

## WHS incident notification in emergency operations

During emergency operations, work health and safety incidents must be reported immediately to your response supervisor and documented using the department's online reporting system within 24 hours.

Emergency operations have a different reporting structure, supervisors and working environments compared to normal work situations.

### Incident types

**Near miss:** an incident that DID NOT result in an injury, illness or damage but had the potential to.

**Injury/ illness:** a condition arising from an incident that has affected a person's health.

**Hazard/ damage:** anything with the potential to harm a person; or can or has caused damage to plant, equipment or property.

**Dangerous occurrence/incident:** any situation exposing a person to serious risk from immediate or imminent exposure to a hazard (refer to [section 37 on the Work Health and Safety Act, 2011](#))

### Reporting incidents

- Notification of incidents in the departments online notification system requires access to the departments intranet
- Incidents can be reported on behalf of other personnel if required
- Personnel who work for agencies/organisations other than Department of Industry are required to complete their own agencies/organisations incident notification requirements
- To complete an incident notification in an emergency operation:
  - Record creation tab – Supervisor email - enter response section manager email
  - Record creation tab – Notifier email – enter normal business email address
  - Person involved tab - Select 'yes' for 'Did this incident occur as a result of a Biosecurity emergency response operation?'
  - Person involved tab – Current supervisor details - enter response section manager details

### Notification

- Completed online forms send notification emails to the affected person, their response section manager (if entered in the supervisor field) and head of branch
- It is the responsibility of the response section manager to ensure the affected person's substantive supervisor (as detailed in their personnel record) is notified and kept informed

### Investigations

- Incident investigations for medium and high risk incidents must be completed within three business days of the incident to ensure timely identification and control of hazards to prevent further incidents occurring.
- Section managers of the affected person are responsible for ensuring the investigation is completed in consultation with the response Safety Advisor, including keeping the substantive supervisor of affected persons informed.
- An email is sent to the supervisor listed on the incident notification record (e.g. section manager) with a link to the incident to complete the investigation.
  - Click on the link in the email
  - Click on 'My Quick Update' to view incidents assigned to you

### Further information

- [Work Health and Safety Act 2011](#)
- Incident notification (online Department of Industry form)
- WHS online safety forms tutorial – refer to department intranet