

HEALTH & SAFETY INCIDENT MANAGEMENT PROCEDURES

Section	Health and Safety
Contact	Occupational Health & Safety, Wellbeing Team
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Approval	Director Health, Safety & Wellbeing

Purpose:

The purpose of this procedure is to provide a clear understanding of the requirements relating to timely and accurate reporting and management of incidents that occur at Massey University.

Scope:

This procedure applies to all of Massey University including all campuses, ventures, and enterprises. It applies to all incidents that occur involving workers, students or others while undertaking activity relating to Massey University, or that are within the university's influence and control.

Incidents relating to driving, aircraft operations, or boating may have further reporting requirements that relate to the relevant regulator's processes, and this document should be read in the context of those requirements.

Definitions:

Critical Risk: A hazard that has been assessed as having the potential for causing fatalities or serious life-altering injuries.

ICAM: Incident Causation Analysis Methodology, an investigation tool used for serious incidents.

Incident: Any event that occurs that was unexpected, unplanned, and had actual or potential injury or illness consequences.

Just Culture: A culture in where people are not punished or blamed for actions, omissions or decisions made which are in line with their level of experience and training, and in which negligence, wilful violations and sabotage are not tolerated.

Life-Altering Injury: Any injury which causes permanent loss of bodily function, or any chronic or severe illness resulting from work.

Near Miss: Any incident that occurs that did not result in injury or illness, however had the potential to cause injury or illness.

Notifiable Event: Has the same meaning as contained in the Health and Safety at Work Act 2015, and includes death, notifiable illness or injury, and notifiable incidents.

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Worker: an individual who carries out work in any capacity for a PCBU (Person Conducting a Business or Undertaking). This may be an employee, contractor, subcontractor, apprentice or trainee, or volunteer.

Immediate Action and Initial Response:

In the event of any incident occurring, the first priority is to ensure the safety of any person involved and the safety of any person responding. This may involve, where appropriate:

- Moving any injured person to safety, if safe to do so.
- Turning off any plant, service or equipment required to make the area safe (e.g., machinery, gas, electricity etc.).
- Provide first aid or arrange medical treatment, if required.
- Arrange for support services where appropriate (e.g., EAP).

Where the incident is potentially a notifiable event under the Health and Safety at Work Act 2015, the area where the incident occurred must be isolated and left undisturbed until both the regulator (WorkSafe NZ or other agency) (legal requirement) and the Director Occupational Health & Safety, and Wellbeing or their delegate (Massey University requirement) have given authorisation to release the site. This is to ensure that evidence is undisturbed for the purposes of investigating what happened.

If unsure whether the notifiable event requirements exist following an incident, the Occupational Health & Safety, and Wellbeing team can assess and provide advice and support.

Incident Classifications:

These incident classifications must be applied to all incidents and are used to guide the response and management of those incidents. Refer to Guidance for Classifying Incidents for more information.

Level 1 Incident: Fatality, Life-Altering Injury, or Illness

Level 2 Incident: Restricted Work Injury, Medical Treatment Injury, Lost Time Injury

Level 3 Incident: First Aid Injury, Near Miss

High Potential Incident: Any incident or near miss that involved a Critical Risk or could have resulted in a fatality or life-altering injuries under slightly different circumstances.

Incident Reporting:

In the event of a Level 1 or Level 2 Incident, verbal notification to the Occupational Health & Safety, and Wellbeing team should be made **immediately** to ensure that appropriate processes are put in place.

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Regardless of severity, all incidents shall be reported in writing within the timeframes in the table below:

Incident Severity	Reporting Timeframes
Level 1 Incident	Immediately
Level 2 Incident	12 hours
Level 3 Incident	24 hours
High Potential Incident	24 Hours

All reports must be made using the online system for reporting - **MasseySAFE**.

Incident Investigation:

Where an investigation is required, the purpose of that investigation is to determine what hazards and causal factors were involved in causing the incident, and whether control mechanisms were missing or not effective. The purpose of an investigation is not to determine or apportion blame and will be conducted using principles of Just Culture.

Investigations will be carried out depending on the level of severity of the incident, as per the following table:

Incident Severity	Lead Investigator	Technique*	Timeframe for Investigation
Level 1 Incident	Director HSW or delegate	ICAM	6 Months
Level 2 Incident	OH&S Advisor	ICAM / Learning Team	2 Months
Level 3 Incident**	n/a	Review Only	2 Week
High Potential Incident	OH&S Advisor	ICAM / Learning Team	3 Months

* Director Health Safety & Wellbeing may make directions as to a specific technique to be used, depending on the complexity of the incident and level of risk involved

** Level 3 incidents will be reviewed for any learnings, however, are not subject to a full investigation unless deemed necessary

Members of the investigation team should include:

- Technical experts (where appropriate),
- H&S professionals,
- Elected H&S Representatives, and
- The injured or involved person(s).

Level 3 incidents shall not be immediately subject to an investigation but must be reviewed by the manager of the area or person involved, with support from the Health, Safety and Wellbeing team as appropriate. Where learning opportunities exist, a Learning Team approach may be taken.

Where appropriate, a Learning Team may be formed to gain a better understanding of the context and complexity of work being undertaken, including any actual and potential failure modes, and how to improve work to prevent incidents.

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Learnings obtained from investigations should be provided to those persons involved in the incident, and incorporated into hazard and risk registers so information on control mechanisms are kept up to date and reflect what is known about the risk.

All Level 1, 2, and High Potential incident investigations will be reviewed by the Occupational Health & Safety, and Wellbeing team.

Corrective Actions:

Once an investigation is complete, there must be a consideration as to whether corrective actions are required based on the findings of the investigation. These may be to correct identified gaps or failures within a control, or to create new controls for a hazard.

The lead investigator is responsible for working with the investigation team and responsible managers to determine what corrective actions, if any, are required. This should then be agreed to by the person who has been allocated responsibility for the action, and appropriate timeframes set for completion. Corrective actions will then be monitored to closure, and reports on outstanding actions generated.

Notifiable Events:

A notifiable event is any death, notifiable illness or injury, or notifiable incident that occur as a result of the operations of Massey University, either from the conditions onsite, the activities being undertaken or substances or equipment that is being used. It excludes any death, injury or illness that results from pre-existing medical conditions, or commuting directly to (or from) the normal place of work.

Where a notifiable event occurs, and the immediate actions have been undertaken (provision of treatment), ensure that the area around the incident (including all equipment and materials) are left undisturbed and unaltered as per the requirements above.

It is the responsibility of the Occupational Health & Safety, and Wellbeing team to verify notifications to WorkSafe NZ of any notifiable event.

Refer to [WorkSafe – What events need to be notified?](#) for further guidance.

Communication:

Where an incident investigation identifies new hazards, new causes, or new controls required, a safety alert or shared learning will be published by the Occupational Health & Safety, and Wellbeing team. This safety alert or shared learning will be distributed to targeted recipients and published online for students and other workers. No safety alert or shared learning is to be issued prior to the review and approval of the Director Health, Safety and Wellbeing.

Where a Level 1 Incident, or a High Potential Incident, occurs:

- Ensure that the Vice Chancellor, relevant SLT member, DVC University Services, and Director Occupational Health & Safety, and Wellbeing have been advised.
- Initial communication should be verbal where possible to ensure that the message is delivered rapidly.

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- Written communication should stick to the facts of the activity and injury, without any assumption as to causes prior to investigation.
- In the event that an incident is being investigated under legal professional privilege for the purposes of receiving legal advice, all communications relating to the incident shall be through the nominated legal representative only.

Relevant Legislation:

Health and Safety at Work Act 2015

Related Procedures:

[Health, Safety & Wellbeing Policy](#)

All relevant Workplace Rehabilitation and Injury Management Procedures and Guidelines (refer to the Policy Library for full list)

All relevant Hazard and Risk Management Procedures and Guidelines (refer to the Policy Library for full list)

Document Management Control:

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