ul>
Medical treatment within 48 hours of exposure to a substance	'Medical treatment' is treatment provided by a doctor. Exposure to a substance includes exposure to chemicals, airborne contaminants and exposure to human and/or animal blood and body substances.

Notification is also required for the following serious illnesses:

- Any infection where the work is a significant contributing factor. This includes any infection related to carrying out work:
  - (i) with micro-organisms
  - (ii) that involves providing treatment or care to a person
  - (iii) that involves contact with human blood or body substances
  - (iv) that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.
- The following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:
  - (i) Q fever
  - (ii) Anthrax
  - (iii) Leptospirosis
  - (iv) Brucellosis
  - (v) Hendra Virus
  - (vi) Avian Influenza
  - (vii) Psittacosis.

## Treatment

'Immediate treatment' means the kind of urgent treatment that would be required for a serious injury or illness. It includes treatment by a registered medical practitioner, a paramedic or registered nurse.

'Medical treatment' refers to treatment by a registered medical practitioner (a doctor).

Even if immediate treatment is not readily available, for example because the incident site is rural or remote or because the relevant specialist treatment is not available, the notification must still be made.

## Still unsure?

If you are still unsure about whether a particular incident should be notified then contact WHS Staff

## Dangerous incidents including 'near misses'

Some types of work-related dangerous incidents must be notified even if no-one is injured. The regulator must be notified of any incident in relation to a workplace that exposes any person to a serious risk resulting from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock:
  - examples of electrical shock that are not notifiable
    - shock due to static electricity
    - 'extra low voltage' shock (i.e. arising from electrical equipment less than or equal to 50V AC and less than or equal to 120V DC)
    - defibrillators are used deliberately to shock a person for first aid or medical reasons
  - examples of electrical shocks that are notifiable
    - minor shock resulting from direct contact with exposed live electrical parts (other than 'extra low voltage') including shock from capacitive discharge
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be design or item registered under the Work Health and Safety Regulations, for example a collapsing crane
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

A dangerous incident includes both immediate serious risks to health or safety, and also a risk from an immediate exposure to a substance which is likely to create a serious risk to health or safety in the future, for example asbestos or hazardous chemicals.

## Only work-related incidents are notifiable

To be notifiable, an incident must arise out of the conduct of the business or undertaking. An incident is not notifiable just because it happens at or near a workplace.

Incidents may happen for reasons which do not have anything to do with work or the conduct of the business or undertaking, for example:

- a worker or another person suffers a heart attack while at work which is unrelated to work or the conduct of the business or undertaking
  - an amateur athlete is injured while playing for the local soccer team and requires immediate medical treatment (this is not work)
  - a person driving to work is injured in a car accident (where driving is not part of their work)
  - a person with epilepsy has a seizure at work.
- These kinds of incidents are **not notifiable**.

### **Work-related incidents that occur outside a workplace may be notifiable**

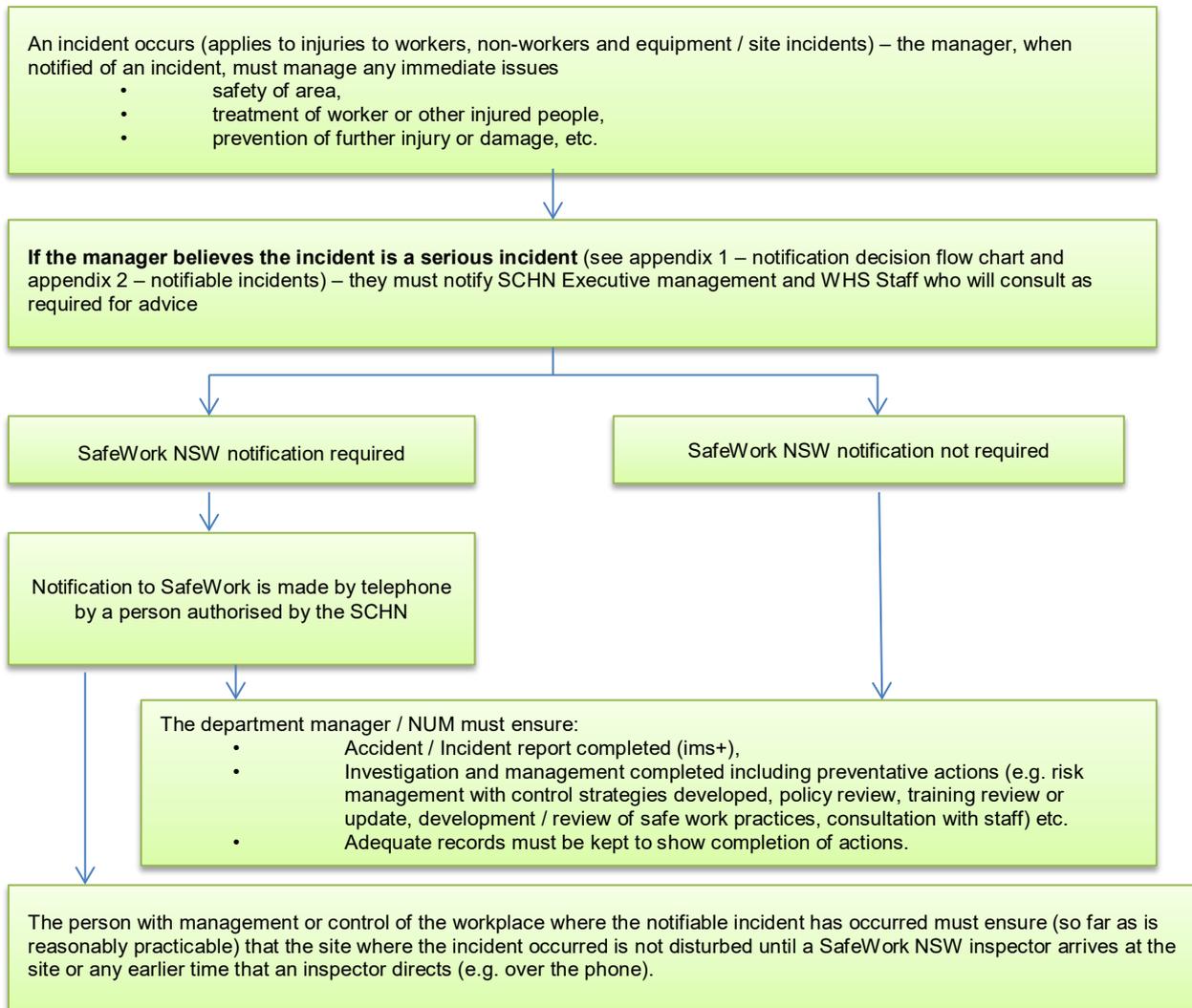
Work-related incidents may affect people outside the workplace. These may still be notifiable if they involve a death, serious illness or injury or a dangerous incident.

For example:

- an object like a hand tool falls off a multi-storey building under construction hitting a person below
- scaffold collapse that causes a risk of serious injury to persons adjacent to a construction site
- an awning over a shop-front collapses, hitting a person underneath it.

**Reference:** SafeWork Australia: Information Sheet: Incident Notification (November 2015)

## Appendix 3 - Process for Notifying Incidents reportable to SafeWork NSW



### Retention of records of acknowledgement of a notification to WorkCover

The WHS Act requires SCHN to keep a record of each notifiable incident for at least five years from the date SafeWork NSW was notified.

Keep records of information provided to SafeWork, include any directions or authorisations given by SafeWork inspectors at the time of notification (including authorisations to disturb incident sites)

Provide a copy to the SCHN WHS Manager for retention

## Appendix 4 - Co-ordination of a SafeWork NSW investigation

A SafeWork NSW inspector notifies they will be attending a SCHN facility to conduct an investigation or arrives on site without notice



The staff member made aware of the visit notifies the most senior staff member on site e.g. Executive, the relevant CPD or Dept Manager and WHS staff.



Executive and/or WHS staff will inform the WHS manager that SafeWork NSW is going to attend or is already on site.



Executive determines a representative (usually the WHS manager) to coordinate the investigation



The coordinator (usually WHS Staff) will:

- Determine who should assist/accompany the Inspector (only essential employee and employer representatives, including the relevant Health and Safety Representative/committee member (as an observer) should accompany an Inspector).
- If not already on site arrange an appropriate time, meeting place and parking for Inspectors on arrival
- Accompany the Inspector while on site
- Arrange access to relevant staff (including interviews) if requested
- Arrange access to the area where the incident occurred if requested
- Provide documents specifically requested by the inspector (consider privilege and/or patient /worker confidentiality)
- Maintain records of any communications and copies of documents exchanged
- Keep copies and records of anything given to or taken by the Inspector
- Notify the relevant employer and worker representatives; this may include the CEO, relevant Departmental Manager, union representative, WHS Staff and the Health and Safety Representative or WHS Committee chairperson, if not already involved.