

Incident Reporting Procedure

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Policy Supported:

[Health and Safety Policy](#)

Audience:

Staff, Students, Authorised Contractors, and other personnel at workplaces under the management or control of Murdoch University

Objectives:

- To establish a systematic, consistent and documented methodology for the reporting of near-miss / non-conformity / hazard or incident observed during normal operations.

Definitions:

Any defined terms below are specific to this document. The definition of common terms appears in the Murdoch University Dictionary of Terms.

- “Incident” means a near-miss, non-conformity, hazard or incident.

Roles and Responsibilities

- All persons observing an incident must complete the relevant section(s) in the Murdoch University Incident Reporting System (**MUIRS**) or on the Observation Report Form (Annexure 1) and submit it as per instructions on the form.
- All persons observing or involved in an incident must notify their supervisor who must complete the relevant section(s) in MUIRS or the Incident Report Form (Annexure 2) or as per instructions on the form.

Implementation Steps:

1. The incident reporting process allows for the reporting of hazardous conditions or practices as they notice them. Staff are required to report any hazard observed within one (1) working day, using MUIRS or the Observation Report Form (Annexure 1).

2. Staff must first report the observed incident to their supervisor. For hazards requiring urgent attention, immediate verbal notification must precede any written report. Even if staff are able to resolve an incident without their supervisor's intervention, it is important that they inform their supervisor about the incident and action taken, especially if the hazard exists in an area where the supervisor has direct responsibility.
3. Supervisors must respond to staff concerns as soon as possible in the circumstances and must allocate responsibility for resolution of the reported concern normally not later than two (2) working days after receiving the report. The investigation of the incident enables Murdoch University to determine underlying trends which may have the potential to result in an incident. The supervisor must define and initiate recommendations for resolution of the concern normally within five (5) working days.
4. The timeframe for the resolution of the Incident will depend upon the significance of the incident reported. Actions are managed through the *Corrective and Preventive Action Procedure*. Where delegations, budget and/or the resources do not allow for the responsible person to carry out or implement a satisfactory resolution, such details must be recorded in MUIRS.
5. Reporting of an Incident
 - 5.1. A person(s) involved in or observing an Incident must immediately report the incident to their supervisor (or to the area manager/supervisor in case of injury to a visitor or member of the public) who in turn reports the incident to the School/Office Manager.
 - 5.2. In the event of a Major or Catastrophic Incident classification, the supervisor shall notify the Safety Health and Wellbeing (**SHW**) team of the incident within one (1) hour on one of the SHW telephone numbers: 0474 297 739 or 0400 916 150.
 - 5.3. In the event of a Moderate through to an Insignificant incident (see Annexure 3), the supervisor shall notify the SHW team. Notification is made in writing by completing the incident report in MUIRS or on the Incident Report Form (Annexure 2) and submit it as per the instructions on the form within 24 hours of the incident occurring.
 - 5.4. The person(s) involved in or observing the incident must then complete Parts 1 to 6 in MUIRS or on the Incident Report Form (Annexure 2) and submit it to the injured person's supervisor on the day of the event, or to the area manager/supervisor in case of injury to a visitor or member of the public.
 - 5.5. The supervisor completes Part 7 of the Incident Report in MUIRS and submits it to the SHW team within 24 hours.
 - 5.6. The School/Office Manager:
 - 5.6.1. Completes Part 8 of the Incident Report Form;
 - 5.6.2. Initiates the incident investigation (see *Incident Investigation Procedure*); and

- 5.6.3. Includes the incident details in the MUIRS performance measurement and monitoring data for submission to the People and Culture Office.
- 6. External Reporting of an Incident
 - 6.1. In the case of a Major or Catastrophic incident (see Annexure 3), the Manager Safety Health and Wellbeing must notify:
 - 6.1.1. WorkSafe WA in case of death of a worker, or a worker who is off work for more than three (3) days, due to a workplace incident.
 - 6.1.2. WorkSafe WA and the Department of Health WA for personal injuries and occupational diseases on the same day. The report shall include the worker's name, age, occupation, address, and a brief account of the incident, its circumstances and the medical aid or treatment provided.
 - 6.1.3. The relevant School Dean/Director and Director People and Culture, who in turn reports the incident to the Chief Operating Officer.

Performance Indicators:

Name	Description	Type	Unit	Formula	Target Value
Incident Reporting	Incident reports closed within 48 hours	%	%	No. of Incident Reports closed within 48 hours/Total No. of Incident Reports	90%

Related Documents:

- Annexure 1 Observation Report Form (attached)
- Annexure 2 Incident Report Form (attached)
- Annexure 3 Incident Classification Table (attached)
- Corrective and Preventative Action Procedure*
- Incident Immediate Response and Notification Procedure*
- [Incident Investigation Procedure](#)
- [Safety, Health and Wellbeing Performance Measurement and Monitoring Procedure](#)
- [Work, Health and Safety Risk Management Procedure](#)

References:

- Australian/New Zealand Standard AS/NZS 4801 Occupational Health and Management Systems – Specification with guidance for use standard
- [Occupational Health and Safety Regulations 1996 \(WA\)](#)

Approval and Implementation:

Approval Authority:	Director People and Culture Office
Responsible Officer(s):	Manager Safety Health and Wellbeing
Contact Officer:	Manager Safety Health and Wellbeing

Revision History:

Approved/ Amended/ Rescinded	Date Approved	Effective Date	Next Review Date	Resolution No. (if applicable)
Approved	22/02/2018	22/02/2018	22/02/2021	
Approved	05/06/2017	05/06/2017	05/06/2020	