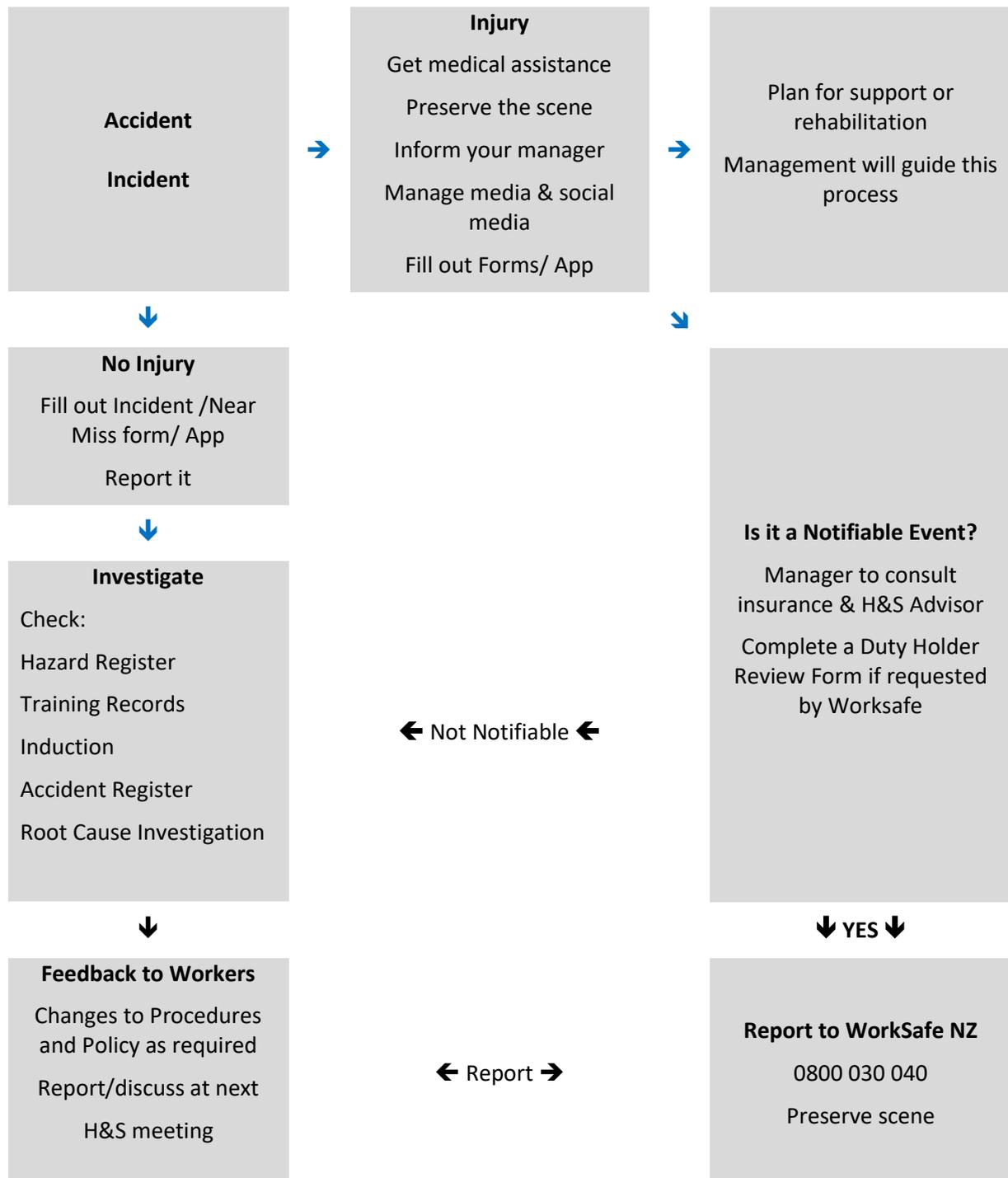


SECTION FIVE - INCIDENT/ACCIDENT REPORTING

Injuries, incidents, work related illnesses and gradual process aches and pains due to work are to be reported promptly and accurately. This is to include identifying the hazards, contributing factors and possible actions that can be taken to prevent similar injuries or conditions occurring again.

An Incident/Near Miss report should be completed via Safety App, or via form and handed to Marsha Wilson.

ACCIDENT & INCIDENT PROCESS



WHAT IS A NOTIFIABLE EVENT?

A notifiable event is when any of the following occurs as a result of work:

- a death
- notifiable illness or injury
- a notifiable incident.

Under the Health and Safety at Work Act 2015 (HSWA) you must notify WorkSafe when certain work-related events occur.

Use the Notifiable Event tool at <http://www.worksafe.govt.nz/worksafe/notifications-forms/notifiable-events> to help with understanding which events are notifiable, what you need to do and when, and how to notify WorkSafe.

Deaths, injuries or illnesses that are unrelated to work are not notifiable eg:

- a diabetic worker slipping into a coma while at work
- a worker being injured driving to work, when that driving is not part of their work
- injuries to patients or rest home residents that are triggered by a medical reason (e.g. injuries from a fall caused by a stroke)
- a worker fainting from a non-work related cause.

How to contact WorkSafe

You can report an incident by:

- Phoning 0800 030 040, or
- Completing the [online notification form](#), or
- [Downloading and completing the Notifiable Death, Injury or Illness Form \[PDF 343KB\]](#).

Ensure that an accident investigation is completed within 10 days, following an accident.

All hazards detected from an accident or incident investigation to be written into the hazards register.

NOTIFIABLE DEATH

If someone dies as a result of work, you **MUST** notify WorkSafe as soon as possible.

If someone dies as a result of work, you must **phone WorkSafe on 0800 030 040**.

When you call please be prepared to provide us with as much detail as possible about what has happened. You may also complete an online notification but contacting us by phone is the fastest method.

NOTIFIABLE INJURY

- Amputation
- Serious head injury
- Serious eye injury
- Serious burn
- Spinal injury
- Loss of bodily functions
- Serious lacerations
- Skin separation
- Any injury that requires (or would usually require) the person to be admitted to hospital for immediate treatment
- An injury that requires (or would usually require) the person to receive medical treatment within 48 hours of exposure to a substance

NOTIFIABLE ILLNESS

If a person contracts an illness as a result of work and needs to be admitted to hospital for immediate treatment or needs medical treatment within 48 hours of exposure to a substance, then you **MUST** notify us.

In addition, you **MUST** notify us if a person contracts a serious illness as a result of:

- working with micro-organisms
- providing treatment or care to a person
- contact with human blood or bodily substances
- handling or contact with animals, their hides, skins, wool or hair, animal carcasses or waste products
- handling or contact with fish or marine animals
- exposure to a substance, natural or artificial such as a solid, liquid, gas or vapour.

NOTIFIABLE INCIDENT

If someone has been exposed to a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident, then you **MUST** notify us as soon as possible.

A notifiable incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to any of the following:

- a substance escaping, spilling, or leaking
- an implosion, explosion or fire
- gas or steam escaping
- a pressurised substance escaping
- electric shock (from anything that could cause a lethal shock, for example it would not include shocks due to static electricity, from extra low voltage equipment or from defibrillators used for medical reasons)
- the fall or release from height of any plant, substance, or thing
- damage to or collapse, overturning, failing or malfunctioning of any plant that is required to be authorised for use under regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or any shoring supporting an excavation
- the inrush of water, mud, or gas in workings in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- a collision between two vessels, a vessel capsize, or the inrush of water into a vessel
- any other incident declared in regulation to be a notifiable incident

NEAR MISS INCIDENT

An accident is not just an event that harmed someone but also an event that might have harmed someone had the circumstances been slightly different.

Near MISS /hit incident(s) have the potential to cause serious injury. Reporting and investigation of near hit incidents frequently results in the identification of hazards that have not previously been identified.

INVESTIGATION

An investigation into the cause of the incident or injury will be commenced within immediately and will be completed as soon as practicable. This will insure that all information is collected and analysed to identify factors that contributed to the incident or injury enabling the identification of actions to prevent similar events occurring in the future.

Where there was serious harm, the potential for serious harm or a cluster/trend of minor injuries, investigations will require being more in-depth to ensure no factors are missed and highly effective prevention methods can be put in place.

Once the investigation is completed the results are to be fed back to the employee, supervisors and other worker so that recommendations can be actioned to prevent a similar injury happening again.

All Accident Investigations must commence as soon as possible:

- Managers are responsible for investigating accidents involving their direct reports but also to involve senior management
- Minor accident investigations should be completed within 24 hours
- In the event of a more serious injury, an accident investigation team will be appointed by the Director. Duty Holder Review (see 'Forms' below) will be used for the investigation.

THE ACCIDENT INVESTIGATION PROCESS

1. The Scene

- Administer first aid
- Prevent secondary accidents/consider any immediate mitigating action that should be taken (e.g. turn off power if necessary, attach an out of order notice to equipment and notify staff)
- Notify other parties e.g. your Manager/ Insurance/ Health and Safety Advisor/ Worksafe
- Avoid interfering with the scene (see Serious Harm above)

2. Collect Information/Facts

- Conduct initial interviews with the victim and witnesses. Ask open ended non-accusatory questions
- Consider interviewing witnesses separately
- Record details carefully and check to ensure that what you have recorded accurately reflects the witnesses' statements
- Check management systems and training records for supporting information

3. Plan Further Investigation

(Action taken will depend on the severity of the incident, but all steps should be considered for all incidents)

- Establish priorities
- Develop plan of action
- Establish time frames

4. Interviews

- Interview those who can provide the most information first
- If necessary, re-interview those involved
- Try to establish when things were going well and what happened immediately before things went wrong

5. Facts and Evidence

- Reconstruct the accident
- Take photographs
- Ensure that all relevant evidence is available e.g. training records, hazard register, and accident statistics

6. Analyse the Facts and Statements

- Identify the hazards that you consider might have contributed to the accident

- Assess whether or not a significant hazard was involved in the accident, if so check that the hazard has been entered in the Hazard Register
- Check that hazard management procedures are appropriate and have been followed
- Identify contributing factors to the incident

Note: All hazard management processes should be considered when investigating accidents.

7. Complete Reports

- Complete report
- Forward report to the Manager to be entered in the database and for discussion at the next Health and Safety meeting

8. Recommendations

- Based on the evidence, make recommendations to the Health & Safety team

9. Follow up

- Ensure that corrective action has been taken and is effective

FORMS

- Accident/ Near Miss Form/ or use Safety app
- Accident Investigation Form
- WorkSafe Notifiable Incident/Event Form
[Downloading and completing the Notifiable Death, Injury or Illness Form \[PDF 343KB\]](#).
- WorkSafe NZ Duty Holder Review form
<http://www.worksafe.govt.nz/worksafe/toolshed/duty-holder-review>

DUTY HOLDER REVIEW

Duty Holder Reviews are conducted by Duty Holders at the request of a health and safety inspector after WorkSafe have triaged the notification. You are able to use WorkSafe forms for your internal enquiry but unless requested you are not required to send a report to WorkSafe other than the form that is required for notification.

This information sheet provides guidance about the Duty Holder Review process.

INFORMATION SHEET

It is an expectation that you will review (investigate) an incident at your workplace as it allows you to examine what caused the incident and to identify and address the causes that contributed to that incident. It doesn't aim to apportion blame for incidents, but rather for you to improve workplace safety. It is also a legal requirement to investigate an incident to ascertain if it arose from a significant hazard.

By reviewing your incidents you'll be able to learn from them, make improvements and have better workplace health and safety systems.

The Duty Holder Review process is designed to enable you to improve your health and safety systems and for the regulator to gain a degree of assurance that systems associated with the incident have been improved.

This information sheet provides you with an outline of the steps involved in carrying out a self-review.

DUTY HOLDER REVIEW PROCESS

Follow these steps to do a thorough review (investigation).

1. Identify all the people involved (victim, witnesses, etc).
2. Get all the facts (who, where, when, what, how, why).
3. Describe the sequence of activities leading up to the incident.
4. Include the Health and Safety Representative in your review.
5. Talk to the victim(s) and their families (if appropriate).
6. Identify and analyse the immediate, underlying and root causes of the incident.

Note: Identifying underlying causes involves asking a series of 'why' questions about the causes you have identified. Each question may have several answers which may lead to further 'why' questions. By understanding the reasons for immediate and underlying causes you can make changes that are more likely to be sustainable and effective.

While root causes may be harder to identify, they are more important as they reveal key areas for improvement in your health and safety and/or management systems.

7. Develop and implement actions to prevent a similar incident. Include any actions you've already taken and any planned follow-up actions.
8. Review your existing health and safety system, particularly the part of the area related most to the workplace involved in the incident. Specify your system in the report and identify changes needed.

Note: The analysis of the cause(s) captured at step 6 should make it clear what corrective actions need to be implemented. These might include improving your existing health and safety management systems.

Note: The reporting template we provide shows all the information you need. You are not required to use the template but you will need all the information it asks for to undertake a thorough and effective review.

9. Sign the report off.

Once your review has been completed, submit the completed report and supporting documents to the Duty Holder Review Officer, as detailed in WorkSafe's letter to you. Please note the information you provide is subject to the Official Information Act 1982.

It is important that someone in your organisation who holds a leadership or management position signs the report.

For further information about the Duty Holder Review Process, please [contact WorkSafe New Zealand](#)