

CRITICAL INCIDENTS POLICY

Purpose

The College aims to promote the timely reporting and investigation of all accidents and other critical incidents. The aim of this policy is to ensure that all staff are aware of their responsibility in relation to critical incident reporting, and where such incidents occur, to reflect on the event with a view to improving our response or reducing the likelihood of accidents and incidents in the future.

Applicability

This policy applies to all College staff and students as well as to individuals who visit the College.

Definitions

The following definitions apply for the purpose of this policy:

- a. Accident - An unplanned event which has the potential to disrupt normal safe operations, such as a system failure, which results in, for example, a fatality, injury, occupational illness, legal claim or any other Occupational Health and Safety non-compliance.
 - b. Incident –
 - An event (system failure), which could have caused an accident, but did not; or
 - An event (non-system failure) beyond the College’s control which disrupts the normal course of operations (eg, sudden death by natural causes; fatality or injury en route to College; earthquake damage to a building).
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Critical Injuries or Incidents

The College requires that an Accident/Critical Injury Form be completed in regard to all accidents/incidents that occur in areas under the control of the College. This form should be completed and forwarded to the Human Resources Director within one business day of the occurrence of the accident/incident.

The College also requires that all accidents/incidents be investigated and (in the event of system failure) that appropriate strategies be developed and implemented to eliminate or reduce the likelihood of future occurrences. In order to achieve this the College requires that all accidents and incidents be investigated in a timely fashion.

Accountability

Students

Students must:

Report all accidents/incidents to a College employee.

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Employees

Employees must:

- a. Report all accidents/incidents to their direct supervisor and/or Manager.
- b. Ensure the completion of the Accident/Critical Injury Form.

Direct Supervisors

Direct Supervisor must (in consultation with the Human Resources Director):

- a. Investigate all reported accidents/incidents
- b. Ensure corrective action is taken to prevent recurrence
- c. Forward all appropriate documentation to the Human Resources Director within one business day

Human Resources Director and WHS Committee

Human Resources Director, in consultation with the WH&S Committee must:

- a. Review all Accident/Critical Injury Forms
- b. Ensure completion of Accident/Critical Injury Forms in a timely fashion
- c. Provide feedback, advice and support to direct supervisors
- d. Provide guidance and assistance to direct supervisors to prevent a recurrence of the same or similar accident/incident
- e. Monitor the investigation process and control strategies implemented

Action

In the event of an accident/incident staff shall, where it is safe to do so, take appropriate immediate action to minimise the risk of further injury or damage (for example, first aid, firefighting, contain spills, contact emergency services).

Immediate action may include alerting an appropriate person to deal with the accident/incident in accordance with the exact nature of the accident/incident (eg, Building Manager in the case of fire or dangerous spill).

Reporting

Reporting of accidents/incidents is essential for the identification of hazards in the workplace.

Incidents with the potential for injury or damage (near accident) should also be reported.

The person directly involved in the accident/incident or, if unable, another person (staff member, worker) shall complete the Accident/Critical Injury Form.

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This form must be completed and forwarded to the Human Resources Director within one business day of the occurrence of the accident/incident.

If there is a risk of a similar accident/incident recurring the responsible line manager has the authority to suspend work in the area where the accident/incident occurred, or to suspend similar work, until the investigation has been completed and/or corrective action taken.

Workers Compensation

Workers Compensation

The College must report injuries sustained by a worker for which workers' compensation may be payable by their workers' compensation insurer.

Injuries must be reported if they occurred out of or in the course of employment regardless of whether the worker makes a claim for workers' compensation or not.

Safework Reporting

SafeWork Reporting

A notifiable incident under the Work Health and Safety Legislation relates to:

- The death of a person
- A serious illness or injury to a person or a
- A potentially dangerous incident occurs

SafeWork must be notified even if the person injured or killed is not an employee. You should liaise directly with the HR Director who will notify SafeWork.

New Zealand Requirements

An updated critical incident and emergencies procedures manual must be maintained (which is regularly updated) and guides staff involved in emergency situations which contains immediate and ongoing actions required including:

- engaging with relevant government agencies (eg New Zealand Police, Ministry of Health, New Zealand Qualification Authority, Tertiary Education Commission) and;

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- the follow-up de-briefing processes to support all learners and relevant staff and recording critical incidents and emergencies and reporting these back annually (at aggregate level and, as far as practicable, disaggregated by diverse learner groups) to provider management, learners, other stakeholders and the code administrator.

Investigation

All accidents/incidents shall be investigated in accordance with the guidelines in the Accident/Critical Injury Form.

During the investigation, an analysis shall be carried out to identify any Work, Health and Safety Management System failure. This will involve an examination of the incident, by the manager, along the following lines:

- a. Is there a procedure, which covers this area of activity?
- b. Is the procedure adequate? (i.e. effective, workable, comprehensive, simple, easy to use, etc.)
- c. Was the procedure properly implemented?
- d. Was the procedure followed?
- e. What influences, outside of the immediate process, are evident?

The objective of the investigation shall be to establish the real cause(s) of the accident or incidents, so that corrective action is aimed at preventing recurrence of the event.

It is the responsibility of the immediate manager to ensure:

- a. Timely notification to the Human Resources Director of –
 - i. Accidents/incidents within one business day
 - ii. Major accidents/incidents/hazards immediately
- b. The accident/incident is fully investigated and formally advise the Human Resources Director accordingly.

The Human Resources Director will monitor trends of accidents/incidents and initiate further investigation where:

- a. A number of incidents are noted for similar situations
- b. A workers compensation claim has been lodged
- c. The manager has requested assistance to investigate an accident/incident
- d. A serious or major incident has occurred
- e. A situation is deemed to require further investigation

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Corrective Action The scope and impact of any corrective action taken shall be appropriate to the magnitude and potential for harm of the accident/incident.

Records Records of all accident/incident notifications, reporting, investigation and corrective actions shall be kept. Where applicable, records shall be kept for duration as required by legislation.

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