

GNSW Incident Reporting Process



Purpose: To provide a concise process for responding to workplace incidents, injury and complaints.

Version number: Version 1.0

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Date approved:

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Review date:

File location: Sharepoint ([GNSW Office Confidential - 03. Process - All Documents \(sharepoint.com\)](#))

Revision History

Version	Approved by	Amendment notes
v. 1.0	CoM	27/06/2022

Contacts:

Reporting and recording		Office Admin Assistant & Office Manager	Office@nsw.greens.org.au
Making a claim, reporting and conducting Investigations	iCare	Insurance Provider	134 422
	EML	Insurance Provider	1800 469 931
Internal Investigations and corrective action		State Manager	State.manager@nsw.greens.org.au

WHO IS COVERED?

Insurance

- Employees
- Contractors

The Greens NSW

PO Box 366, Westgate NSW 2048

office@nsw.greens.org.au

(02) 9045 6999

Date modified: 13/12/2022

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Voluntary Workers Policy

- Volunteers

Public Liability (third party insurance)

- Volunteers
- Members of the public interacting with staff/volunteers

NOTIFIABLE INCIDENTS

If there is a serious injury or illness, a death or a dangerous incident, you must report it to Safe Work immediately on 13 10 50 as an urgent investigation might be needed.

A notifiable incident is:

- death
- serious injury or illness
- dangerous incident

A serious injury or illness is notifiable when the individual requires immediate treatment by a registered medical practitioner, paramedic or registered nurse, where these services are unavailable but required the incident is still reportable. Safe Work has provided an [incident notification information sheet](#) which has more information on what type of injuries, illness and incidents need to be reported.

AFTER AN INCIDENT

To ensure we take responsibility for workplace incidents and injury, severe/notifiable incidents will be reviewed by Committee of Management (CoM) within one month, all other incidents will be reviewed with the annual policy review. CoM will assess the incident to determine whether changes need to be made or to implement lessons learned.

INCIDENT CHECKLIST

Assist those affected

- Provide first aid (where appropriate), seek medical treatment (if required) or call 000 in an emergency
- Inform emergency contact if required

Incident Identification, Notification and Reporting

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- A [record of the incident](#) must be obtained and recorded in the [Incident Register](#)
 - Record escalation, investigation, external reporting and corrective action
- Notify staff internally – the Office Manager and Operations Manager should be notified immediately and will be escalated where required
- Determine whether the incident needs to be reported or a claim needs to be made with the insurer, seek consent/advice from the injured employee
 - It is important that injured workers are aware of their rights and responsibilities and to dispel any myths around Workers Compensation

Supporting the Injured Team Member

- Whether an incident is reportable to the insurer/Safe Work or not, discourage blaming or shaming anyone
- Encourage colleagues and managers to stay in touch via phone, visits, email or text. This will help the injured worker to recover; a quick chat about news from the workplace or other topics of interest sends a positive message

Returning to Work

- Where a Workers Compensation claim has been made;
 - Notify the employee of the Return to Work Program – developed with the rehab provider
 - Comply with the Workers Injury Management Plan – developed with the rehab provider, nominated treating doctor etc.
- Provide suitable work (as far as reasonably practicable) when a worker is able to return to work, either on a full-time or part-time basis
- Provide suitable work that is (as far as reasonably practicable) the same as or equivalent to the work being performed at the time of the injury

Reportable Incidents

- Refer to definition above to determine whether an incident is reportable
- Notify [SafeWork](#) where an incident is notifiable (see definition above)
- Notify the insurer (workers compensation) of all workplace injuries within 48 hours
 - *If you do not report the injury within five calendar days, you may pay a 'claims excess payment' which is equivalent to one week of the worker's weekly compensation payments*
 - See the [Workers Compensation guide for employers](#)
- The incident should be reported to the Committee of Management (COM) at the next COM meeting or within 48 hours where the incident is severe

Investigations

- Seek the input of the affected person(s)
- Determine whether an internal or external investigation is required
 - An internal investigation will be undertaken by Operations Manager and/or Line Manager within one month

- An external investigation will be undertaken by an Independent Investigator assigned by the insurance provider
- Outcomes of an external investigation should be referred to COM for review
- Internal investigations may only commence after a police investigation where police are involved

Take Corrective Action

- GNSW will undertake a Root Cause Analysis to determine why this happened
 - Where an incident may have been avoided or the impact lessened
 - Where there is ongoing risk
 - Where action may prevent or minimize risk in the future