

# Procedure

## Work Health and Safety

### Incident Notification

Document number: PRO-00388

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Rev no.	Description	Process Owner			Approved for issue			
		Position	Name	Signature	Position	Name	Date	Signature
6	APPROVED	Manager, WHS	Joe Meissner	See TRIM Ref: D14/12149	CEO	Peter Dennis	11/02/2014 See TRIM Ref: D14/12149	

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## 1. Purpose

Seqwater is committed to the health and safety of all people at the workplace. The purpose of this procedure is to document a systematic process for the internal notification of Work Health and Safety (WHS) incidents across Seqwater. This procedure also provides guidance on external notifications, being the requirements and process to report notifiable incidents to Workplace Health and Safety Queensland (WHSQ) and/or the Electrical Safety Office (ESO).

This procedure supports the WHS incident notification and reporting requirements outlined in Element 14 – Monitoring, measurement and reporting of Seqwater’s Work Health and Safety Management System Framework (MAN-00211).

This procedure adopts and is consistent with the notification and reporting requirements of:

- *AS/NZS 4801 Occupational Health and Safety Management Systems - Specification with guidance for use*
- *Work Health and Safety Regulation 2011 (Qld)*
- *Electrical Safety Regulation 2013 (Qld)*
- Bulk Authority Emergency Response Plan (ERP-00001).

## 2. Scope

This procedure applies to all Seqwater workers, business groups and work activities, and is limited to the notification aspects of WHS incidents only. For other aspects of WHS incident management refer to the following:

- Injury Management Procedure (PRO-00792)
- First Aid Management Procedure (PRO-00903)
- WHS Emergency Preparedness and Response Procedure (ERP-00079)
- WHS Incident Investigation Procedure (PRO-00793).

## 3. Roles and Responsibilities

Role	Responsibility
Emergency Advisor	<ul style="list-style-type: none"> <li>• Notify the WHS Team of all WHS incidents reported to Seqwater’s Incident Hotline (07) 3270 4040.</li> <li>• Complete other required internal notifications in accordance with Seqwater’s Incident and Emergency Response Plan.</li> </ul>
Managers	<ul style="list-style-type: none"> <li>• Ensure compliance with this procedure.</li> <li>• Provide communication, consultation, instruction, access to training and supervision to workers in WHS incident notification.</li> </ul>

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Role	Responsibility
	<ul style="list-style-type: none"> <li>Ensure WHS incidents are reported to the Incident Hotline (07) 3270 4040.</li> </ul>
Regional WHS Improvement Committee members	<ul style="list-style-type: none"> <li>Review and analyse incident notification trends for their area of responsibility.</li> </ul>
Seqwater Legal Services	<ul style="list-style-type: none"> <li>Provide advice in relation to the provision of information to, or investigations by regulators (e.g. WHSQ or ESO) and ensure that any necessary legal professional privilege is preserved in relation to such communication.</li> <li>Advise Seqwater personnel on obligations for requests for information and/or attendance at interviews (conducted by a regulator). Advice on self-incrimination issues may also be required.</li> </ul>
WHS Steering Committee members	<ul style="list-style-type: none"> <li>Review and analyse Seqwater's incident notification trends.</li> </ul>
WHS Team	<ul style="list-style-type: none"> <li>Provide procedures, tools, templates and training to support systematic and timely notification of WHS incidents.</li> <li>Provide advice regarding notification of WHS incidents.</li> <li>Report trends and analysis of WHS incident notification to Seqwater's workers and managers.</li> <li>Complete workplace monitoring activities to verify the implementation of the WHS incident notification process.</li> <li>Ensure notifiable incidents are reported to WHSQ or the ESO as soon as possible after the team is aware of the incident. The Manager, WHS or nominated representative is responsible for undertaking this notification.</li> <li>Ensure work-related injuries and illnesses are reported to WorkCover as per the Injury Management Procedure (PRO-00792). The Injury Management and Health Program Coordinator or nominated representative is responsible for undertaking this notification.</li> </ul>
Workers	<ul style="list-style-type: none"> <li>Notify emergency services – telephone 000 in an emergency. The secondary international standard emergency number 112 can also be dialled on a digital mobile phone in areas of GSM network coverage in Australia. A sim card or pin number is not required to make this call.</li> <li>Notify line supervisor/manager in the event of an incident.</li> <li>Notify the Seqwater Incident Hotline (07) 3270 4040 of all incidents.</li> </ul>

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## 4. Procedure

See Appendix A for a summary of the WHS Incident Management Process.

### 4.1 Immediate internal notification of a WHS incident

#### 4.1.1 Notification by first person aware

The first person aware of a WHS incident must act to prevent further incidents or injuries, secure the site, ensure provision of first aid and implement the relevant site Emergency Response Plan as required (ERP 00079).

The first person aware must then:

- telephone 000 in the case of an emergency. The secondary international standard emergency number 112 can also be dialled on a digital mobile phone in areas of GSM network coverage in Australia. A sim card or pin number is not required to make this call.
- immediately notify the relevant supervisor
- immediately telephone Seqwater's Incident Hotline (07) 3270 4040.

In the case of a notifiable incident, the first person aware or any other worker involved must ensure equipment, plant, machinery or other associated plant connected with the incident are not disturbed without the permission of the relevant statutory authority. This does not prevent any action:

- to assist an injured person
- to allow an authorised person to remove a deceased person
- to make the site safe or to minimise the risk of a further notifiable incident
- that is associated with a police investigation
- for which an inspector or the regulator has given permission.

Work may be stopped until the risk of another or further incident is determined and hazards and risks are managed to as low as reasonably practicable and in accordance with relevant activity approvals detailed in the WHS Risk Assessment Guide (GDE-00044).

#### 4.1.2 WHS Team notified

The Duty OCA Coordinator must ensure the following details are noted and forwarded to the WHS Team immediately after notification of a WHS incident:

- Name of the person reporting the incident.
- Telephone number of the person reporting the incident.
- Site location and address of the incident.
- Short description of the incident including status of any injured person/s.
- Any available information regarding ongoing emergency response or site hazards which may impact a person attending site in response to the incident.

The Incident and Security Team must contact the Manager, WHS or on-call delegate to advise them of the incident. The Incident and Security Team must then

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provide the information collected above to the WHS Team via email to [safety@seqwater.com.au](mailto:safety@seqwater.com.au).

Names of injured persons must be kept confidential. Any personal or medical information must be provided, with the injured person's consent, to the Injury Management and Health Program Coordinator for secure storage in TRIM. Refer to the Injury Management Procedure (PRO-00792) for instruction regarding the collection, use and storage of personal information relating to injury records. This does not limit the provision of personal or medical information to a regulator where this is required by legislation.

Immediate response actions to the incident should be informed by the WHS Site Emergency Response Plan (ERP 00079). The operational level response and recovery actions should be developed and managed in accordance with the Bulk Authority Emergency Response Plan (ERP-00001).

### 4.1.3 WHS Team Actions

The Manager, WHS or WHS Team member receiving the notification will assign the incident to a Lead Incident Investigator in accordance with the WHS Incident Investigation Procedure (PRO-00793). In the case of an injury, the Injury Management and Health Program Coordinator responsible for coordinating the injury management process will complete notifications in accordance with the Injury Management Procedure (PRO-00792).

The Manager, WHS or nominated WHS Team member will enter the initial incident details into Risk Wizard, the online incident module of the risk management system and ensure the relevant supervisor, manager and general manager has been notified. All further internal reporting of the incident shall be undertaken in accordance with the WHS Reporting Procedure (PRO-04605).

## 4.2 External Notification

### 4.2.1 Notifiable incidents

When a notifiable incident occurs, the Manager, WHS will ensure information is provided to WHSQ immediately after becoming aware that the incident has occurred at Seqwater. If the notifiable incident involves a serious electrical incident or a dangerous electrical event then the ESO must also be notified by the Manager, WHS.

The Manager, WHS will also immediately notify Seqwater's Legal Services Manager for the purpose of seeking legal counsel for the notifiable incident and gaining advice on all external notifications and communication with regulators.

### 4.2.2 Fatality

If a fatality occurs, the Manager, WHS or nominated representative will immediately telephone the nearest office of WHSQ (or any Inspector) and the Queensland Police Service to provide relevant information about the incident.

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## 5. Training requirements

Site and corporate WHS inductions will contain information about incident notification. Training will be provided in accordance with the WHS Training, Competency & Behaviour Management Procedure (PRO-01574).

## 6. Monitoring and audit

The requirements of this procedure shall be audited in accordance with the WHS Internal Audit Schedule and the Internal Audit Procedure (PRO-00002).

Incident notification trending analysis will be reviewed at the WHS Steering Committee and Regional WHS Improvement Committees and presented for management review regularly. This information will be prepared by the Safety Systems and Culture Coordinator.

## 7. Record keeping

All records relating to incidents and injuries are to be forwarded to the [safety@seqwater.com.au](mailto:safety@seqwater.com.au) mailbox, or as otherwise advised by Legal Services. All injury records will be treated confidentially and securely stored as per the Injury Management Procedure (PRO-00792).

All records are to be retained, archived and disposed of in accordance with the *Queensland State Archives General Retention and Disposal Schedule for Administrative Records*. Additional guidance regarding mandatory record keeping requirements is provided in the WHS Record Keeping Matrix.

The *Work Health and Safety Regulation 2011* (Qld) requires that all notifiable incident records must be retained for a minimum of five years from the date the notice of the notifiable incident is given to the regulator. In addition, the *Queensland State Archives General Retention and Disposal Schedule for Administrative Records* requires that all Work Health and Safety accident and incident reports are retained for 70 years after the last action.

## 8. References

### 8.1 Legislation and other requirements

Description	Status	Location
<i>Electrical Safety Act 2002</i> (Qld)	Active	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>
<i>Electrical Safety Regulation 2013</i> (Qld)	Active	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>
<i>Queensland State Archives General Retention and Disposal Schedule for Administrative Records</i>	Active	<a href="http://www.archives.qld.gov.au/Recordkeeping/RetentionDisposal/Pages/GRDS.aspx">www.archives.qld.gov.au/Recordkeeping/RetentionDisposal/Pages/GRDS.aspx</a>
Seqwater Compliance Register – 1.3 WHS Legislation	Active	TRIM Ref: D13/18237
<i>Work Health and Safety Act 2011</i>	Active	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>

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<i>Work Health and Safety Regulation 2011 (Qld)</i>	Active	www.legislation.qld.gov.au
<i>Workers' Compensation and Rehabilitation Act 2003 (Qld)</i>	Active	www.legislation.qld.gov.au
<i>Workers' Compensation and Rehabilitation Regulation 2014 (Qld)</i>	Active	www.legislation.qld.gov.au

## 8.2 Supporting procedures

Description	Status	Location
ERP-00001 Bulk Authority Emergency Response Plan	Active	Q-Pulse
ERP-00079 WHS Emergency Preparedness and Response Procedure	Active	TRIM Ref: D13/64184
PRO-00903 First Aid Management Procedure	Active	TRIM Ref: D13/64183
PRO-00793 WHS Incident Investigation Procedure	Active	TRIM Ref: D13/28701
PRO-00792 Injury Management Procedure	Active	TRIM Ref:D13/61350
PRO-00002 Internal Audit Procedure	Active	TRIM Ref: D13/915
MAN-00211 WHS Management System Framework	Draft	TRIM Ref: D13/43216
PRO-01605 WHS Reporting Procedure	Draft	TRIM Ref: D13/70792
PRO-01574 WHS Training, Competency & Behaviour Management Procedure	Draft	TRIM Ref: D13/70676

## 8.3 Supporting documents, forms and templates

Description	Status	Location
WHS Risk Assessment Guide (GDE-00044)	Draft	TRIM Ref: D13/43229
WHS Record Keeping Matrix	Active	TRIM Ref: D13/70968

## 9. Definitions

Term	Definition
Dangerous electrical event	<p>A dangerous electrical event includes:</p> <ul style="list-style-type: none"> <li>when a person, for any reason, is electrically unsafe around high voltage electrical equipment, even if the person doesn't receive an electric shock or injury</li> <li>significant property damage caused by electricity or something originating from electricity e.g. electrical fire</li> </ul>



Term	Definition
	<ul style="list-style-type: none"> <li>• unlicensed electrical work</li> <li>• unsafe electrical work</li> <li>• unsafe electrical equipment or electrical equipment that does not have electrical equipment safety system (EESS) approval markings.</li> </ul> <p>Note: high voltage means a voltage above 1000 V AC or 1500 V ripple-free DC.</p>
Dangerous incident	<p>An incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:</p> <ul style="list-style-type: none"> <li>• an uncontrolled escape, spillage or leakage of a substance</li> <li>• an uncontrolled implosion, explosion or fire</li> <li>• an uncontrolled escape of gas or steam</li> <li>• an uncontrolled escape of a pressurised substance</li> <li>• electric shock</li> <li>• the fall or release from a height of any plant, substance or thing</li> <li>• the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations</li> <li>• the collapse or partial collapse of a structure</li> <li>• the collapse or failure of an excavation or of any shoring supporting an excavation</li> <li>• the inrush of water, mud or gas in workings, in an underground excavation or tunnel</li> <li>• the interruption of the main system of ventilation in an underground excavation or tunnel</li> <li>• any other event prescribed under a regulation, but does not include an incident of a prescribed kind.</li> </ul>
First person aware	The first person aware is the person that witnesses an incident, or the first person on the scene after an incident occurs. This may be a Seqwater employee, or any other person.
Hazard	A situation that has the potential to harm a person or the environment or damage property.
Incident	An event or circumstance that could have or did lead to unintended and/or unnecessary harm to a person and/or loss or damage or adverse consequences. This definition of an incident includes near misses.
Manager	A person with the responsibilities for managing a functional area of the business including the workers within the relevant functional area. This includes, but is not limited to, Level 3 Managers, General Managers and Project Managers. A manager is also considered a worker, however managers may have additional responsibilities for implementation of the WHS Management System as well as

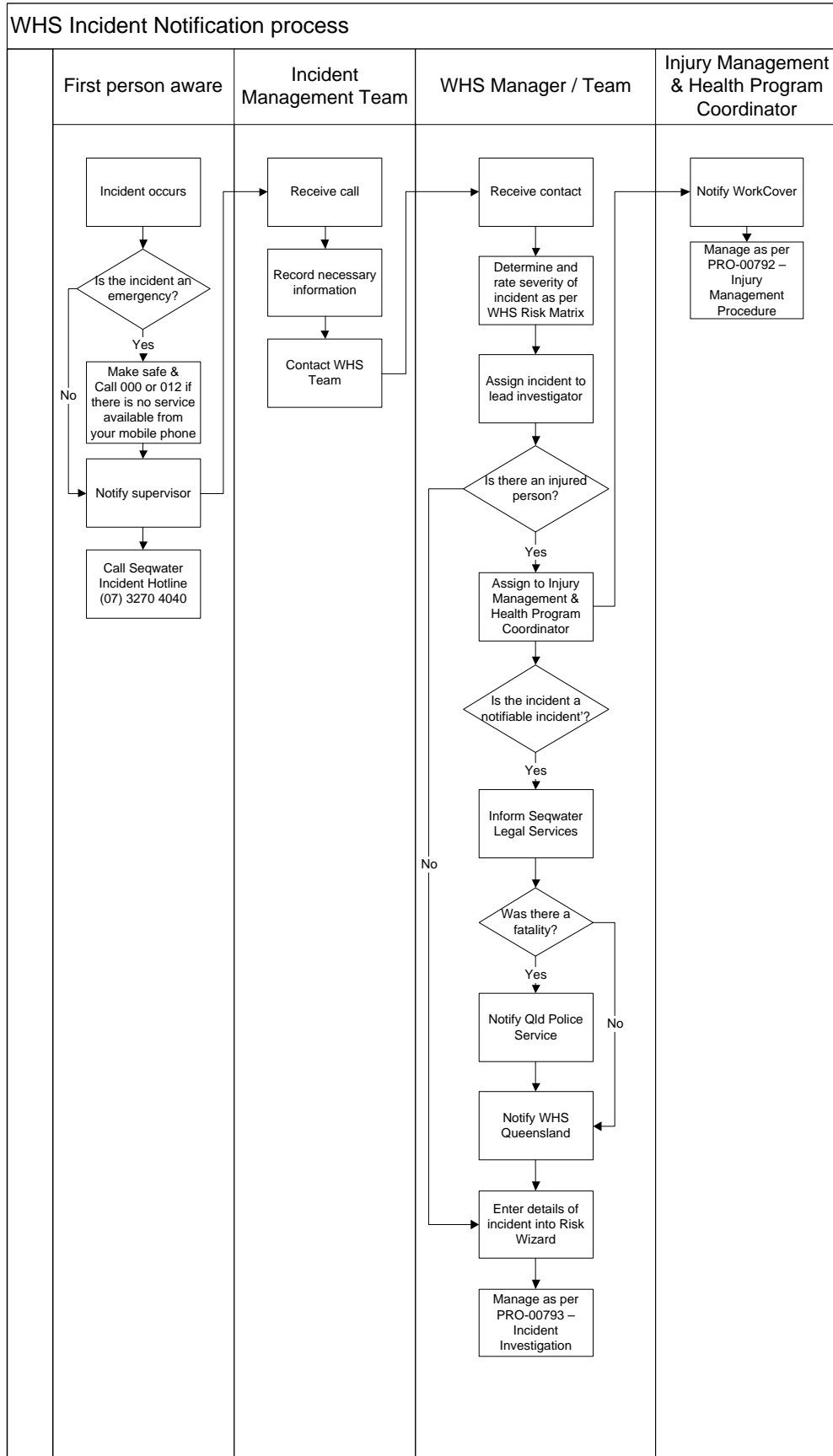
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Term	Definition
	any additional responsibilities as an officer of the business.
Near miss	Any unplanned incident that occurred at the workplace that, although not resulting in any injury or illness, had the potential to do so. Note – A near miss may also be a notifiable incident in accordance with the definition of the term.
Notifiable incident	An incident which involves: <ul style="list-style-type: none"> <li>the death of a person</li> <li>a serious injury or illness of a person</li> <li>a dangerous incident.</li> </ul>
Risk	Risk is the possibility that harm (death, injury or illness) might occur when exposed to a hazard.
Serious electrical incident	An incident when a person: <ul style="list-style-type: none"> <li>was killed by electricity</li> <li>received a shock or injury from electricity, and was treated for the shock or injury by or under the supervision of a doctor</li> <li>received a shock or injury from electricity at high voltage, whether or not the person was treated for the shock or injury by or under the supervision of a doctor.</li> </ul> Note: high voltage means a voltage above 1000 V AC or 1500 V ripple-free DC.
Serious injury or illness	An injury or illness requiring the person to have: <ul style="list-style-type: none"> <li>immediate treatment as an in-patient in a hospital</li> <li>immediate treatment for: <ul style="list-style-type: none"> <li>the amputation of any part of his or her body</li> <li>a serious head injury</li> <li>a serious eye injury</li> <li>a serious burn</li> <li>the separation of his or her skin from an underlying tissue (such as degloving or scalping)</li> <li>a spinal injury</li> <li>the loss of a bodily function</li> <li>serious lacerations</li> </ul> </li> <li>medical treatment within 48 hours of exposure to a substance</li> </ul> It includes any other injury or illness prescribed under a regulation but does not include an illness or injury of a prescribed kind.
Worker	Worker means a person who carries out work in any capacity for Seqwater, including work as: <ul style="list-style-type: none"> <li>an employee</li> <li>a contractor or subcontractor</li> <li>an employee of a contractor or subcontractor</li> <li>an employee of a labour hire company who has been</li> </ul>

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Term	Definition
	assigned to work at Seqwater <ul style="list-style-type: none"><li>• an outworker</li><li>• an apprentice or trainee</li><li>• a student gaining work experience</li><li>• a volunteer</li><li>• a worker of a prescribed class.</li></ul>

## Appendix A – WHS Incident Notification Process



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