

# Incident Management Procedure

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<b>Responsibility:</b>	Senior Wellbeing & Safety Advisor	<b>Date Reviewed:</b>	December 2024
<b>Approver:</b>	Operations Lead	<b>Next Review Date:</b>	December 2027

## 1. Purpose

- 1.1. The purpose of this procedure is to ensure incidents are managed through to an appropriate conclusion and to ensure UCOL meets the obligations outlined under the Accident Compensation Act 2001 and the Health and Safety at Work Act 2015.
- 1.2 The objective of investigating and reviewing incidents is to ensure all possible preventable action is taken to ensure further incidents of the same kind are avoided. Knowledge of incident trends assist UCOL managers in determining how they can make the workplace safe and healthy for themselves, kaimahi, ākonga and contractors.

## 2. Organisational Scope

- 2.1 This Procedure applies to all kaimahi, including fixed term, part-time and casual kaimahi along with, ākonga & contractors, and must be read in conjunction with the Te Pūkenga Incident Management Procedure

## 3. Responsibilities

### 3.1 Wellbeing & Safety Senior Advisor/Advisor

- Will monitor all reported incidents and direct all investigations to the most appropriate person/manager.
- Liaise with the Investigator who is responsible for following up any incidents where investigations or reviews have not been completed, communicating with these individuals to ensure they are completed within a specified period of time.
- Ensures all investigations are completed in a timely manner.
- Reports all incidents and any other information relating to the investigation to management on a weekly basis.

### 3.2 Regional Wellbeing & Safety Lead

- Will investigate all notifiable events with the manager of the Faculty or Department, to ensure the correct procedure is followed as set out in the Health & Safety at Work Act 2015.
- Will report all notifiable events to WorkSafe NZ within the required timeframes.
- Will make available the internal investigation and any other documentation relevant to the investigation by WorkSafe NZ.
- Will work alongside the Managers assisting them in the completion of any investigations.

- Will give guidance and knowledge upskilling to all managers to ensure that they understand and comply with the required Act and various Regulations.
- Will at request from any Facility or Department, talk to kaimahi, ākonga or contractors about their responsibilities under the Health and Safety at Work Act and various Regulations.
- Will review external contractors and other PCBU's under the "overlapping duties" within the Health and Safety at Work Act 2015 to ensure that they are compliant with the Act and are providing a safe working environment.
- Will report to senior management and Council on a monthly, quarterly and yearly basis on incident information and statistics.

### 3.3 Operations Lead

The Operations Lead will be required to exercise due diligence to ensure that UCOL complies with its duties. Health and safety due diligence will include taking reasonable steps to:

- Know about work health and safety matters and keep up to date.
- Gain an understanding of the operations of UCOL and the hazards and risks generally associated with those operations.
- Ensure that UCOL has appropriate resources and processes to eliminate or minimise those risks.
- Ensure that UCOL has appropriate processes for receiving information about incidents, hazards and risks, and for responding to that information.
- Ensure there are processes for complying with any duty, and that these are implemented.
- Verify that these resources and processes are in place and being used.

### 3.4 Managers/Kaimahi

- Ensure that all accidents, incidents, injuries, illness and near misses are accurately reported into the Health and Safety Management system (Protecht) within 24 hours of the incident happening.
- Ensuring that a safe working environment is provided for all that use that area.
- Managers are to review all incident investigation findings, and take remedial actions aligned with any recommendations included in investigation reports.
- All kaimahi must report non-work injuries/illnesses resulting in time off to their managers and People and Safety as soon as possible.
- Comply with any established health and safety policies, procedures or standard operating procedures (SOPs).
- Managers must investigate every incident in a timely manner.
- Notify immediate any Notifiable Events to the Regional Wellbeing and Safety Lead so they can be reported to WorkSafe NZ within the required timeframes.
- Managers must secure the scene of a notifiable event until the Senior Wellbeing and Safety Advisor arrives on the scene to explain the process.
- Managers will work alongside the Regional Wellbeing and Safety Lead for all notifiable incidents, illness and injuries.
- Kaimahi will need to lodge an incident report on behalf of a contractor or ākonga if an incident occurs.

### **3.5 Health and Safety Representatives**

- If required, assist the area they represent in any investigation where practicable and liaise with the manager in charge.
- Support will be given by the Regional Wellbeing & safety Lead and the Senior Wellbeing and Safety Advisor to Health & Safety Representative, in all aspects of health and safety management.

## **4. Procedure Statements**

### **4.1 Reporting and Investigation Incidents**

#### **a. Reporting Incidents**

All incident, injury, near miss or illness, need to be entered into the health and safety management system (Protecht). The system will walk you through a series of steps and once these have been completed the incident report can be submitted. Once the incident report has been received by the Wellbeing & Safety Team it will be allocated to the appropriate manager of that Faculty or Department.

#### **b. Managers' Investigation**

All incidents must be investigated and finding entered into the incident report within the health and safety management system (Protecht).

Key points to take into account when investigating an incident:

- Establish the facts about what caused the incident (who, what, when, where and why).
- Gather and collate all information relevant to this incident, i.e. training records, standard operating procedures, maintenance records, induction/s, and length on time on programme.
- Consider all other factors such as, the environment, equipment/materials used, systems and people.
- Implement controls to eliminate or minimise the risk of the incident reoccurring.
- Enter all information into the health and safety management system (Protecht) so it can reported to senior management and Council.

### **4.2 Hazard/Risk Assessment**

After an incident Managers must undertake a hazard/risk assessment based on the findings of the investigation. Hazard and Risk Registers need to be reviewed and update to reflect any changes required. The assessment of the area is done using the UCOL Risk Assessment and Control Procedure.

### **4.3 Communication**

Managers must communicate to their kaimahi the findings of the incident investigation, so they are aware of what has happened and what steps have be taken to stop it reoccurring. All communication with kaimahi must be documented and attached to the incident report within the health and safety management system.

#### 4.4 Notifiable Events (Serious Harm)

**Any notification to WorkSafe NZ must be done by the Regional Wellbeing and Safety Lead** who will keep informed the Operations lead and Te Pūkenga and other Senior Management and the Faculty or Department involved. Please make contact with the Regional Wellbeing and Safety Lead as soon as possible who will support and walk you through this process. Contact number 022 658 3296.

**A Notifiable event will be:**

- The death of a person
- A notifiable injury or illness
- A notifiable incident

Below is a full list of what makes up each of the above areas:

**a. Notifiable Injury or Illness**

A notifiable injury or illness, in relation to a persons, means

- The amputation of any part of his or her body
- A serious head or eye injury
- A serious burn
- Separation of skin from any underlying tissues (such as degloving or scalping)
- A spinal injury
- Loss of a bodily function
- Serious lacerations
- An injury or illness that requires, or would usually require, the person to be admitted to hospital for immediate treatment.
- An injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance.
- Any serious infection (including occupations zoonosis) to which the carrying out of work is a significant contributing factor, including any infections that is attributable to carrying out work
  - with micro-organisms; or
  - that involves providing treatment or care to a person; or
  - that involves contact with human blood or bodily substances; or
  - that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or
  - that involves handling or contact with fish or marine mammals.
- Any other injury or illness declared by regulations to be notifiable injury or illness for the purposes of this section.

Despite section above, notifiable injury or illness does not include any injury or illness declared by regulations not to be a **notifiable injury or illness** for the purposes of this section.

## b. Notifiable Incident/Near Miss

A notifiable incident means an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to

- an escape, a spillage, or a leakage of a substance; or
- an implosion, explosion, or fire; or
- an escape of gas or steam; or
- an escape of a pressurised substance, or thing; or
- an electric shock; or
- the fall or release from a height of any plant, substance, or thing; or
- the collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with regulations; or
- the collapse or partial collapse of a structure; or
- the collapse or failure of an excavation or any shoring supporting an excavation; or
- the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or
- the interruption of a main system of ventilation in an underground excavation or tunnel; or
- a collision between 2 vessels, a vessel capsize, or the inrush of water into a vessel; or
- any other incident declared by regulations to be a notifiable incident for the purposes of this section.

Despite section above, notifiable incident does not include an incident declared by regulations not to be a **notifiable incident** for the purposes of this section.

The Regional Wellbeing and Safety Manager will help you through this process and will conduct a full investigation into the incident with the assistance of the manager.

All investigation findings will be documented and saved into the health and safety management system (Protecht).

## 5. References

### Internal

Te Pūkenga Wellbeing and Safety Policy  
Incident Management Policy

### External

Health and Safety at Work Act 2015  
Privacy Act 2020  
Injury Prevention, Rehabilitation, and compensation Act 2001

## 6. Contact for further information

- 6.1 If you have queries regarding the content of this document or require further clarification, please contact the manager responsible for this document.

## Amendment History

Version	Published Date	Created/Reviewed By	Reason for review
24.1	9 October 2024	Senior Wellbeing & Safety Advisor	Changed slightly to accommodate Te Pūkenga requirements
24.2	9 December 2024	Senior Wellbeing & Safety Advisor	Update to delegation and adding is in conjunction with Te Pūkenga Incident Management Procedure.