



# HSW Reporting and Investigation

## Aim

To prescribe the responsibilities and actions required for the reporting and investigation of health and safety issues and their prevention on University premises and/or during University-related activities to ensure the University meets the requirements of the [Health, Safety and Wellbeing \(HSW\) Policy](#) and the relevant sections of the [Work Health and Safety \(WHS\) Act 2012 \(SA\)](#) and [WHS Regulations 2012 \(SA\)](#).

## 1 Objectives

- 1.1 To establish processes that facilitate the reporting of and timely response to [safety issues](#) and [incidents](#) (see definitions).
- 1.2 To have a system in which all reported [safety issues](#) and [incidents](#) are reviewed and appropriately investigated, and that the level of investigation is proportionate to the incident.
- 1.3 To record [safety issues, incidents](#) and actions in the University's [online reporting system](#).

## 2 Scope

This process applies to all workers (e.g. staff, title holders, volunteers and contractors) and students when undertaking any University work, teaching or research activity, regardless of where or when the activity takes place.

Note: Contractors and the University's contract/project manager have additional responsibilities in the event of an incident (including [notifiable](#) incidents). Refer to the [Contractor Safety Management](#) procedure for further information.

## 3 Process: Incident or safety issue response and internal notification

Person Responsible		Actions
3.1	<b>Workers (e.g. staff, titleholders, volunteers, contractors) and students</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Report <a href="#">safety issues (including hazards)</a> and <a href="#">incidents</a> in the University's <a href="#">online reporting system</a> at the earliest opportunity in accordance with the <a href="#">"Report a safety issue or incident flowchart"</a> (Appendix A).</li> </ul>
3.2	<b>Supervisor or Person in control of the activity/area</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage and enable staff, students, titleholders, volunteers, and contractors to report any <a href="#">safety issues</a> or <a href="#">incidents</a>.</li> <li><input type="checkbox"/> Assist and support a person if injured, including sourcing first aid or medical attention where required.</li> <li><input type="checkbox"/> Take action to make the area safe and/or prevent a recurrence where there is an immediate risk to health or safety.</li> <li><input type="checkbox"/> Address any immediately identified inappropriate behaviour or failure to follow safe work instructions by staff and students.</li> <li><input type="checkbox"/> Ensure there is prompt reporting into the University's <a href="#">online reporting system</a>.</li> <li><input type="checkbox"/> Ensure that the University's <a href="#">Injury Management and Wellbeing Advisor</a> is notified if the injured staff member requires support and information regarding workers' compensation (e.g. there is the potential for time lost and/or medical treatment).</li> <li><input type="checkbox"/> Provide any additional information to the <a href="#">HSW Advisory Team</a> where requested, in a timely manner (e.g. to enable them to ascertain the facts and establish a timeline of events).</li> </ul>

HSW Handbook	HSW Reporting and Investigation	Effective Date:	27 March 2023	Version 3.0
Authorised by	Chief Operating Officer (University Operations)	Review Date:	27 March 2026	Page 1 of 8
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW Website.			

#### 4 Process: Assess the report in the online reporting system

Person Responsible	Actions
4.1 <a href="#">HSW Advisors/Officers</a>	<ul style="list-style-type: none"> <li>❑ Monitor the University's <a href="#">online reporting system</a> on a regular basis for <a href="#">incident</a> or <a href="#">safety issue</a> reports.</li> <li>❑ Ensure <a href="#">incidents</a> are managed in accordance with the "<a href="#">Report a safety issue or incident flowchart</a>" (Appendix A) and mandatory <a href="#">HSW Advisory operational processes</a> (see definitions).</li> <li>❑ Consult with the relevant supervisor/person in control of the activity/area, attend on site if required, and determine action including consideration of: <ul style="list-style-type: none"> <li>❑ Have all appropriate emergency actions been taken? (e.g. first aid, medical assistance, contingency plans enacted).</li> <li>❑ Has the area been made safe? (Noting this may be by restricting access/minimising exposure to potential hazards).</li> <li>❑ Have wellbeing checks been undertaken for workers and students who might be affected?</li> <li>❑ Taking photos of the incident site/hazards/equipment or facilities, taking notes of interviews with persons involved and collecting other relevant evidence/material.</li> <li>❑ In the event of a <a href="#">notifiable incident</a> (see definitions), have the relevant personnel have been advised to preserve the site (e.g. lock-out, signage and communication) and restrict the access. (See section 5 below for further information.)</li> </ul> </li> <li>❑ Determine if you need to inform others within the school/branch of the <a href="#">safety issue</a> or <a href="#">incident</a>, including the <a href="#">Health and Safety Representative</a> (if applicable to the area), and generate notification email(s) from the University's <a href="#">online reporting system</a> and/or make direct contact with senior management, based on the initial findings and the severity of the incident.</li> <li>❑ Alert the Manager, HSW Advisory of all <a href="#">notifiable incidents</a>.</li> </ul>

#### 5 Process: Reporting of notifiable incidents to SafeWork SA

Person Responsible	Actions
5.1 <b>Manager, HSW Advisory (or delegate)</b>	<ul style="list-style-type: none"> <li>❑ Report the <a href="#">notifiable incident</a> to <a href="#">SafeWork SA</a>, immediately after confirming the incident meets the definition under the WHS Act Section 35 and in accordance with the requirements of the <a href="#">Work Health and Safety (WHS) Act 2012 (SA)</a>.</li> <li>❑ Collate the information required to complete the <a href="#">SafeWork SA Incident notification form</a>.</li> <li>❑ Ensure a report is provided to the <a href="#">Office of the Technical Regulator</a> where the incident involves an electric shock, gas infrastructure, or non-automotive gas fitting.</li> <li>❑ Provide a summary of the incident to the Chief Operating Officer (University Operations), Executive Director, Human Resources, and <a href="#">Risk Services Branch</a> as soon as reasonably practical.</li> </ul>

## 5 Process: Reporting of notifiable incidents to SafeWork SA (Continued)

Person Responsible	Actions
5.2 All workers	<ul style="list-style-type: none"> <li>□ Ensure where SafeWork SA attend, or advise they will attend, the incident site: <ul style="list-style-type: none"> <li>□ that reasonable help is provided and that their directions are complied with; and</li> <li>□ immediately notify the supervisor from the impacted area and the <a href="#">HSW Advisory Team</a>.</li> </ul> </li> </ul> <p>Note: upon notification, the HSW Advisory Team will provide relevant personnel with advice and assistance.</p>
5.3 Security supervisor	<p><b>After Hours</b> (i.e., between 7 pm and 7 am, weekends and public holidays)</p> <ul style="list-style-type: none"> <li>□ Contact the <a href="#">Manager, HSW Advisory or HSW Senior Advisor</a> by phone (phone call, voice message or text message) to advise of a potential <a href="#">notifiable incident</a>.</li> <li>□ Enter the details of the incident into the University's <a href="#">online reporting system</a> and attach a copy of the Security incident report and any other documents/photos taken on site.</li> </ul>

## 6 Process: Investigation

Person Responsible	Actions
6.1 Staff, students, titleholders, volunteers, and contractors	<ul style="list-style-type: none"> <li>□ Prioritise availability to ensure a timely response and co-operate with the <a href="#">HSW Advisor/Officer</a> conducting the investigation.</li> </ul>
6.2 <a href="#">HSW Advisor/Officer</a> in consultation with the relevant Supervisor /Person in control of the activity/area/plant/ infrastructure related to the safety issue.	<ul style="list-style-type: none"> <li>□ Lead and conduct an objective, timely and appropriately comprehensive investigation of reported safety issues in accordance with mandatory <a href="#">HSW Advisory operational processes</a>.</li> <li>□ Notify the relevant the <a href="#">Health and Safety Representative</a> (where elected for the workgroup) of the commencement of the investigation.</li> </ul>
6.3 Supervisor/Person in control of the activity/area/plant/ infrastructure related to the safety issue.	<ul style="list-style-type: none"> <li>□ Attend the incident site to assist in the investigation when requested by a member of the <a href="#">HSW Advisory Team</a>.</li> <li>□ Provide any documents requested by the <a href="#">HSW Advisory Team</a> as part of the investigation process.</li> </ul>
6.4 Manager, HSW Advisory	<ul style="list-style-type: none"> <li>□ Ensure <a href="#">HSW Advisors/Officers</a> are conducting timely and appropriate investigations in accordance with mandatory <a href="#">HSW Advisory operational processes</a>.</li> </ul>

## Notifiable incident investigation (in addition to the above)

6.5 <a href="#">HSW Advisors/Officers</a> in consultation with the relevant Supervisor/Person in control of the activity/area/plant/ infrastructure related to the safety issue.	<ul style="list-style-type: none"> <li>□ Ensure the investigation of a <a href="#">notifiable incident</a> (see definitions) is treated and managed as a priority.</li> </ul> <p>If an <a href="#">Improvement Notice or Prohibition Notice</a> (see definitions) is issued by SafeWork SA as part of their investigation:</p> <ul style="list-style-type: none"> <li>□ Ensure the Supervisor/Person in control of the area/activity, Head of School/Branch, Faculty Executive Director and the Manager, HSW Advisory are aware of the notice.</li> </ul> <p style="text-align: right;">(Continued)</p>
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HSW Handbook	HSW Reporting and Investigation	Effective Date:	27 March 2023	Version 3.0
Authorised by	Chief Operating Officer	Review Date:	27 March 2026	Page 3 of 8
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW Website.			

## 6 Process: Investigation (Continued)

Person Responsible	Actions
<b>Notifiable incident investigation (in addition to the above) (Continued)</b>	
6.6 Supervisor/Person in control of the activity/area/plant/infrastructure related to the safety issue.	<input type="checkbox"/> Preserve the site (e.g. lock-out, signage and communication) until directed otherwise by <a href="#">HSW Advisors/Officer</a> or a SafeWork SA inspector.

## 7 Process: Actions arising from an investigation

Person Responsible	Actions
7.1 <a href="#">HSW Advisors/Officers</a>	<input type="checkbox"/> Discuss corrective actions with the supervisor/person in control of the area/activity/plant/infrastructure related to the safety issue. <input type="checkbox"/> Enter and assign the agreed corrective action(s) in the University's <a href="#">online reporting system</a> and where supervisors do not have access to the system or where they require support and assistance. <input type="checkbox"/> Monitor corrective actions until completion.
7.2 Supervisor/Person in control of the activity/area/plant/infrastructure related to the safety issue.	<input type="checkbox"/> Enter and update the status of agreed corrective action(s) in the University's <a href="#">online reporting system</a> where supervisor has access to the system and is comfortable in doing so; otherwise contact the HSW team for advice and support. <input type="checkbox"/> Undertake any corrective actions assigned during the investigation in consultation with staff/students who undertake the activity/work in the area. <input type="checkbox"/> Ensure corrective actions are completed within the specified timeframes to prevent a recurrence.

8 Process: Management of actions arising from an [Improvement Notice or Prohibition Notice](#) (see definitions)

Person Responsible	Actions
8.1 Supervisor/Person in control of the activity/area/plant/infrastructure related to the safety issue, supported, as needed, by the HSW Advisory Team.	<p>If an <a href="#">Improvement Notice or Prohibition Notice</a> is issued by SafeWork SA as part of their investigation:</p> <input type="checkbox"/> Display a copy of the notice in a prominent place at/or near the workplace where the work is being carried out or that is affected by the notice. <input type="checkbox"/> Ensure the actions to remedy the contravention as directed by the SafeWork SA inspector are completed before the specified date on the notice. <input type="checkbox"/> Ensure the notice is signed by the person who was issued the notice and returned to the SafeWork SA inspector to certify that the requirements of the notice have been complied with before the specified date on the notice. <input type="checkbox"/> Ensure that a copy of the signed notice is provided to the <a href="#">HSW Advisory Team</a> for attaching to the safety issue report in the University's <a href="#">online reporting system</a> .

(Continued)

- 8 **Process: Management of actions arising from an [Improvement Notice or Prohibition Notice](#) (see definitions) (continued)**

Person Responsible	Actions
8.2 <a href="#">HSW Advisors/Officers</a>	<input type="checkbox"/> Ensure that completed actions and a copy of the signed notice are entered and attached in the University's <a href="#">online reporting system</a> .
8.3 <b>Director, HSW (or delegate)</b>	<input type="checkbox"/> Provide SafeWork SA with any documents requested.

9 **Performance Measures**

The HSW Team will use performance measures to assist in identifying areas of success and/or where corrective action is required to meet the objectives and targets of this process.

The level of compliance with the procedure and effectiveness will be determined during the internal audit process.

10 **Definitions**

**HSW Advisory operational processes**

An online manual that provides operational guidance to the HSW Advisory Team regarding how to undertake key processes in their role.

**Incident**

An occurrence arising from, or in the course of, work that could or does result in injury and ill health, including a [near miss](#).

**Improvement and Prohibition Notices (issued by SafeWork SA)**

- [Improvement notices](#) – are written directions requiring a person to address an issue within a specified time including information about what must be done to comply with the WHS legislation. The person who receives the notice is responsible for ensuring actions are taken to achieve compliance with legislation or to deal with the immediate risk.
- [Prohibition notices](#) – are written directions prohibiting any activity that will, or is likely to, involve an immediate risk to the health and safety of any individual. If a prohibition notice has been issued, the prohibited activity cannot recommence until an inspector certifies in writing that the risk has been remedied.

**Near Miss**

An incident where no injury and ill health occurs but has the potential to do so.

**Notifiable incident**

A notifiable incident is an incident that requires reporting to SafeWork SA as defined by the [WHS Act 2012 \(SA\)](#) Section 35 – 39 involving:

- the death of a person
- a serious injury or illness of a person
- a dangerous incident.

A serious injury or illness is that which requires the person to have:

- immediate treatment as an in-patient in a hospital
- immediate treatment for:
  - the amputation of any part of his or her body
  - a serious head or serious eye injury
  - a serious burn
  - the separation of his or her skin from an underlying tissue (such as degloving or scalping)
  - a spinal injury
  - the loss of a bodily function
  - serious lacerations.
- medical treatment within 48 hrs of exposure to a substance,

and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

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HSW Handbook	HSW Reporting and Investigation	Effective Date:	27 March 2023	Version 3.0
Authorised by	Chief Operating Officer	Review Date:	27 March 2026	Page 5 of 8
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW Website.			

## 10 Definitions (Continued)

### Prescribed serious illnesses (Regulation 699)

Any infection caused by carrying out work as a significant contributing factor, including those infections that are reliably linked to work involving:

- micro-organisms
- providing treatment or care to a person
- contact with human blood or body substances
- handling or contact with animals, animal hides, skins, wool/hair, animal carcasses or animal waste products.

### Prescribed serious illnesses (Regulation 699)

The following occupational zoonoses (Q fever, anthrax, leptospirosis; brucellosis; Hendra virus; avian influenza and psittacosis) which are contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:

### Dangerous incident

An incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- any other event prescribed by the regulations

but does not include an incident of a kind prescribed under the [WHS Act 2012 \(SA\)](#).

### **Safety issue**

Is an unsafe condition and/or unsafe act which could cause harm or place someone at risk of injury/illness.

Instances of an unsafe condition include visible wires, faulty equipment, hazardous materials, insufficient protective measures for hazardous machinery, and an unsafe working environment. Examples of an unsafe act involve a disregard for controls detailed in a risk assessment, neglecting to clean up a spill, and not informing others of a hazardous situation that may cause injury or illness due to inadequate information, instruction, or training.

### **Structure**

Anything that is constructed, whether fixed or moveable, temporary or permanent and includes:

- buildings, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels)
- any component of a structure
- part of a structure.

### **Supervisor/Person in control of the activity/area**

In the context of this procedure the supervisor has two meanings:

- the line manager of a staff member or the supervisor of a higher degree research student; or
- any other individual (separate to the line manager/supervisor of a higher degree research student) who has control of a laboratory, clinic, workshop, field activity or other activity in which the worker is participating or working. For example, a facility/workshop manager who has control of what is undertaken and/or who determines which workers may/may not work within the workshop they control. These supervisors also have the responsibility for the activities under their control. (Note: control means that these individuals have the right to deny access to or stop any activity until they are satisfied that the activity can occur safely.)

### **Substance**

Any natural or artificial substance, whether in the form of a solid, liquid, gas or vapour.

HSW Handbook	HSW Reporting and Investigation	Effective Date:	27 March 2023	Version 3.0
Authorised by	Chief Operating Officer	Review Date:	27 March 2026	Page 6 of 8
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW Website.			

## 10 Useful information and resources

10.1	<b>University-related documents</b> <a href="#">HSW Policy</a> <a href="#">Hazard Management Procedure</a> <a href="#">First Aid Procedure</a> <a href="#">Injury Management Procedure</a> <a href="#">Corrective Action Procedure</a>
10.2	<b>Related Legislation</b> <a href="#">Work Health and Safety Act 2012 (SA)</a> <a href="#">WHS Regulations 2012 (SA)</a>
10.3	<b>Useful Web-links</b> <a href="#">SafeWork Work SA</a> University's <a href="#">online reporting system</a> <a href="#">HSW Advisory operational process</a> University <a href="#">HSW Information (online) sessions</a>



## REPORT A SAFETY ISSUE OR INCIDENT FLOWCHART (Appendix A)

### LEGEND – SAFETY ISSUE REPORTING RESPONSIBILITIES

All workers (staff, titleholders, volunteers, contractors) and students

Health, Safety and Wellbeing Advisors/Officers (HSWOs)

Manager, HSW Advisory

**Report  
a safety  
issue**

#### If you or someone is injured

Arrange for medical treatment e.g.

- ☐ contact the local [first aider](#); or
- ☐ transport to a medical centre.

#### If a life-threatening incident

e.g. medical emergency requiring an ambulance, fire, hazardous chemical spill, electric shock, explosion, gas leak

- ☐ Ring Emergency Services (0)000; then
- ☐ Notify Security (831) 35444; and
- ☐ Gain assistance from others if needed.

**Injury (or illness)  
as a result  
of the issue/incident**

#### Staff:

Follow the [Injury Management procedure](#)

#### Students, volunteers:

Follow the processes on the [Risk Services website](#)

#### Contractors:

Follow your own employer's procedures

#### Always

#### Formally report the safety issue/incident

- ☐ Alert and ensure the safety of others in the area.
- ☐ Enter the details of the safety issue or incident using:
  - ☐ the [UniSafe app](#); or
  - ☐ [online form via the "report a safety issue" link on the HSW webpage.](#)

(Note: Supervisors are responsible for ensuring injuries are reported in the system.)

#### Assess (and triage) the report

- ☐ Review the [report](#)
  - ☐ Determine if further information is required
  - ☐ Determine if a [notifiable incident](#)
- If yes - Contact [Manager, HSW Advisory](#)

#### If required

- ☐ Attend on site and meet with the person reporting the incident or safety issue, supervisor/person in control of the activity or area and other stakeholders as applicable
- ☐ Add additional information to the report
- ☐ Notify the relevant executive and HSR (if applicable).

#### Notifiable incident to SafeWork SA

- ☐ Report the incident to SafeWork SA on behalf of the University.

#### If:

- ☐ **you have been injured; or**
- ☐ **there is the potential for someone else to be injured/placed at risk.**

**Notify:** Immediately, or as soon as possible. (i.e. before you leave the workplace.)

#### Your:

- ☐ immediate supervisor or the person in control of the activity/area; and
  - ☐ the [HSW Team](#)
- to let them know that there is a safety issue, or an incident has occurred.

#### If requested

Provide additional information to:

- ☐ the [HSW Advisor/Officer](#) and
  - ☐ immediate supervisor or the person in control of the activity/area.
- e.g. to enable them to ascertain the facts and establish a timeline of events.

HSW Handbook	HSW Reporting and Investigation	Effective Date:	27 March 2023	Version 3.0
Authorised by	Chief Operating Officer	Review Date:	27 March 2026	Page 8 of 8
Warning	This process is uncontrolled when printed. The current version of this document is available on the HSW Website.			