

**Accident Incident Management and Notification Procedure**



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# Accident Incident Management and Notification

## Purpose:

To ensure that all accidents, incidents and near hits are managed effectively, reported, notified and investigated and that appropriate corrective action is taken to minimise the recurrence of such events.

## Scope:

This procedure applies to accidents, incident and near misses in relation to injury to workers, customers or members of the public; and/or damage to property; and/or environmental damage from any Car Wash operations.

## Procedure:

| Process | Methodology | Documentation |
| --- | --- | --- |
| Immediate Action | Provide any assistance to injured people. Seek required assistance to prevent further injury and/or damage if required | * Accident/Incident Report

Injury Report  |
| Secure the area to isolate people or property from further injury and/or damage. This will also preserve the site for later investigation as notifiable accident/incident sites may be required to be secured | * Accident/Incident Report
 |
| Reporting and Notification | Involved personnel to notify supervisors or Management of accident/incident | * Work Diary
 |
| Serious Accidents/Incidents: All accidents/ incidents (or near misses) which occur during work hours and result in, OR which have the potential to result in, serious injury or damage must be investigated and recorded on the Accident/Incident Report.  | * Accident/Incident Report
* Injury Report
 |
| Minor Accidents/Incidents: Hazards identified from accidents/incidents of a less serious nature must be recorded on the Hazard Report | * Hazard Report
 |
| Injuries requiring medical treatment or having the potential to cause ongoing health problems e.g., back injury, major joint injury, are recorded on the Injury Report | * Injury Report
 |
| Notification and Site Preservation | Your State Workplace Safety Authority must be notified of accidents/incidents which result in OR which have the potential to result in serious injury (refer below for the notification requirements for your State). The site of notifiable incidents or workplace deaths may be required to be preserved. Sites must also be preserved on the direction of the State workplace safety authority. | * State Incident Site and Notification requirements and forms
* [VIC](#VIC)
* [NSW](#NSW)
* [QLD](#QLD)
* [TAS](#TAS)
* [WA](#WA)
* [NT](#NT)
* [SA](#SA)
* [ACT](#ACT)
 |
| Investigation | Accidents/incidents will be investigated as soon as possible after the event through direct inspection and interviews | * Accident/Incident Report
 |
| Corrective Action | Identify hazards exposed by accident/incident and develop risks controls | * Accident/Incident Report
* Hazard Report
 |

# Incident Notification Requirements By State

## Victoria

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping. For more detailed information refer the WorkSafe publication – Guide to Incident Notification (Jan 2008).

### Incidents Requiring Notification

The following incidents must be notified to WorkSafe:

* The death of a person
* A person suffering serious injury such as eye injury and spinal injury
* A person requiring any medical procedure without delay by a doctor at a hospital or a doctor’s surgery. This includes an operation or the administration of a drug. This does not include diagnostic procedures e.g., x-rays
* A person requiring an immediate medical procedure for
* Loss of bodily function (including fractures and dislocations)
* Serious laceration (including requiring significant stitching)
* Head injury (including loss of consciousness)
* The notification duty also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk through incidents including:
* the collapse, overturning, failure or malfunction of, or damage to, plant that is required to be licensed or registered;
* the collapse or failure of an excavation or of any shoring supporting an excavation;
* the collapse or partial collapse of a building or structure;
* an implosion, explosion, or fire;
* the escape, spillage or leakage of any substance including dangerous goods;
* the fall or release from a height of any plant, substance, or object

### Notification Process

* Notify WorkSafe on **132 360** immediately
* Follow any instructions issued by WorkSafe.
* Submit the [WorkSafe Incident Notification Form](https://www.worksafe.vic.gov.au/resources/incident-notification-form) to WorkSafe within 48 hours of the incident occurring:
* Send the completed incident notification form to WorkSafe via email to: info@worksafe.vic.gov.au
* by mail to WorkSafe Victoria.
PO BOX 279
Geelong VIC 3220.
* Complete the Online [WorkSafe Incident Notification Form](https://www.worksafe.vic.gov.au/resources/incident-notification-form)

### Site Preservation

The site of the incident must be preserved until a WorkSafe inspector arrives or as directed by a WorkSafe inspector.

The site of a notifiable incident may only be disturbed before an inspector arrives or before an inspector issues a direction, in order to:

* protect the health and safety of a person; or
* provide aid to an injured person involved in the incident; or
* take essential action to make the site safe or to prevent a further incident.

The incident site is the area at the workplace where the incident occurred. It includes any plant involved in the incident and extends to any area within the workplace where any substances have escaped, spilled or leaked; and any debris, including plant debris, or objects have fallen as a result of the incident. The incident site is not to be disturbed until:

* an inspector arrives at the site; or
* such other time as directed by an inspector when WorkSafe is notified of the incident.

### Record Keeping

You must keep a copy of the written record of a notifiable incident (the completed Incident Notification Form) for at least 5 years.

## New South Wales

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping. For more detailed information refer to the How to Notify Work Related Incident - Workcover NSW

### Incidents Requiring Notification and Notification Process

**Workers**

Serious incidents involving a fatality or a serious injury or illness, or potentially dangerous incident, phone SafeWork NSW **IMMEDIATELY** on 13 10 50 as an urgent investigation may be needed, PLUS notify your workers compensation insurer within 48 hours.

Other incidents leading to time off work notify your workers compensation insurer within 48 hours.

**Non-Workers (a visitor, customer, volunteer, student, contractor not covered by your Workers Compensation)**

Serious incidents involving a fatality or serious injury or illness, phone WorkCover **IMMEDIATELY** on 13 10 50 as an urgent investigation may be needed, PLUS notify WorkCover within 7 days with full notification details using the form which will be sent to the reporting person.

Other incidents where the injury or illness results in the person being unable to perform their normal activities for 7 or more days notify WorkCover within 7 days using the online form or phone 13 10 50.

**Incidents that present a risk to health and safety at your workplace but do not cause injury**

Serious incidents that are immediately life threatening but result in no injury or illness phone WorkCover IMMEDIATELY on 13 10 50 as an urgent investigation may be needed, PLUS notify WorkCover Agent within 7 days with full notification details using the online form or phone 13 10 50.

Serious incidents include the following incidents occurring at, or in relation to, a place of work:

* that resulted in a person being killed
* an injury that results in the amputation of a limb
* the placing of a person on a life-support system
* any event or circumstance listed below that presents an immediate threat to life:
* the loss of consciousness of a person caused by impact of physical force, exposure to hazardous substances, electric shock or lack of oxygen
* major damage to any plant, equipment, building or structure
* an uncontrolled explosion or fire
* an uncontrolled escape of gas, dangerous goods or steam
* imminent risk of explosion or fire
* imminent risk of an escape of gas, dangerous goods or steam
* a spill or incident resulting in exposure or potential exposure of a person to a notifiable or prohibited carcinogenic substance
* entrapment of a person in a confined space
* collapse of an excavation
* entrapment of a person in machinery
* serious burns to a person.

### Non- disturbance of Sites

Non-disturbance provisions apply where a serious incident occurs and involves:

* not using, moving or interfering with plant at that place is not used, moved or interfered with after it has been involved in a non-disturbance occurrence
* not disturbed the area within four metres of the location of a non-disturbance occurrence

This does not prevent any action:

* to help or remove a trapped or injured person or to remove a body
* to avoid injury to a person or damage to property
* for the purposes of any police investigation
* in accordance with a direction or permission of an inspector

Non disturbance applies for the period ending 36 hours after notification of the incident.

### Record Keeping

The following records about the notification must be kept for at least five years after the notification is given:

* a record of the date, time, place and nature of the incident/injury
* a record of the date of notification and the way in which the notification was given
* a record of any acknowledgement given by the insurer or Work Cover.

## Queensland

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping. For more detailed information refer the WorkSafe QLD website. [Notify Workplace Health and Safety Queensland or Electrical Safety Office](https://www.worksafe.qld.gov.au/safety-and-prevention/incidents-and-notifications/notify-us-of-an-incident/notify-workplace-health-and-safety-queensland-or-electrical-safety-office). (11/09/2020)

### Incidents Requiring Notification

Workplace Health and Safety Queensland must be notified of the following events:

1. An incident resulting in a person suffering a work injury that is a serious bodily injury, including a fatality
* the injured person's death; or
* the loss of a distinct part or an organ of the injured person's body; or
* the injured person to be absent from the person's voluntary or paid employment for more than four normal working days.
1. A work caused illness
* an illness contracted by a person to which work, a workplace, a workplace activity or specified high risk plant was a significant contributing factor; or
* the recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if work, a workplace, a workplace activity or specified high risk plant was a significant contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration.
1. A dangerous event
* an event caused by specified high risk plant; or
* an event at a workplace caused by workplace activity
* if the event involves or could have involved exposure of persons to risk to their health and safety because of:
* collapse, overturning, failure or malfunction of, or damage to, an item of specified high-risk plant; or
* collapse, or failure of an excavation or of any shoring supporting an excavation; or
* collapse, or partial collapse of any part of a building or other structure; or
* damage to any load bearing member of, or the failure of any brake, steering device or other control device of, a crane, hoist, conveyor, lift or escalator; or
* implosion, explosion or fire; or
* escape, spillage or leakage of any hazardous material or dangerous goods; or
* fall or release from a height of any plant, substance or object; or
* damage to a boiler, pressure vessel or refrigeration plant; or
* uncontrolled explosion, fire or escape of gas or steam.

### Notification Process

Written notification is required within 24 hours of an incident. If the incident involves a death, immediate notification is required on 1300 362 128. A Workplace Health and Safety Queensland Inspector is on call 24 hours.

**Email:** the approved [Incident Notification Form](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0023/14963/incidents_form.pdf) and email it to: whsq.aaa@oir.qld.gov.au.

OR

**Online:** Fill in [the Incident Notification form](https://ols.workcoverqld.com.au/ols/public/incident/registration.wc) online.

### Record Keeping

You must also keep a copy of the form for your records for 1 year after the event.

## Tasmania

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping.

### Incidents Requiring Notification

A Workplace Standards inspector must be notified, by the quickest means possible, if:

* someone is killed
* someone suffers serious bodily injury or illness that disables a person to the extent that as a consequence of that injury or illness the person is subject to a period of admission to hospital as an in-patient
* a dangerous incident occurs which could have resulted in someone being killed or suffering serious bodily injury or illness
1. damage to any boiler or other pressure vessel, or damage to a load bearing member of any lifting machinery, scaffolding or amusement structure, being damage, which endangers the health or safety of any person in the vicinity; or
2. an uncontrolled explosion, fire or discharge of electricity, gas or steam; or
3. an occurrence, including those involving any substance, involving imminent risk of explosion, fire, death, serious bodily injury or illness to any person or serious damage to any property.

A dangerous incident at a workplace includes the following:

* an accidental explosion of gas, dust or explosive material.
* an incident involving a high probability of severe electric shock.
* a fire in a confined space including underground.
* a serious fire, other than a bush fire, requiring the attention of a trained firefighting team.
* any interference with, or obstruction of the use of, a sole emergency egress from an area in which a person is required to work.
* an accident or incident involving a mine winder or shaft, including a serious mine winder overwind.
* any uncontrolled escape of high-pressure oil or water.
* the tipping over of self-propelled mobile plant.
* an accident involving the failure of load bearing or pressure-retaining components of registered plant

### Site Preservation

If a person is killed or suffers serious bodily injury or illness or a dangerous incident occurs as a result of which a person could have been killed or could have suffered serious bodily injury or illness, a person must not move or otherwise interfere with any plant or other thing involved in the death, injury, illness, or occurrence without the prior permission of an inspector.

This does not apply if the movement or interference is necessary:

1. to save life or relieve suffering; or
2. to prevent damage to property or injury to persons.

### Notification Process

WorkSafe Tasmania must be notified immediately by phone: 1300 366 322, or (03) 6166 4600 for outside Tas) and by following up within 48 hours by filling out the [Online Incident Form](https://incident.worksafe.tas.gov.au/). Outside office hours the [Helpline](http://www.workcover.tas.gov.au/WSTPublish/resource/wsthelpline.htm) number will divert your call to a duty inspector.

The person notifying an inspector must provide the inspector with [written notification](http://www.workcover.tas.gov.au/resource/inspaccident-1.htm#notice) of the particulars within 48 hours after the occurrence of the death, injury, illness or incident.

### Record Keeping

Following an accident or incident that causes, or has the potential to cause, serious injury or damage at a workplace, an accountable person must –

1. investigate the accident or incident to attempt to discover its cause; and
2. identify and implement measures to prevent a recurrence

An employer must also keep records relating to work-related injuries and illnesses suffered by employees in their employment with the employer.

## Western Australia

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping. This is in line with the Interpretive Guideline Incident Notification (Feb 2023). All deaths and certain types of injury or disease, in connection with work, must be reported to WorkSafe Western Australia. Failure to report could lead to prosecution. Reporting must be done by the relevant employer whenever death or certain types of injury occurs in connection with the relevant employer's business. Relevant employers may include the self-employed, principal contractors, labour hire agents and directors.

In some cases, WorkSafe will require notification of the same reportable death, injury or disease by different 'relevant employers'. For example, if a manufacturer hired a self-employed contractor whose work caused a reportable injury at the manufacturer's workplace, a report would be required from both the manufacturer and the self-employed person.

### Incidents Requiring Notification

**Types of Accidents and Injuries that must be reported**

Reporting is required for:

* employees who suffer death/injury/disease at work or at employer provided residential premises as described under s23G(2) of the Act;
* non-employees who suffer death/injury/disease at a workplace or in connection with the business of an employer or a self-employed person; and
* self-employed people who suffer death/injury/disease at work or in connection with work.

Types of injuries that must be reported:

* A fracture of the skull, spine or pelvis.
* A fracture of any bone in the arm, other than in the wrists or hand, or in the leg, other than a bone in the ankle or foot.
* An amputation of an arm, a hand, finger, finger joint, leg, foot, toe or toe joint.
* The loss of sight of an eye.
* Any injury other than those referred to above which, in the opinion of a medical practitioner, is likely to prevent the employee from being able to work within 10 days of the day on which the injury occurred.

**Types of Diseases that must be reported**

Infectious diseases: tuberculosis, viral hepatitis, legionnaire's disease and HIV where these diseases are contracted during work involving exposure to human blood products, body secretions, excretions or other material which may be a source of infection.

Occupational zoonoses: Q fever, anthrax, leptospirosis, and brucellosis where these diseases are contracted during work involving the handling of, or contact with, animals, animal hides, skins, wool, hair, carcases or animal waste products.

### Notification Process

Call 1800 678 198 to report a workplace related death, [a serious injury or illness](https://www.commerce.wa.gov.au/worksafe/types-serious-illness-or-injury), or a [dangerous incident](https://www.commerce.wa.gov.au/worksafe/what-dangerous-incident) that is currently life-threatening.

**Online reporting**

[Dangerous incidents](https://www.commerce.wa.gov.au/worksafe/what-dangerous-incident) that are not currently life-threatening should be reported online.

These incidents must all be reported to WorkSafe immediately after the [PCBU](https://www.commerce.wa.gov.au/worksafe/pcbu-responsibilities) becomes aware of the incident. Urgent medical assistance where required should be sought prior to contacting WorkSafe. After phoning through the report, use the links below if you need to notify online.

## Northern Territory

The purpose of the requirement to notify the NT WorkSafe of certain incidents is to ensure that the regulator is made aware of situations where there has been either a death or a serious injury or there was a potential for this to occur. This enables NT WorkSafe to make sure that causes are identified, and appropriate action taken to prevent such incidents in the future. The Authority may also investigate a workplace incident to determine whether those with a duty under the Act have met that duty and take whatever further action is appropriate in the circumstances.

### Incidents Requiring Notification

Incidents requiring notification include any of the following circumstances:

A work-related accident where a situation or event occurs at a workplace, or arises out of a worker's work, that results in death or significant injury requiring medical treatment (this means treatment by a registered medical practitioner) or

An incident at a workplace creating a risk of a work-related accident and consisting of:

* a major structural failure or collapse; or
* an explosion, implosion or fire; or
* the escape, spillage or leakage of a harmful, or potentially harmful, substance; or
* the fall of an object from a height; or
* the failure of a system on which the health or safety of workers is dependent (such as a ventilation system in a mine); or
* An electric shock suffered at the workplace; or
* An incident classified by the regulations as a reportable incident - Regulation 46 of the Workplace Health and Safety Regulations requires an accident involving a hazardous activity for which a risk management plan is required to be reported under this section.

### Notification Process

NT WorkSafe must be notified of the occurrence as soon as practicable If a notifiable incident occurs, you must notify us immediately after becoming aware on [1800 019 115](https://worksafe.nt.gov.au/notify-nt-worksafe/incident-notification-requirements/?a=1800019115). If an incident is notifiable, the incident site must be made secure, so it’s not disturbed until an Inspector attends to conduct an investigation, or you are directed otherwise.

A PCBU may also be required to complete and submit an [Incident notification form](https://worksafe.nt.gov.au/forms-and-resources/forms/incident-notification-form) to NT WorkSafe. A PCBU who is required to submit an 'Incident notification form' has 48 hours from the time they notified the incident by phone.

### The process

This bulletin sets out what you can expect from NT WorkSafe and what you can do to assist us when you notify an incident under the [*Work Health and Safety (National Uniform Legislation) Act 2011*](https://legislation.nt.gov.au/Legislation/WORK-HEALTH-AND-SAFETY-NATIONAL-UNIFORM-LEGISLATION-ACT-2011)*.*

### Site Preservation

If the WorkSafe office gives directions to the employer to preserve the scene of the incident by ensuring that the site is left undisturbed pending the arrival of a Workplace Safety Officer to undertake an investigation.

If a direction is given to leave the site of the incident undisturbed, this direction doesn’t prevent anyone from assisting someone who is injured or taking steps to make the situation safe and prevent any further threat to health or safety.

## South Australia

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping. Under the Occupational Health, Safety and Welfare Act 1986, notification of certain accidents/incidents or dangerous occurrences must be made to SafeWork SA.

### Incidents Requiring Notification

The following incidents require notification:

* work related death
* injury that:
* requires admittance to hospital as an inpatient or
* is from exposure to any substance that causes acute symptoms
* dangerous occurrence

Examples of 'dangerous occurrences' include:

* the collapse, overturning or failure of the load-bearing capacity of cranes, hoists or scaffolding
* the damage to, or malfunction of, other major plant or equipment
* the collapse of a floor, wall or ceiling of a building used as a workplace
* an electrical short, malfunction or explosion
* an uncontrolled explosion, fire or escape of gas, steam or other hazardous substance

### Site Preservation

If an employee suffers an immediately notifiable work-related injury, the employer must not, without the permission of an inspector:

* alter the site where the injury occurred; or
* reuse, repair or remove any plant, or reuse or remove any substance, that caused, or was connected with the occurrence of, the death or injury.

An employer must, pending the granting of permission by an inspector, take such steps as are necessary:

* to rescue an injured person; or
* to retrieve a dead body; or
* to protect the health or safety of any person who may be in the vicinity of the site, and may prevent undue damage to property.

### Notification Process

The person in charge of the workplace must notify SafeWork SA

**Life threatening issues or a death**

* call us on 1800 777 209 (statewide – 24 hours)

**Non-life-threatening injuries/issues**

* call us on 1300 365 255, or
* use the [notifiable incident form](https://forms.sa.gov.au/#/form/5ad00ae5ad9c5a4f3c4fe2d8), or
* by email.

Safe Work Australia's [incident notification information sheet](https://www.safeworkaustralia.gov.au/resources-and-publications/guidance-materials/incident-notification-information-sheet) provides more information about mandatory reporting requirements with examples.

* immediately report the occurrence by telephone on Emergency Telephone 1800 777 209 (24 hours)

and

* must give written notice of the occurrence by sending a Notification of Dangerous Occurrences Form within 24 hours after it occurs available from <http://www.safework.sa.gov.au/uploaded_files/notification.pdf>.

## Australian Capital Territory

The following information provides a summary of incidents requiring notification, the notification process, site preservation and record keeping.

### Incidents Requiring Notification

Where an employer is aware of the occurrence of any of the following events at or near the workplace:

1. the death of a person
2. an injury to a person other than an employee of the employer
3. an injury to an employee as a result of which the employee is incapacitated for work for the prescribed period
4. a dangerous occurrence

and it is attributable to the conduct of the employer's undertaking at the workplace, notification is required.

Dangerous Occurrences include

* damage to any boiler, pressure vessel, plant, equipment or other thing which endangers or is likely to endanger the health or safety of persons at a workplace
* damage to, or failure of, any load bearing member or control device of a crane, hoist, conveyor, lift, escalator, moving walk, plant, scaffolding, gear, amusement device or public stand
* an uncontrolled fire, explosion or escape of gas, dangerous goods or steam
* any other occurrence involving imminent risk of-
1. fire, explosion or escape of gas, dangerous goods or steam
2. death or serious personal injury to any person
3. substantial damage to property

**Deaths**

The employer is required to notify the death of any person at or near the workplace.

**Injuries**

The Act requires that employers notify the Chief Executive of not only physical injuries, but also of work-related illness or disease, or events aggravating injuries or diseases.

All injuries caused to any person who is not an employee must be notified.

An injury to an employee as a result of which the employee is unable to work for any period of 7 days (as prescribed by the regulations) must be notified.

### Site Preservation

An employer must ensure that the site where the event occurred is not disturbed until an Inspector directs that the site may be used.

### Notification Process

If a serious event or dangerous incident (notifiable incident) occurs, other than a sexual assault incident, a PCBU or whoever is in control must notify WorkSafe ACT by calling us first on:

* Business hours: 13 22 81
* After hours: 0419120028

After you have spoken with us, you then need to complete a [Notification of incident](https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form.pdf) form and email it to worksafe@worksafe.act.gov.au.

If there is a workplace sexual assault incident, including a suspected incident, the PCBU must notify WorkSafe ACT using the [Sexual Assault Incident Notification Form](https://www.worksafe.act.gov.au/__data/assets/pdf_file/0003/2235378/Sexual-Assault-Notifiable-Incident-Report-Form.pdf).

WorkSafe ACT must be notified immediately after you become aware of the incident. If the notifiable incident is a result of more than one business or undertaking, then all business must notify WorkSafe ACT. In these circumstances the duty holders must consult and coordinate to put appropriate reporting and notification arrangements in place.

Within 48 hours of the initial phone call, email or fax, you must notify WorkSafe ACT in writing by completing the [Notification of Incident](https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form.pdf) form.

PCBUs must develop appropriate internal communication systems to make sure that safety incidents are quickly brought to the relevant persons attention.

### Sexual Assault Notifiable Incident Form

To report a sexual assault incident, you must use the [Sexual Assault Notifiable Incident Form](https://www.worksafe.act.gov.au/__data/assets/pdf_file/0003/2235378/Sexual-Assault-Notifiable-Incident-Report-Form.pdf) .

### WHS Notifiable Incident Form

To report a WHS notifiable incident not related to a sexual assault incident use the [WHS Notifiable Incident Form](https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form.pdf) .

Email completed forms to worksafe@worksafe.act.gov.au .

### Record Keeping

You must keep a copy of any Injury and Dangerous Occurrence Report that you send to us, and a record of all less serious workplace injuries or illnesses (those leading to an absence of one day or more), for at least 5 years.