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## Record of Review

Review Date	Lead by	People consulted
1.7.2020	Amanda Fry / Administration Assistant	Joanna Murray / Director

## Legislation

- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Regulations 2011 (Cth)

## Reference Documents

- Mental Health Coordinating Council (MHCC). MHCC Organisation Builder (MOB) – Policy Resource 2012
- Safe Work Australia [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

## Policy Statement

**Access Therapy Services** will take every practicable step to provide and maintain a safe and healthy work environment for all employees and volunteers. This depends upon hazards being identified and either eliminated or reduced as far as practicable. Incidents must be reported and investigated in the spirit of no blame and action taken to prevent a recurrence.

## Definitions

**Incident** - is an event that has caused or has the potential to cause injury, illness or damage. Examples of incidents include slips/trips, motor vehicle accident, scald from boiling water and physical assault.

**Hazard** - is something that has the potential to cause injury, illness or damage.

## Delegations

Roles	Responsibilities
Manager	<ul style="list-style-type: none"> <li>• Endorse, comply and ensure compliance with the Incident and Hazard Management Workplace Health and Safety Policy and Procedure</li> <li>• Monitor WHS risk management strategies, incidents and injuries</li> <li>• Lead and implement WHS Framework including this policy</li> <li>• Manage and monitor compliance with WHS policy</li> <li>• Ensure staff are provided with relevant training in incident management</li> <li>• Receive and respond to incident and hazard reports</li> <li>• Operational decision making relating to WHS management, including expenditure</li> <li>• Refer serious WHS issues to the relevant authorities</li> </ul>
Staff, volunteers, contractors and students	<ul style="list-style-type: none"> <li>• Comply with this policy</li> </ul>

## Procedures

### Immediate incident response

The health and safety of **Access Therapy Services** employees and visitors is the priority immediately following a WHS related incident. If necessary and appropriate, involved persons are to physically distance themselves from harm. This may mean leaving a room/office, leaving **Access Therapy Services** premises, or re-locating to alternative overnight accommodation (if travelling for **Access Therapy Services** related business).

Action must be taken to prevent further persons from being injured. This may involve activation of emergency procedures or other actions to control immediate risk, such as barricading the area, placing warning signs at the site, contacting emergency services and notifying other workers and visitors of the incident/hazard.

### First aid and medical treatment

If an injury has been sustained, first aid is to be provided from a suitably qualified first aider, or where such a person is not available, from a person capable and willing to do so. See **First Aid Policy** for further details.

In most cases, the need for medical treatment is obvious. The following list of injuries and symptoms, although not exhaustive, provides guidance on when to refer to medical treatment.

## Injuries and symptoms requiring medical treatment

<ul style="list-style-type: none"> <li>Heart attack</li> <li>Stroke</li> <li>Epilepsy and seizures</li> <li>Hyperglycaemia/ hypoglycaemia</li> <li>Burns larger than 20 cent piece</li> </ul>	<ul style="list-style-type: none"> <li>Electrical burn</li> <li>Lacerations if bleeding is severe or persistent</li> <li>Soft tissue injuries, e.g. sprains and strains</li> <li>Dislocations and fractures</li> </ul>	<ul style="list-style-type: none"> <li>Head, neck and spinal injuries</li> <li>Facial injuries</li> <li>Poisoning</li> <li>Bites and stings</li> <li>Electric shock</li> <li>Loss of consciousness</li> </ul>
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In some circumstances the need for medical treatment may not be obvious; however, must be sought. Examples include:

- After an electric shock: any person who has received an electric shock, no matter how minor it may seem, as there may be delayed affects such as an irregular or lower heart rate.
- After recovering from unconsciousness: any person who has lost consciousness, even for a small amount of time.

Medical treatment can be obtained by contacting emergency services by phone on 000.

In some cases, the person may require non-emergency medical treatment and may be transported to a medical centre by another staff member. For example, a swollen ankle may be treated more promptly at a medical centre as opposed to calling an ambulance. This is decided on a case-by-case basis in consultation with the injured person and the person providing transport.

Note that **Access Therapy Services** employees are not obliged to transport other employees to hospital or other medical services. However, employees should facilitate access to hospital or other medical services where necessary. With consent from the injured worker, **Access Therapy Services** may contact the person’s emergency contact to inform them of the incident.

### Critical incidents

Critical incidents are those which directly or indirectly cause significant distress to a person, either at the time it occurs or later. A critical incident may require the activation of emergency procedures.

**Access Therapy Services** provides access to an Employee Assistance Program who can provide critical incident debriefing and other support and assistance to employees involved in the incident. Refer to the Working Conditions Policy for further details.

### Reporting incidents

All incidents are to be reported, including:

- All injuries
- Any incidents which may have had the potential to cause an injury, e.g. Exposure to chemical agents or physical agents
- Bites, stings, poisonings
- Dangerous occurrences or system failure which caused or had the potential to cause serious property damage, e.g. Fires, floods and explosions

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- Motor vehicle accidents occurring on Access Therapy Services premises or whilst conducting Access Therapy Services business

All WHS incidents involving **Access Therapy Services** workers, visitors or service users are to be documented using the Incident and Hazard Form.

The involved worker or supervisor is to complete an Incident and Hazard Form at the time of the incident, or within a 24-hour period. The Incident and Hazard Form is provided to the immediate supervisor or person responsible for the work area. A copy is also forwarded to **The Director**.

In the event of an incident where the staff member is unable to complete the Incident and Hazard Form within 24 hours, for example they are off-site or travelling, they are to notify their supervisor via phone of the incident and the supervisor is to complete the Incident and Hazard Form.

If an injury occurs the injury must be reported in the Injuries and First Aid Register, which is in Shared / Business Operations/ Incident Register.

If an incident results in death or serious injury to an employee, the Director/Manager of Access Therapy Services must be informed immediately, who will then immediately inform Work Cover and the appropriate government department.

### **Investigating incidents and hazards**

On receipt of an Incident and Hazard Form the Director/Manager will investigate the incident using the risk review framework outlined in the Incident and Hazard Form. This framework will assist the supervisor to rate the current or potential risks and identify any corrective measures required. It should be done where practicable in consultation with staff.

**The team leader** will complete the Incident/Hazard Risk Assessment and Actions section of the Incident and Hazard Report form. This should be done within one week of the hazard, accident or incident being reported.

The completed report should then be forwarded to **The Director** and WHS Representative to review and, if necessary, revise recommended actions and effectiveness of hazard control.

### **Review of incidents and hazards**

**The Director** collates the Incident and Hazard Forms and regularly reviews them to identify trends and preventative and risk management strategies.

### **Notification of incidents**

Under the Work Health and Safety Act 2011 **Access Therapy Services** must notify its workers compensation insurer within **immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred**, of all injuries that have the potential to result in a workers compensation claim.

The details of all serious injuries and incidents must be reported by the Director to **Work Cover QLD** within **the fastest possible means, by phone or in writing**, of their occurrence. Those that involve a fatality or are otherwise particularly serious must be reported to WorkCover immediately and the site of the incident is not to be disturbed.

Serious injuries include, but are not limited to, those that require:

- Medical treatment within 48 hours of exposure to a substance
- Immediate treatment in hospital as an in-patient or
- Immediate medical treatment for injuries, e.g. Amputation, serious head or eye injuries, bites, poisonings, scalping, electric shock, spinal injury, loss of bodily functions or serious laceration

This duty also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk, including:

- The collapse, overturning, failure or malfunction of, or damage to, a plant that is required to be licensed or registered
- The collapse or failure of an excavation or of any shoring supporting excavation
- The collapse or partial collapse of a building or structure
- An implosion, explosion or a fire
- The escape, spillage or leakage of any substance, including dangerous goods, or
- The fall or release from a height of any plant, substance or object.