

YMCA Geelong – Incident and Reporting Procedure



OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 142-O	30/09/2014	18/05/2016	APPROVED

1. Purpose:

The Incident Reporting and Investigation Protocol outlines YMCA Geelong's requirements for the reporting of all incidents/injuries and requirements for incident investigation to ensure that further incidents are prevented and enable continuous system improvements.

This procedure includes:

1. Incident definitions
2. Centre/Program incident reporting requirements
3. Internal incident notifications
4. Online incident reporting requirements
5. Incident Investigation
6. Critical incidents
7. External notification requirements
8. Appendices

The following documents should be utilised in conjunction with this procedure:

- All YMCA incident and reporting forms
- YMCA investigation form
- YMCA investigation forms- Medical treatment and Illness
- YMCA incident classification framework
- YMCA incident management flowchart
- YMCA incident investigation flowchart

Responsibilities:

Centre Manager / Co-ordinator

Responsible for the implementation of this procedure including but not limited to, the quality and timely logging of each incident, notifying CEO and external agencies such as Workcover for notifiable incidents and subsequent investigations, investigations undertaken at a centre level and relevant staff are consulted with if required.

Health and Safety Change Agent

Responsible for the implementation of this procedures, ensuring compliance to policy including but not limited to, ensuring investigations are submitted within the identified timeframe and investigations undertaken at a centre level.

Responsible for ensuring the support and resources available to centres and programs are suitable in order to effectively investigate incidents. Support includes reviewing investigations and providing feedback for continuous improvement within the required timeframes.

Responsible for monitoring and reviewing the contents of the YMCA Incident Reporting and Investigation Protocol and all related documents, including the monitoring and review of incident investigations. Ensuring that the Health and Safety systems are developed and implemented across all sites.

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2. Incident definitions:

2.1 Minor incident

Minor Incident means an event which may cause a short momentary period of physical stress & or emotional stress to staff, members and visitors to the YMCA (No medical treatment required). Minor incidents are typically sudden events which are within the range of ordinary human experiences and have no after effect on those involved. Minor incidents do not disrupt the normal operations or services of a Centre/Program.

For example: cuts, abrasion, no emergency services or spinal care required, grazes bumps bruise, blood nose, minor sprain or strain, damage to property by vehicle in car park, slip on a court, fall on steps.

2.2 Major incident

Major Incident means an event which may cause or is likely to cause physical stress & or emotional distress to staff, members or visitors to the YMCA. They may require immediate attention & decisive action by staff. Major incidents are typically sudden events which may be within the range of ordinary human experiences but still have a short term effect on those involved. Major incidents cause temporary closure to an area of a Centre/Program or interrupt the normal services of a Centre/Program. Requires immediate medical treatment.

For example: CPR, emergency services required, suspected spinal injury, head injury, serious laceration, fracture or dislocation, death, drowning or near drowning.

2.3 Critical incident

Critical Incident means an event which may cause or is likely to cause extreme physical stress & or emotional distress (ie: likely to cause death or permanent injury) to staff, members and visitors to the YMCA. They require immediate attention and decisive action by staff. Critical incidents are typically sudden or progressive powerful events which are outside the range of ordinary human experiences & have the potential to leave lasting effects on those involved. Critical incidents cause temporary closure of a Centre/Program or an area of a Centre/Program

For example: fatality, near fatality, patient is required to be immobilized, significant blood loss, severe laceration, fall from heights, car accident, hit by vehicle, fire, bomb threat, explosion, gas leak threats of violence or and act of violence against any person, murder or suicide of staff, offence against children or breach of child protection laws and YMCA Geelong Safeguarding Children and Young People Policy, hold up or attempted robbery or theft of property/funds, an event or media coverage that has the potential to bring the YMCA into disrepute, major malfunction of plant or equipment that causes injury or damage to facility.

4. Centre Incident Reporting Requirements

When an **incident** or **injury** occurs at a YMCA centre, it must be reported by the staff member/s in attendance at the time. Reports must clearly outline the detail of the person/s involved, the date, time, location, incident summary, injury type and mode, personal details, Centre/Program actions and treatment, various other facts and conclusions.

It is important that the incident and injury types are classified and then reported on the appropriate YMCA form. Depending on the nature and severity of the incident, one or more of the following reporting mechanisms shall be used;

- Minor Accident/ Incident /Illness Report Form (use form for minor injuries/incident - refer to clause 2.1)

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- Major First Aid Report Form (use form for major injuries, emergency services - refer to clause 2.2)
- Witness / Injured Party Statement (used for all critical incidents)

Incident and injury reports should be completed immediately following the event and must be completed by the attending staff member and signed off by a senior staff member or Duty Manager. Incident reporting forms must be accessible to all staff and all staff need to be trained in the YMCA reporting requirements, location of forms and personnel notification requirements upon completion of the relevant forms.

5. Internal Incident Notifications

In the event of an incident or injury at a YMCA centre, a number of internal notifications are required to ensure that incidents and injuries are correctly reported, classified, investigated and communicated to the relevant external authorities. It is essential that all YMCA staff are trained in the correct forms of notification to ensure that incidents are being reported to the relevant YMCA personnel and that all legislative requirements are complied with.

Depending on the classification, severity and likely outcomes of an incident, the following notifications may be required;

- Health and Safety Change Agent
- Duty Manager
- Facility Manager
- CEO
- Council / Contract Partner
- External Authority (WorkSafe, Environment Protection Authority, Department of Human Services or Department of Education and Early Childhood Educations.

For a detailed list of notification requirements, refer to the 'YMCA incident management flowchart'.

6. Online Incident Reporting (logging all Major/Critical incidents within 24 hours/ Minor within 14 days.)

Depending on the type of incident that has occurred, all incident details must be logged on the YMCA Extranet 'Online Incident Reporting System'. The online reporting system has been developed by the YMCA to enable ease of notifying the required YMCA personnel in the event of an incident.

Incidents of the following nature are required to be logged online within 24 hours of the incident occurring;

- Major Incident /Critical incident or Injury involving patrons
- Significant reportable incidents (HR, Risk, Finance, Contract Management, Legal) HR, Risk, Finance, Contract Management, Legal- usually up loading by the CEO)
- All Staff Injuries (minor or major)
- Any situation that has insurance potential
- Where notification to an external authority is required
- Where an entry by an external authority has been made i.e. Worksafe

To log an incident, the responsible person (this is Customers Officer at Newtown stadium and Health and Safety Compliance Officer) will require access to their YMCA extranet account. The following steps apply;

- From the YMCA Extranet homepage, click on the red 'Log an Incident' tab
- On the summary page, click again on the red 'Log an Incident' tab
- Attach any relevant report forms (first aid report, incident report, witness / injured party statements etc)
- Complete the online form, ensuring that all fields are accurately completed

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- When selecting an 'Incident Type', ensure that you tick all relevant boxes, as ticking these options will alert the appropriate department (OHS, HR, Finance, Environment, Public Relations etc)

Once an incident has been logged on the online system, the person submitting and their supervisor will receive an automated email. This email will give the user access to view their online report as well as a series of instructions for follow up. If the incident relates to OHS or Injury, the user will be instructed to download the YMCA Investigation Report and complete an incident investigation. See below section for further information.

All incidents that require external authority notification must be reported to the CEO first.

7. Incident Investigation

An Incident Investigations must be carried out for any of the following incident classifications:

- Major Incident or Injury
- Significant reportable incidents (HR, Risk, Finance, Contract Management, Legal- usually up loading by the CEO)
- All staff injuries (minor or major)
- Any situation that has insurance potential.
- When emergency services are called
- Where notification to an external authority is required
- If otherwise required by Senior Management

Where there is an incident that is a result of a pre-existing medical condition or illness please notes this detail in the investigation report. All investigations are required to use the standard investigation form.

Minor Incidents - No investigation but follow up is required;

Incident form is logged on the Incident Management system on YMCA Extranet by Reception

Incident Follow Up

- Coaches/Program Leaders- indicate on the rolls with a highlighter that and injury occurred to a participant.
- Reception- Note the injury on the following weeks roll
- Coaches follow up injured participant and check with the child and parents that they have recovered and status of the injury at next class. A note must be made on the attendance roll that the child has 1. recovered/ 2.not attended/3. follow up is required . Roll to be provided to Reception at end of shift. (Newtown/North Geelong), YMCA Basketball Club coordinator, YMCA Judo Co-ordinator or Centre Co-ordinator at Bannockburn -notify the OHS Compliance Officer of the outcome of the injury.
- OHS Compliance Officer-log update on the Incident Management System on YMCA Extranet

Major Incidents- Investigations are determined according to the [YMCA incident Review and Due Diligence Form.](#)

Critical incident- Investigation is required

Incident Investigations must be completed by the Health and Safety Compliance Officer or a representative of the Manager (in their absence) in conjunction with the Safety Officer, relevant specialist staff.

Investigations are determined according to the [YMCA incident Review and Due Diligence Form.](#)

When an incident is logged on the Online Reporting System, an automated email reply will be sent to the person logging the incident, requesting that an Investigation occurs within 21 days (inclusive of quality review) of the logging date. A link to the Investigation form is also included in the automated email. Each Investigation Report Form should have attached to it a copy of any relevant reports.

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Throughout the process of an Incident Investigation, several actions may arise. It is important that these actions be assigned to a responsible person and a reasonable timeframe for completion be given. Any actions arising should be added to the centre [Master Risk Control plan](#) to ensure that effective controls are implemented and become part of the review process. If there is a risk posed by a hazard in relation to the incident which is extreme then immediate controls should be put in place to control the hazard. This control may be temporary in nature whilst longer term solutions are determined. Completion of tasks should be based on risk and have appropriate timeframes allocated.

Once the investigation report has been completed by the Health and Safety Compliance Officer, it must be uploaded to the Online Incident Report system with 14 days.

If there is any feedback on the investigation for the Manager or further information is required, the Health and Safety compliance officer Teams will contact them directly to rectify the matter within the 7 day 'quality review' period. Once approved, the centre manager or HSO will upload the completed investigation report to the online form, updating the action section with **"investigation uploaded (date)"**. (Appendix 5 outlines the investigation process)

Note: If "investigation uploaded (date)" is not stated an investigation will not be recognised as being received.

8. Critical Incident Investigation

When is a Critical Incident Investigation required? When an incident is logged on the Online Reporting System, the OHS Manager or the CEO will determine whether a Critical Incident Investigation is required. The requirement for an investigation will depend on the severity of the incident and the likely consequences and outcomes. All critical incidents require an investigation in line with the critical incident guidelines.

Examples of Critical Incidents may include:

- Any fatality or near fatality of staff, members or visitors;
- Serious injury to staff, members or visitors resulting in a significant intervention by staff, emergency services called, hospitalization required;
- Threats of violence or an act of violence against staff, members or visitors;
- Murder or suicide of a staff member, member or visitor on site;
- Any offence against children or breach of child protection protocols;
- Bomb threat, explosion, fire, gas or chemical hazard;
- Major malfunction of plant or equipment causing injury & damage to facility;
- Hold up, attempted robbery or theft (theft of equipment or money above the value of \$5000);
- An event or media coverage (TV, national print media) which has the potential to bring the YMCA into disrepute
- Major failure/breakdown in OHS systems and procedures.

Who will perform the Critical Incident Investigation?

Several YMCA personnel may be engaged to perform or assist with the Critical Incident Investigation, including:

- Board
- CEO

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- Specialist Manager
- YMCA Australia

Timeframe and Follow Up

Once a responsible person has been engaged to conduct a Critical Incident Investigation, a six week timeframe (where practical) will be allocated for completion of the investigation and any actions or outcomes arising as a result. All Critical Incident Investigation reports are provided to SLT Counsel for information.

9. Storage and Recording of Reports

Each Centre/Program shall ensure an effective means of storing and recording all Incident and Injury reports. Completed reports are uploaded to the online reporting system.

Appendix 1. External Authorities Notifications

The following outlines the external mandatory reporting requirements for specific incidents.

WorkSafe Notifiable Incidents

IF INDOUBT PLEASE CONTACT VICTORIA WORKCOVER AUTHORITY Ph: 132 360 AND THEY WILL ADVISE IF THE INCIDENT IS NOTIFIABLE OR NOT.

Part 5 of the Occupational Health and Safety Act 2004 ('the Act') requires notification to WorkSafe of serious workplace incidents.

A notifiable incident is an Incident at a workplace which results in the consequences described below (notifiable incidents) and must be reported to WorkSafe.

If you are uncertain about whether an incident is notifiable under any of the legislative provisions referred to below, contact your Regional HSE Manager or YMCA State Office OHS Department, contact WorkSafe (when advised by HSE Manager/OHS department) on 132 360 to seek advice.

The duty to notify WorkSafe of serious workplace incidents applies if you are an employer who has the management and control of a workplace. Usually, the Centre/Program manager will notify WorkSafe on behalf of the YMCA.

The Act requires employers and self-employed persons to notify WorkSafe immediately they become aware of a notifiable incident at their workplace.

The duty to notify applies as soon as an incident at a workplace results in one of the consequences described above (under what is a notifiable incident).

An employer should ensure that there are procedures in place at a workplace under their management and control to provide immediate notification of a notifiable incident.

Notification of incidents must be made regardless of whether the person involved is an employee or a member of the public.

In summary, Part 5 of the Act requires: **(S37-39)**

- **Immediate notification** of a notifiable incident to WorkSafe on 132 360;
- **Written notification within 48 hours;** and
- **Preservation of the incident site** until an inspector arrives or directs otherwise.

Incidents that result in death or serious injury

Notification is required where an incident at a workplace results in:

- Death; or
- Serious injury.

Serious injury is used in this context to describe those incidents that result in the consequences described in section 37(1) of the Act. They include, but are not limited to, incidents that result in a person requiring:

- Medical treatment within 48 hours of exposure to a substance
- Immediate treatment as an in-patient in a hospital
- Immediate medical treatment for:
 - Amputation
 - Serious head injury (loss of vision, hearing consciousness)
 - Serious eye injury
 - Separation of skin from underlying tissue (for example de-gloving or scalping)
 - Electric shock
 - Spinal injury
 - Loss of bodily function
 - Serious lacerations

Incidents that expose a person to immediate risk to health or safety

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

- The collapse, overturning, failure or malfunction of, or damage to, plant that is required to be licensed or registered;
- The collapse or failure of an excavation or of any shoring supporting an excavation;
- The collapse or partial collapse of a building or structure;
- An implosion, explosion or fire;
- The escape, spillage or leakage of any substance including dangerous goods;
- The fall or release from a height of any plant, substance or object; or
- The following events in a mine:
 - (i) The overturning or collapse of any plant; or
 - (ii) The inrush of water, mud or gas; or
 - (iii) The interruption of the main system of ventilation.

How to notify WorkSafe:

All notifiable incidents are to be reported to WorkSafe as set out in the table below.

The written notification should be provided in the [Incident Notification Form](#).

STEP 1: Telephone WorkSafe on 132 360

- Immediate notification means as soon as you become aware of the incident.
- The officer receiving your call will record details of the incident and issue you with a Reference Number.
- The Reference Number is your proof of immediate notification.

STEP 2: Send your written report of the incident to WorkSafe on an Approved Form. You may submit the written report:

- Online via the internet using the electronic form, available at worksafe.vic.gov.au, or in hard copy by facsimile to (03) 9641 1091, or
- By post to WorkSafe Victoria, Incident Notification, GPO Box 4306, Melbourne 3001, or
- By post or courier to WorkSafe Victoria, 222 Exhibition Street, Melbourne 3000.

Note: hard copy forms are available at all WorkSafe offices or can be downloaded from the WorkSafe website. <http://www.vwa.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification>

All incidents that require external authority notification must be done in accordance with the relevant State Office department.

For further information on WorkSafe Incident Notification, refer to

<http://www.vwa.vic.gov.au/forms-and-publications/forms-and-publications/guide-to-incident-notification>

Appendix 2. External Authorities Notifications (EPA Notifiable Incidents)

The Environmental Protection Agency offers some brief criteria for Incident Notification. These notifications / reports can be made by industry or by member of the public. The YMCA, in their operation of facilities, aim to fully comply with the various legislative Environmental requirements, however should a breach occur, the YMCA shall notify the EPA of any such event. The EPA requires that the following Incident types are reported:

- Smoke or odours from an industry or business
- Spills or slicks in waterways (Police notification may be required)
- Illegal dumping of wastes

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- Noise from a factory or industrial complex.

To notify the EPA of an incident, call the Pollution Watch Line on: **Melbourne 9695 2777**.

If you are uncertain about whether an incident is notifiable under any legislative provisions, contact the YMCA State Office or EPA (when advised by OHS and Environment Department) to seek advice.

All incidents that require external authority notification must be done in accordance with CEO.

Appendix 3. Authorities Notifications (DHS Notifiable Incidents)

Division 6 of the Children Services Regulations requires that 'the Secretary' be notified of any 'Serious Incidents' as per the requirements below:

The proprietor must notify the Secretary as soon as practicable -

- (a) Of the death of a child while being cared for or educated by the children's service; or
- (b) Of any incident involving an accident or injury or trauma to a child while being cared for or educated by the service requiring the attention of a registered medical practitioner or admission to a hospital; or
- (c) If a child appears to be missing or otherwise cannot be accounted for or appears to have been taken or removed from the service

Division 9 of the Children Services Regulations requires that 'the Secretary' be notified of any 'Complaints' as per the requirements below:

The proprietor must notify the Secretary within 48 hours after a complaint is made if the complaint alleges that -

- (a) The health, safety or well being of any child within the children's service may have been compromised; or
- (b) There may have been a contravention of the Act or these Regulations.

Appendix 4. INCIDENT CLASSIFICATION AND REPORTING REQUIREMENTS

* When an Incident or Injury occurs, complete report forms in accordance with the Incident Classification guide below.



INJURY / INCIDENT DESCRIPTION	CLASSIFICATION	REPORTING REQUIREMENT
<input type="checkbox"/> Any Minor Injury: cut, graze, bump, bruise, blood nose, minor sprain or strain etc <input type="checkbox"/> Standard / Simply First Aid Treatment: bandaids, ice-pack, saline etc <input type="checkbox"/> No Emergency Services Required <input type="checkbox"/> No CPR or Spinal Care <input type="checkbox"/> No Major Injuries <input type="checkbox"/> Minor Staff Injury	MINOR INJURY	<p>MANDATORY Minor First Aid Report Form <u>Incident Investigation Report Form (for staff only)</u></p> <p>AS REQUIRED: Witness / Injured Party Statement Incident Report Form</p>
<input type="checkbox"/> Minor verbal altercation <input type="checkbox"/> Alleged Minor Incident <input type="checkbox"/> Minor theft or loss (goggles, towel etc) <input type="checkbox"/> Minor damage or vandalism (graffiti in toilets or on signs) <input type="checkbox"/> Minor spill or leak (non hazardous or notifiable)	MINOR INCIDENT	<p>MANDATORY Incident Report Form</p> <p>AS REQUIRED: Witness / Injured Party Statement Minor First Aid Report Form</p>
<input type="checkbox"/> Major injury: CPR, Emergency Services Required, Suspected Spinal Injury, Fracture or dislocation, serious laceration, head injury <input type="checkbox"/> Death, Drowning, near drowning <input type="checkbox"/> Major staff injury	MAJOR INJURY	<p>MANDATORY Major First Aid Report Form <u>Incident Investigation Report Form</u></p> <p>AS REQUIRED: Witness / Injured Party Statements Incident Report Form</p>
<input type="checkbox"/> Assault, Threat or Violence <input type="checkbox"/> Major theft (money, phone, computers, car broken into) <input type="checkbox"/> Near Miss <input type="checkbox"/> Major Spills / Leaks <input type="checkbox"/> Security Breach <input type="checkbox"/> Fire / Explosion / Bomb Threat <input type="checkbox"/> Serious plant / equipment malfunction <input type="checkbox"/> Incident without injury <input type="checkbox"/> Notifiable Incident to external authority	MAJOR INCIDENT	<p>MANDATORY Incident Report Form <u>Incident Investigation Report Form</u></p> <p>AS REQUIRED: Witness / Injured Party Statements Minor or Major First Aid Reports</p>
<input type="checkbox"/> Any fatality or near fatality of staff, members or visitors; <input type="checkbox"/> Serious injury to staff, members or visitors, significant intervention by staff, emergency services, hospitalization <input type="checkbox"/> Threats of violence or an act of violence against any person <input type="checkbox"/> Murder or suicide of staff, member or visitor on site; <input type="checkbox"/> Offence against children or breach of child protection laws <input type="checkbox"/> Bomb threat, explosion, fire, gas or chemical hazard; <input type="checkbox"/> Major malfunction of plant or equipment causing injury & damage to facility; <input type="checkbox"/> Hold up, attempted robbery or theft > \$5000 <input type="checkbox"/> An event or media coverage (TV, national print media) which has the potential to bring the YMCA into disrepute <input type="checkbox"/> Major failure/breakdown in OHS systems and procedures.	CRITICAL INCIDENT	<p>MANDATORY Incident Report Form or Major First Aid Report <u>Incident Investigation Report Form</u></p> <p>AS REQUIRED: Witness / Injured Party Statements Minor First Aid Report <u>Critical Incident Investigation</u></p>
REPORTING TIMEFRAME REQUIREMENTS:		
Minor / Major / Incident Reports: Online Incident Report (YMCA Extranet): Investigation Report: Critical Incident Investigation:	<p>Immediately / within 12 hours of incident occurring Within 24 hours Within 21 days of logging incident Within 6 weeks of incident occurring</p>	

Worksafe Entry/Visit Reporting Requirements	
Worksafe entry/visit in response to an incident following incident notification	<p>MANDATORY Update of initial Incident Report Form, "Action"</p> <p>Recorded on Worksafe Entry spread sheet located on the OHS Management Taskforce Page, identifying details on the entry and any improvement notices given.</p>
Worksafe visit following internal or external complaint	<p>MANDATORY Incident Report Form, a new incident logged on YMCA extranet documenting Worksafe entry Notify OHS Compliance Officer/CEO/ Manager. OHS Compliance Officer to record on Worksafe Entry identifying details on the entry and any improvement notices given- Log on incident Management system</p>
Worksafe visit due to safety and industry focus	<p>MANDATORY Incident Report Form, a new incident logged YMCA extranet documenting Worksafe entry Notify CEO/ Manager. OHS Compliance Officer to record on Worksafe Entry identifying details on the entry and any improvement noted- Log on incident Management system</p>

Investigation of Incidents – Police Matters i.e. theft and break-ins

There are some circumstance where an investigation may not be required. Incidents considered police matters may or may not require an investigation to be undertaken, i.e. theft and break-ins.

In this case where it is considered an investigation is not required the Centre/Program manager must discuss incident with CEO and OHS Compliance Officer.

It is important that the incident is logged on YMCA Extranet regardless.

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5. MONITORING, EVALUATION AND REVIEW

This procedure will be reviewed on a three year cycle as a minimum or at a time governed by legislation or regulations.

Compliance will be monitored by the Health and Safety Officer to ensure employees/volunteers to ensure the procedure is adhered to in each workplace.

6. SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

Approved by: CEO

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Policy Owner: CEO

Contact Details policy owner: geelong@ymca.org.au Ph: 52218344

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Version	Date	Author	Change Description
V1	04/04/2014	Shona Eland	Procedure Developed
V2	30/09/2014	Shona Eland	Reviewed with Laura Stephens OHS Compliance Officer
V3	12/11/2014	Shona Eland	Incident reporting process reviewed to include followed up of minor incidents as per Worksafe advice 11/11/2014 Updated Item 5,7 Appendix 1 and 5
V4	18/05/2016	Shona Eland	Updated Appendix 5 replaced with updated Appendix 1 - change flowchart layout and contact names and mobile numbers,

As adopted by the YMCA Geelong Inc on 30/09/2014



Shona Eland

Chief Executive Officer YMCA Geelong Inc.

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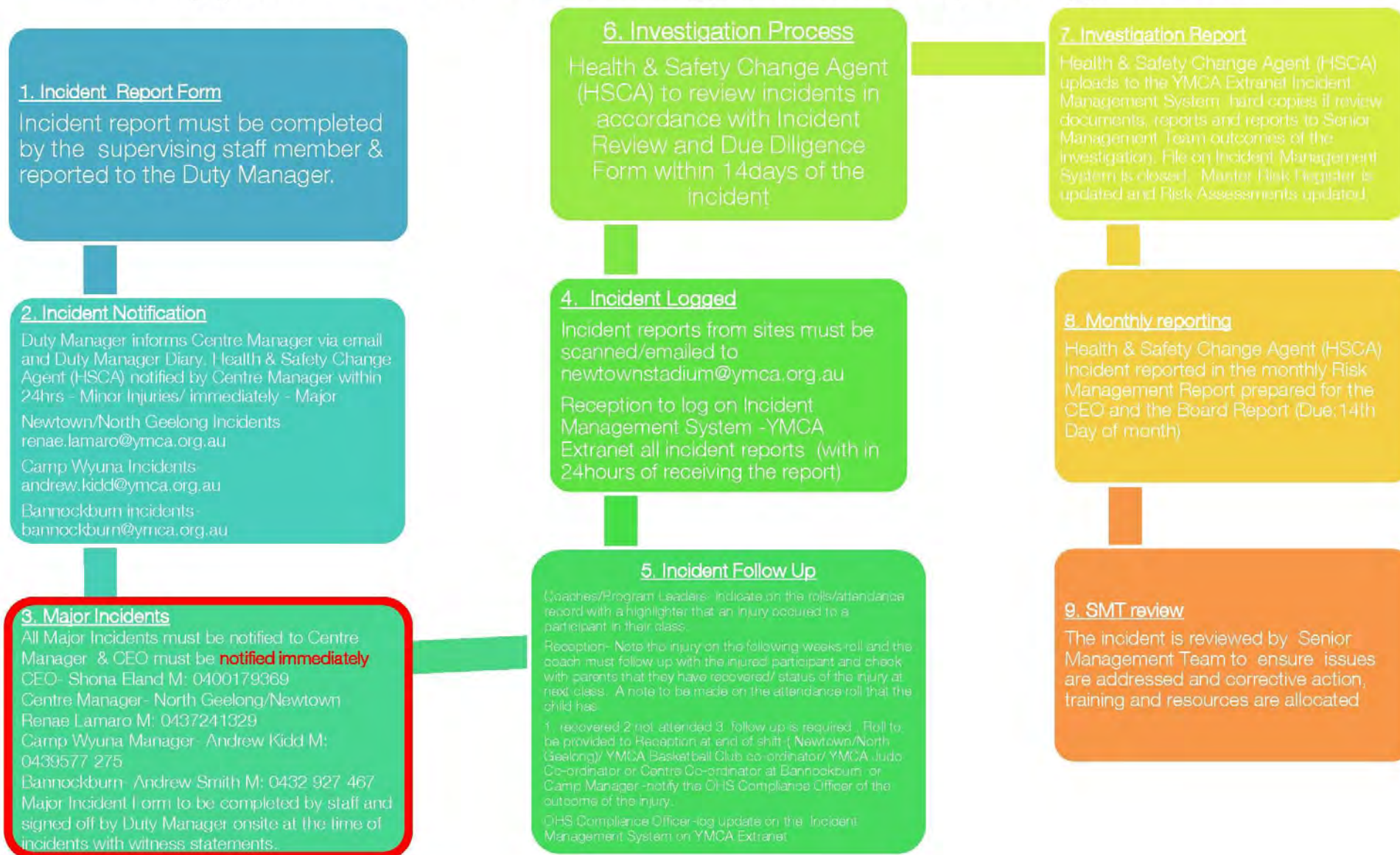
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Appendix 1: YMCA Geelong Incident Reporting Process



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