

Status **Active** PolicyStat ID **10115045**



**ST JOHN OF GOD**  
Health Care

Origination Jul 2021  
Last Approved Jul 2021  
Effective Jul 2021  
Last Revised Jul 2021  
Next Review Jun 2025

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Group Manager  
OHS & Wellness

Area Workforce-  
Occupational  
Health and  
Safety

Applicability St John of God  
Organisation

## WF OHS0004 Occupational Health and Safety Incident Reporting and Management System Policy

*Our Vision - We are recognised for care that provides healing, hope and a greater sense of dignity,  
especially to those most in need.*

*Our Mission - To continue the healing mission of Jesus.*

### PURPOSE

The purpose of this policy is to –

1. Promote a safety culture by maintaining an integrated and robust system for incident management, which:
  1. Demonstrates recognition, mandatory reporting and sharing of lessons learned for improvement and reduction of risk;
  2. Uses an incident reporting system to enable reporting of incidents, hazards and near misses and promote timely notification and escalation of incidents, plus identification of causative factors and system errors; and
  3. Supports the governance within the organisation to respond to the occurrence of incidents.
2. Contribute to the Strategic themes of strengthening our culture and optimising our processes and relationships.

# RELATED DOCUMENTS

[WF OHS0004 0001 Reporting Procedure and Flowchart for SJGHC Caregivers and Managers](#)

## SCOPE

This policy applies to:

### Organisational

SJGHC [Australian entities only]

### Individual

- SJGHC Caregivers (all employed personnel);
- Contractors (including agency staff);
- VMOs;
- Students and volunteers;
- Diocesan Catholic Chaplains and representatives of other faiths.

Collectively referred to as "caregivers"

## SUBJECT MATTER

### Incident

An incident is any event that results in illness or injury to any person, environment or property.

### Incident Reporting and Management System

An incident reporting management system refers to an organisation's approved nominated information system used to notify, report and investigate incidents. It may also include functions to evaluate identified recommendations.

## POLICY

### Roles and Responsibilities

1. Caregivers must -
  1. Report all incidents, hazards and near misses to their immediate supervisor within the same work shift and no later than 24 hours from the time of the incident through RiskMan.
  2. Encourage all colleagues to report identified hazards and incidents.
  3. Participate in the investigation of incidents and the implementation, monitoring and evaluation of actions from recommendations and subsequent learning opportunities.
  4. Immediately inform their supervisor of any changes in symptoms, medical condition or diagnosis post a workplace incident.

2. Managers/Supervisors must -
  1. Offer support mechanisms to caregivers such as the Injury Management/ Early intervention and Employee Assistance Program as required.
  2. Report incidents on a caregiver's or contractor's behalf, if they are unable to report due to lack of access, seeking medical attention or taking extended leave post-incident.
  3. Review all incidents submitted by caregivers who report to them and assign the appropriate outcome rating within one (1) working day.
  4. Verify accuracy of the incident report, complete the investigation and identify corrective actions of all incidents submitted by caregivers.
  5. Involve other responsible caregivers and the Health and Safety Representative (HSR) in incident investigation where appropriate.
  6. Undertake local corrective actions within seven (7) days and document these in the EIRS.
  7. Support caregivers and participate in incident investigation/Root Cause Analysis (RCA) where required.
  8. Implement and embed findings/learning opportunities identified from incident investigations into standard practices.
  9. Monitor and reviewing the effectiveness of local recommendations.
  10. Correctly assign delegates during periods of absence.
3. Hospital/Service Chief Executive Officer (CEO) (or delegate) must-
  1. Be aware of all incidents that are notifiable to State Regulators or other external authorities, have an outcome rating of critical or major, or result in lost time for a caregiver.
  2. Refer and consult with Group Legal and Group Marketing and PR, in the event of an incident that may result in legal action or media attention.
  3. Implement and monitor recommendations arising from incident investigations via the appropriate committee structures.
4. Hospital/Service Safety Managers/Representatives are responsible for:
  1. Report notifiable incidents to Regulator or external authority where required.
  2. Report all major, critical or lost time incidents to the Group Manager OHS & Wellness within one (1) business day of notification.
  3. Liaise with external OHS Regulators and other agencies as required post an incident.
  4. Provide information on support mechanisms such as Employee Assistance Program and Early Intervention to managers and caregivers as required.
  5. Provide support, advice and assistance to managers, executive and HSRs in incident investigation processes and development of corrective

- actions.
6. Distribute incidents to appropriate people for investigation and follow up.
  7. Facilitate RCA investigations with appropriate caregivers.
    - a. Monitor and evaluate documentation of incident investigations and controls implemented by managers to confirm compliance to policy and procedure requirements and timeframes.
  8. Coordinate training for incident reporting, investigation and management for all caregivers.
  9. Prepare reports for OHS Committees and Executive Committees to review near miss, hazard and incident data, investigations and trends.
  10. Analyse aggregated incident data and high-level incidents for improvement opportunities.
5. Health and Safety Representatives (HSRs) must:
1. Report all injuries and near misses and assist other colleagues to report.
  2. Assist managers with reviewing reported incidents and identify appropriate corrective actions to reduce the risk.
  3. Assist managers to implement corrective actions and review actions for sustainability and effectiveness.
  4. Participate in OHS incident investigations with the consent of the injured caregiver.
  5. Promote OHS awareness and support caregivers to be informed of their OHS responsibilities.
6. Group OHS and Wellness must:
1. Provide advice and support to Hospitals/Services in all aspects of incident management including external reporting and incident investigation.
  2. Analyse organisational incident reporting data to identify trends across Hospitals/Services.
  3. Coordinate the Safety Incident Review Forum (SIRF) to share learnings and systemic failures identified from incident investigations.
  4. Monitor and benchmark performance through key performance indicators.

## **BREACH OF POLICY**

Failure to comply with this Policy by a member of SJGHC may be considered a breach of the Code of Conduct and may result in disciplinary action.

## **LEGISLATION**

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Regulations 2017 (Vic)

Occupational Safety and Health Act 1984 (WA)

Occupational Safety and Health Regulations 1996 (WA)

Work Health and Safety Act 2011 (NSW)

Work Health and Safety Regulations 2011 (NSW)

## **AUTHORITY**

AS 1885.1-1990 Australian Standard Workplace injury and disease recording standard

AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines

AS/NZS 4801:2001 Occupational Health and Safety Management Systems

OHSAS 18001: 2007 Occupational Health and Safety Management Systems

## **ASSOCIATED DOCUMENTS**

[WF OHS0001 Occupational Health and Safety Management System Policy](#)

[WF OHS0003 Occupational Health and Safety Hazard Reporting and Risk Management Policy](#)

[WF OHS0005 Occupational Health and Safety Consultation, Representation and Participation Policy](#)

[WF OHS0006 Occupational Health and Safety Management System Audit and Management Review Policy](#)

[WF OHS0007 Injury Management Policy](#)

[WF IR0014 Performance Management Policy](#)

[CO H00001 Emergency Management Policy](#)

[GO GRC0008 Risk Management Policy](#)

[GO GRC0009 Compliance Policy](#)

[GO GRC04 Compliance and Risk Management Framework](#)

## **GLOSSARY**

### **Incident**

An unplanned event that results in or has the potential to result in injury, illness, damage or loss to a person, property or environment.

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## Approval Signatures

Step Description

Approver

Date

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