

## Incident and Near Miss Management Procedure

### Purpose.

This Procedure is a resource to assist people in managing incidents. Incidents refer to events where a person has been harmed, and near misses where a person could have been harmed.

*Injuries* are incidents that have resulted in actual harm to a person. These can be sudden and immediate (eg twisted ankle), or longer term illnesses which have been caused through work (eg discomfort injury from repeated lifting, or respiratory illness from dust).

*Near misses* are incidents that could have resulted in injury or illness. These must be addressed with the same urgency as actual injuries.

Incidents can involve anyone working or volunteering for the PCBU, or anyone in the place where PCBU activities are happening – including contractors and visitors.

Primarily the focus of this Procedure is on the health and safety of people. However, the same incident management system can be adapted to other incidents that may involve property damage, and reputation.

### Responsibilities

<b>PCBU</b>	<ul style="list-style-type: none"> <li>• Ensure effective resources and systems are in place to manage any potential incident.</li> <li>• Ensure workers and others are prepared and aware of what to do when an incident occurs.</li> <li>• Investigate all incidents to an appropriate level, involving persons involved.</li> <li>• Accurately record all incidents, investigations, and controls implemented as a result of the incident.</li> <li>• Review controls implemented after an incident.</li> <li>• Notify appropriate parties according to level of incident.</li> <li>• Provide rehabilitation to any person injured at work.</li> </ul>
<b>Officer</b>	<ul style="list-style-type: none"> <li>• Officers are to exercise due diligence to ensure that the PCBU meets its responsibilities as above</li> </ul>
<b>Workers</b>	<ul style="list-style-type: none"> <li>• Aim to identify hazards to prevent incidents occurring.</li> <li>• Assist in the immediate response to an incident, but not put themselves at risk of harm in doing so.</li> <li>• Report any incidents that have harmed or may have harmed.</li> <li>• Participate in any incident investigation.</li> <li>• Report discomfort caused by work activities at the earliest opportunity</li> <li>• Participate in any rehabilitation programme offered.</li> </ul>
<b>Others in the workplace (eg visitors)</b>	<ul style="list-style-type: none"> <li>• Report any incidents that have harmed or may have harmed.</li> </ul>

## Incident and Near Miss Management Procedure

This procedure consists of 4 main sections that are in order to be followed after an incident has occurred:

- Immediate Response
- Notification
- Investigation
- Review

### Step 1. Immediate response

The immediate response required will depend on the severity of the incident, or potential severity of the near miss. Refer to table below.

Following an incident that has resulted in injury the priority will be provide care for any injured persons, and then ensure the area is safe and hazard controlled. Resources must be readily available to provide this care, and means of communication available to get assistance. Resources would likely include people trained to provide First Aid, and an adequate First Aid kit.

Emergency or evacuation procedures may need to be implemented in some cases.

The place where the incident or near miss occurred may need to be secured and made safe to prevent harm to others – as long as this is safe to do without anyone being put at risk of harm. Specialist persons may need to be engaged to make safe, for example an electrician.

If the incident is notifiable to Worksafe the scene will need to be preserved once it has been made safe. Details of what incidents may be notifiable are in the following section.

An incident may occur when a person is working alone. A workers training or work planning should ensure they know what to do should an incident occur.

### Step 2. Notification.

All incidents, injuries, illnesses, and near misses which occur as a result of work activities or at work locations are to be reported as soon as possible. Then the PCBU can implement control measures and communicate those measures to people who could be affected by that hazard. Those controls may include an immediate response to take care of the injured person and make safe the hazard that caused the incident. Permanent measures to either eliminate or minimise the hazard may also be considered.

Means must be available for people to report incidents (eg contact details of person to report to, incident report cards etc).

Contractors are expected to have their own procedures for reporting incidents, and must let the Diocese know of these incidents. They may also use Diocese incident report cards.

Other PCBUs and stakeholders may need to be contacted so that they may be made aware of the incident, and what controls have been put in place.

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The reporting requirements will be dependent on the severity, or potential severity of the incident. The table below is a guideline on those reporting criteria, and should be available to those persons at the workplace so they may decide on what level of escalation may be appropriate.

**If there is any doubt as to what response or notification is required please contact the Diocese H&S for advice.**

Actual or potential impact/severity		Response	
		Action	Notification
Insignificant	Minor injury or illness, basic first aid, minor discomfort.	<ul style="list-style-type: none"> <li>Address hazard.</li> <li>Record incident/near miss.</li> </ul>	Record in incident register.
Minor	Injury or illness requiring basic First Aid.	<ul style="list-style-type: none"> <li>Administer First Aid.</li> <li>Address hazard.</li> <li>Record and Investigate.</li> </ul>	Record in incident register.
Moderate	<p>Injury requiring advanced First Aid or medical treatment (eg doctor/hospital visit. MTI/LTI.</p> <p><i>MTI – Medical treatment injury. Treatment by medical professional beyond First Aid (eg stitches)</i></p> <p><i>LTI – lost time injury</i></p>	<ul style="list-style-type: none"> <li>Administer First Aid. Accompany for medical treatment.</li> <li>Address hazard.</li> <li>Preserve scene until released by Officer.</li> <li>Record and investigate.</li> </ul>	Notify Diocese H&S within 24 hours.
Major	Illness or injury requiring advanced First Aid and emergency medical assistance. MTI/LTI.	<ul style="list-style-type: none"> <li>Administer First Aid, and call emergency services.</li> <li>Accompany for medical treatment.</li> <li>Address hazard.</li> <li>Preserve scene until released by Diocese H&amp;S/Worksafe if possible.</li> </ul>	<p>Notify Diocese H&amp;S immediately.</p> <p>Possibly notification Worksafe *</p>
Catastrophic	Injury or illness requiring emergency medical assistance May result in long-term disabling effects or death.	<ul style="list-style-type: none"> <li>Administer First Aid, and call emergency services.</li> <li>Address hazard.</li> <li>Preserve scene until released by Diocese H&amp;S/Worksafe.</li> </ul>	<p>Notify Diocese H&amp;S immediately.</p> <p>Notification to Worksafe*</p>

NB. The impact/severity levels align with the risk matrix in the Diocese Risk Management Procedure.

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\*An incident that is notifiable to Worksafe includes all illnesses and injuries which require a person to be admitted to hospital for immediate treatment. There are also other injuries that are notifiable, and some non-harm incidents. A fact sheet that outlines what incidents and injuries are notifiable can be found at <https://www.worksafe.govt.nz/worksafe/information-guidance/all-guidance-items/hswa-fact-sheets/what-events-need-to-be-notified/notifiable-event.pdf> .

In the event of an incident that is notifiable to Worksafe occurs then the Diocese H&S should be contacted as soon as possible so as to be able to provide assistance in incident management and the notification process.

All incidents and First Aid events are to be recorded on a register to be held by the PCBU.

### Step 3. Investigation

Incidents and near misses must be investigated to a level based on the actual or potential severity of the incident. Incidents are to be recorded on an incident register.

The Worksafe Accident Investigation form is a suitable template for conducting minor investigations: <http://www.worksafe.govt.nz/worksafe/toolshed/health-and-safety-templates/form-accident-investigation.pdf>

**Insignificant** and **minor** incidents would likely be investigated at local level. The Diocese would keep an oversight of these investigations to ensure adequate controls have been implemented.

**Moderate** incidents may be investigated by the Diocese H&S or the Parish depending on the severity of the incident and the capability of the Parish to investigate.

**Major** and **catastrophic** incidents would be investigated by the Diocese H&S and other PCBU's involved. This level of incidents require the use of formal investigation techniques to ensure incident causes are adequately identified.

Contractors are expected to conduct their own investigations into incidents involving their workers, and submit the final report to the Diocese. Contractors must cooperate fully with the Diocese investigations.

The outcome of an investigation will be that corrective actions will be devised, implemented and documented. The Risk Register may need to be updated.

An investigation will also consider whether incident management procedures were followed, or could be improved.

### Step 4. Review

A review of the corrective actions implemented after an incident is to take place to ensure those interim or permanent controls are effective.