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WESTERN AUSTRALIA

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SHW Element 6 Procedure

Incident Management

Safety Health and Wellbeing

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D15#497684
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0		Initial Issue	All
1	11/05/2018	Review of formatting and style	Various
2	21/03/2019	Minor updates (inclusion of roles and responsibilities, updated flowchart, visual clarification of incident risk ranking, formalisation of incident levels, formatting updates)	Various
3	7/10/2020	Section 8.3 included to document	
4	31/03/2022	Updated all sections in line with new template guideline and new legislative requirements.	All
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6	02/02/2024	Updated DMIRS to DEMIRS	Section 12

1 PURPOSE

This procedure outlines the requirements of the Main Roads Safety Management System [Element 6: Incident Reporting and Investigation](#). It provides guidance to support the implementation of the standard to ensure there is a common process for the management of SHW incidents and to proactively improve Main Roads' performance and the performance of all contract organisations contracting to Main Roads.

2 SCOPE

The scope of this procedure is to support work related incident management, and the reporting and investigation of all incidents that occur across Main Roads. In addition to this procedure, all processes must align to the local legislative and jurisdictional requirements.

3 ROLES & RESPONSIBILITIES

Role	Responsibility
Managing Directors, Executive Directors and Directors	Ensure that incidents are managed as per this procedure for activities within their area of accountability. Review all serious (and potentially serious) incident investigation findings, recommendations, corrective actions and key learnings.
Branch Managers	Ensure that incidents are managed as per this procedure for activities within their area of their responsibility and that the level of incident investigation is in line with the identified potential risk ranking level and this procedure. Ensure compliance with the requirements outlined in this document within their area of responsibility. Review all serious (and potentially serious) incident investigations reports and recommended actions and assign responsibility for implementation of agreed controls.
Supervisors	Ensure that incidents are managed as per this procedure for activities within their area of their responsibility and actively engage and participate in the incident investigation process. Communicate incident investigation findings, corrective actions and key learnings to their team. Implement and monitor the effectiveness of corrective actions and provide feedback.
All workers, contractors and sub-contractors	Actively engage and participate in the incident management process (when required).
All elected Health and Safety Representatives (HSRs)	Actively engage and participate in the incident management process (when possible/required).
Safety, Health and Wellbeing (SHW) Branch	Provide guidance and advice on the incident management process and ensure that the required information is being captured within EQSafe (by the incident owners)

4 DEFINITIONS

Term	Definition
Active Failures	Encompasses the unsafe acts (through individual or team actions) that can be directly linked to an accident
Accident	This term means the same as Incident and for Main Roads' purposes we will always use the term "Incident"
Actual Consequence	The actual consequence of an incident on the person(s), plant/equipment, reputation and compliance, process, community, security or the environment
AS 1885	Australian Standard: Workplace Injury and Disease Recording
Causal Factor	Factors which are directly related to the occurrence of an incident
Consequence	A consequence is the outcome of a risk if it occurs
Contractor	A contractor is a person undertaking duties on site, but who is not a direct employee of Main Roads'. Responsible for completing the work, reporting on status and performance, and for adhering to the agreed systems, plans, policies and standards. Examples of contractors include electrical and maintenance contractors and also labour hire workers.
Controls	An existing process, policy, device, practice or other action that acts to minimise negative risk or enhance positive opportunities
Corrective Actions	A specific action designed to correct or counteract something harmful or undesirable
Damage/Loss	Any damage or loss to plant, equipment or assets which has a monetary value
Dangerous Incident	Dangerous incident as defined in WHS Act 37 which is reportable to the regulator
Event Report	The term used for entries into EQSafe. All lead and lag indicators are assigned an event report number and as such are titled an event report when entered into EQSafe.
EQSafe	Main Roads Environment, Quality and Safety Incident Reporting System
First Aid Treatment Injury (FATI)	Work related injury or illness that requires or managed by first aid treatment.
FSC	Federal Safety Commission
Hazard	Something in the workplace that has the 'potential to cause' an injury to a person (or people), damage to property/equipment or harm the environment.
Incident	An unplanned event / occurrence that results in or could have resulted in, one or more of the following impacts: a near miss, injury or illness, damage to physical assets, exposure to legal liability and/or reputation or a security threat.

Term	Definition
Investigation	The process of gathering the facts surrounding an incident in an unbiased, systematic and comprehensive manner in order to identify root causes and all contributing factors.
ICAM Investigation	ICAM is the acronym for Incident Cause Analysis Method. An investigation method used to identify the root cause(s) of serious incidents.
Injury Management	The process involving the injured employees, treating medical practitioner, case manager and employer (supervisor) working together to assist the injured employee to return to work.
Latent Conditions	Contributory factors that may lie dormant for days, weeks, or months until they contribute to the accident
Likelihood	Used as a general description of probability or frequency
Lost Time Injury (LTI)	Work related injury or illness resulting in a person being totally unfit for all work, for at least one entire shift as determined by a medical practitioner.
Maximum Reasonable Outcome (MRO)	The largest realistic or credible consequence from an event, considering the credible failure of controls (it is generally a higher consequence than the 'most likely' consequence and less severe than the 'worst case' consequence, which considers the failure of all controls)
Medical Treatment Injury (MTI)	Work related injury or illness that requires treatment by a qualified medical practitioner and less than one full shift of work is lost.
Near Miss	Any incident that occurred in the workplace which did not result in any injury or disease but had the potential to do so.
Non Work Related Injury or Health Case	An injury or medical condition that does not relate to the business/work that is being undertaken for the company and does not occur in the work environment; or where the work undertaken was not identified as a causal or contributing factor during the investigation.
PCBU	Person Conducting Business or Undertaking
Practicable	Means reasonably practicable having regard to the severity and potential risk of harm, also considering the suitability, availability and cost of control measures
Recommendation	A suggestion or proposal as to the best course of action that is evidence based
Risk	An identified event or situation that creates or suggests an outcome that will impact on Main Roads' business at any level
Risk Ranking	Determination of a level of risk (or potential level of risk) based upon set criteria through a combination of the consequence and the likelihood of that consequence.
Restricted Work Case (RWC) Injury	An injury that has medical restrictions preventing a person working their full/normal work hours and/or unable to complete a high percentage of their normal role. The consequence classification level is the same as an MTI (Moderate).

Term	Definition
Serious Incident	An incident with the actual consequence (injury only) of Moderate and actual/potential risk ranking of High or Very High
Serious Injury	An injury, disease or dangerous incident which must be reported to WorkSafe WA – as prescribed in the Work Health and Safety Act 2020.
SHW	Safety, Health and Wellbeing
Security incident	Theft or Vandalism
SHW Procedure Breach	Breach of policy or procedure i.e. AOD Policy
Subject Matter Expert	A person who is an authority in a particular area, field or topic.
Work Related Injury	An injury that relates to the business/work that is being undertaken for the company or occurring in the work environment.
WHS	Work Health and Safety
Worker	A worker is anyone who carries out work for a PCBU, such as an employee, a contractor or sub-contractor, casual workers, an employee of a contractor or sub-contractor, an employee of a labour hire company, an apprentice or trainee, a student gaining work experience, an outworker.
Workers Compensation	Benefits paid to an employee to compensate for the losses caused by a work related injury or illness as defined in the Workers Compensation and Injury Management Act (1981).



6 INCIDENT MANAGEMENT PROCESS

When an incident occurs, immediate action must be taken to control or minimise the impact and manage the situation. This must include rendering care to injured/ill persons.

Any immediate actions undertaken must ensure there is no further harm to any person (including employees, contractors or members of the public).

The initial response will depend on the nature of the incident, such as; the provision of first aid treatment, the safety of others by ensuring any immediate hazards are adequately controlled, notifying emergency services where required, stopping all work activity where required and consider the requirements for drug and alcohol testing of applicable personnel.

6.1 Initial Response

Immediately following an incident in the workplace and depending on the nature of the event, the site/project specific emergency response plan may need to be activated.

In all instances, the site/project emergency response plan should be initiated to care for anyone injured and to make the scene safe. This can include:

- Evacuating workers as required
- Provision of first aid and medical care
- Accounting for all personnel
- Implementation of immediate corrective actions to prevent further incidents from occurring

6.2 Scene Preservation

The preservation of people's safety, health and wellbeing is the initial priority of any response to any incident along with making the area safe to prevent any escalation of the incident and to then preserve the scene so a thorough investigation can take place as soon as possible.

For Regulator notifiable incidents the State Regulator requires employers to notify them when an incident meets certain criteria under the State's relevant Acts and Regulations; please refer to '6.4 External Incident Notification' for further details.

If the incident meets the requirements for a formal notification, you must ensure that the scene is not disturbed until a WorkSafe Inspector from the WA Department of Energy, Mines, Industry, Regulation and Safety (DEMIRS) attends the site or direct otherwise, ([Preserve incident sites WorkSafe](#))

The only time the scene can be disturbed is when:

- A Regulator gives you permission to
- To protect the health and safety of a person
- Aiding an injured person involved in the incident
- Taking essential action to make the site safe or to prevent a further occurrence of an incident.

Incident Scene Handover

Once a handover from the emergency response team and/or state regulatory personnel (*if applicable*) has occurred, investigation should begin.

6.3 Incident Classification

An initial evaluation of the incident impacts must be undertaken so to determine the (i) notification requirements and (ii) assignment of the appropriate level of incident investigation process.

Level 1 Incident		CONSEQUENCE				
RISK MATRIX	LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost certain	Low 5	High 10	High 15	Very High 20	Very High 25
	Likely	Low 4	Medium 8	High 12	Very High 16	Very High 20
	Possible	Low 3	Low 6	Medium 9	High 12	High 15
	Unlikely	Low 2	Low 4	Low 6	Medium 8	High 10
	Rare	Low 1	Low 2	Low 3	Low 4	Medium 7

The incident classification (Potential Consequence x Likelihood) results in a **Low** risk rating

- Minimum level of investigation completed EQSafe investigation tabs
- Incident investigation direct entry into EQSafe is permitted

Level 2 Incident		CONSEQUENCE				
RISK MATRIX	LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost certain	Low 5	High 10	High 15	Very High 20	Very High 25
	Likely	Low 4	Medium 8	High 12	Very High 16	Very High 20
	Possible	Low 3	Low 6	Medium 9	High 12	High 15
	Unlikely	Low 2	Low 4	Low 6	Medium 8	High 10
	Rare	Low 1	Low 2	Low 3	Low 4	Medium 7

The incident classification (*Potential Consequence x Likelihood*) results in a **Medium** risk rating

- Minimum level of investigation ICAM Lite.
- Incident investigation summary report to be submitted and approved (*by Main Roads Representative*) prior to entering details into EQSafe

Level 3 Incident		CONSEQUENCE				
RISK MATRIX	LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost certain	Low 5	High 10	High 15	Very High 20	Very High 25
	Likely	Low 4	Medium 8	High 12	Very High 16	Very High 20
	Possible	Low 3	Low 6	Medium 9	High 12	High 15
	Unlikely	Low 2	Low 4	Low 6	Medium 8	High 10
	Rare	Low 1	Low 2	Low 3	Low 4	Medium 7

- Minimum level of investigation ICAM
- Incident investigation full report to be submitted and approved (*by Main Roads Representative*) prior to entering details into EQSafe

Please note that Main Roads Directorate Senior Management Representative can request that a higher level of investigation be completed if they believe it to be necessary.

6.4 External Incident Notification

Work related fatalities and certain types of injuries/disease and dangerous incidents must be reported to WorkSafe WA as per the WHS Act 2020 and WHS Regulations 2022.

Reporting must be done by the relevant PCBU, whenever these occur in connection with operational activities. WorkSafe WA require notification of the same reportable death, injury or disease by all the different relevant employers.

The following injury/illness related incidents require external notification to the Regulator:

- Immediate treatment as an in-patient in a hospital
- Immediate treatment for the amputation of any part of the body
- Immediate treatment for a serious head injury
- Immediate treatment for a serious eye injury
- Immediate treatment for a serious burn
- Immediate treatment for the separation of skin from an underlying tissue (such as de-gloving or scalping)
- Immediate treatment for a spinal injury
- Immediate treatment for the loss of a bodily function
- Immediate treatment for serious lacerations
- Medical treatment within 48 hours of exposure to a substance
- Injury or illness in a remote location that required urgent transfer to a medical facility for treatment
- Injury or Illness that a medical practitioner considers likely to prevent the person from being able to do their normal work for at least 10 days

The following dangerous incidents including near miss related incidents require external notification to the regulator:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock:
 - examples of electrical shock that are not notifiable
 - shock due to static electricity
 - 'extra low voltage' shock (i.e. arising from electrical equipment less than or equal to 50V AC and less than or equal to 120V DC)
 - defibrillators are used deliberately to shock a person for first aid or medical reasons
 - examples of electrical shocks that are notifiable
 - minor shock resulting from direct contact with exposed live electrical parts (other than 'extra low voltage') including shock from capacitive discharge
- the fall or release from a height of any plant, substance or thing

- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be design or item registered under the WHS regulations, for example a collapsing crane
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

Anyone who has workers under their direct control (e.g. Executive Director, Manager, Supervisor) must immediately contact the Main Roads Safety, Health and Wellbeing (SHW) Manager of an incident which meets the criteria of a Notifiable Incident (see overleaf). The SHW Manager will notify the Regulator of the incident.

In addition, the manager or supervisor must preserve the incident site and wait for further direction from the Main Roads SHW Manager after the Notifiable Incident has been reported.

Delegation Due to Absence

Step 1 – Immediately contact the Main Roads SHW Manager ; **where absent**

Step 2 - Contact the Main Roads SHW Business Partner; **where absent**

Step 3 – Contact WorkSafe WA Tel: 1300 307 877 Free Call: 1800 678 198 .

6.5 Internal Serious Incident Notification

Incidents with a risk rating of High or Very High and any incident that meets the below; requires escalation for urgent attention from Main Roads senior leadership.

- An incident that results in a single or multiple fatalities;
- An incident that results in an actual life-threatening injury or illness;
- An incident that results in the loss of a major body part or limb (e.g. hand, arm, leg, foot);
- A criminal act or malicious intent involving actual threats to life causing injury, harm or death;
- Relevant parties external to Main Roads such as statutory authorities, must be notified of the incident if required by legal and other requirements applicable to operational activities.

The following roles need to be notified as soon as practicable (*within 2 hours of the occurrence*) by the site/project Main Road Representative (*manager of the work area*) if an Actual Consequence of Major or Catastrophic occurs:

- **Executive Director** (*immediate telephone call*)
 - *Note: if no direct contact with ED, immediate notification to their Business Manager or Executive Assistant*
- **Branch Manager**
- **SHW Manager or SHW Business Partner**

The Email Notification of a Serious Incident (D15#497677) template must be utilised for the notification of a serious incident, including the following incidents:

- **Risk Ranking Classification of High or Very High** (*within 24 hours*)
- **Actual Injury with a Consequence of Moderate** (*lost time injuries*) (*within 24-hours*)

The SHW Manager will distribute these notifications to the Main Roads Corporate Executive Team (CorpEx) and other stakeholders as required.

6.6 Internal (Non-Serious) Incident Notifications

The notification of non-serious incidents including low and moderate (non-injury) incidents will be completed automatically through the EQSafe email notification process (as per the Directorate/Regional workflow).

6.7 Internal Incident Notifications to HSRs

All hazards, near misses and incidents involving Main Roads people need to be discussed at the Directorate/Regional SHW Committee Meeting which includes Health and Safety Representatives (HSRs) for that area. HSRs may also be requested to partake in incident investigations. Further information relating to the HSRs and SHW Committee Meeting process can be sourced from [Safety and Health Reps Committee Procedure](#).

6.8 Record Incident

All incidents need to be formally reported and recorded through the Main Roads electronic reporting system EQSafe. If access to the EQSafe system is not available due to the nature of work being undertaken (e.g. out of range for network access) a [paper Incident Report Form](#) may be used to record the immediate details of the event for entry into EQSafe when accessible.

Incidents should be recorded in EQSafe within 24 hours of the incident occurring. Preliminary incident details must be recorded as soon as practicable after an incident is first identified. Preliminary details must include when and where the incident occurred, who was involved, a brief description of what took place and an initial evaluation of the impacts.

The manager responsible for the physical location (area) where the incident occurred and the line manager or equivalent, of any injured/ill persons are accountable for the incident classification in consultation with SHW Advisors or the SHW Business Partner.

Professional judgement for the classification of the incident will be determined by the moderator assigned to the work group of which the incident occurred.

- If the classification of the incident has been moderated by a contracting organisation, Main Roads Managers in consultation with their Main Roads SHW Business Partners, reserve the right to re-classify the incident. The determination of the re-classification will be communicated to the contracting organisation.
- Unless prohibited by legal requirements or there is a risk to the safety or human rights of the affected or involved persons, the names of all involved persons associated with the incident must be recorded in the participants tab.
- If the incident is externally reportable or has the potential to result in a fine/prosecution from an external authority the communication and fine/prosecution details must be recorded after confirming with the SHW Manager.

Further information in relation to the input, management and close out of incidents in EQSafe is detailed in the [Main Roads EQSafe User Manual for Safety, Health and Wellbeing](#)

7 INJURY AND ILLNESS CLASSIFICATION

The Main Roads Health and Wellbeing Coordinator (this role is also the Main Roads Injury Management Coordinator) shall be notified of any injury/illness as soon as reasonably practicable.

The Directorate/Regional SHW Business Partner shall be consulted regarding the final classification of any injury/illness as per the Transport Portfolio Risk Reference Table (Main Roads Risk Matrix) in accordance with **Appendix 1**. Please note that for any Main Roads direct employee injury/illness cases that require confidential case management, the Health and Wellbeing Coordinator will provide the final determination of the classification.

7.1 Main Roads Direct Employee Injuries

All Main Roads direct employees work-related injuries must have a suitable incident investigation report completed by a Main Roads SHW Resource in consultation with the SHW Business Partner.

7.2 Managing Workers' Compensation

An injured worker must be made aware of their right to lodge a Workers' Compensation claim, as applicable. Workers' Compensation claim forms must be submitted to the appropriate authority for processing and determination of liability and the claim's acceptability in line with local regulation.

For information in relation to Workers' Compensation, please refer to the [Workers' Compensation and Injury Management Procedure](#)

8 ASSIGN FOR INVESTIGATION

8.1 Planning Investigations

All SHW incidents must be investigated using the approved methodology which is dependent on the classification of the incidents. The investigation methodologies based on actual or potential consequence are as follows:

Investigation Level	Actual or Potential Consequence of Incident	Root-Cause Analysis
Level 3	Incident Classification of High or Critical (Potential Consequence x Likelihood)	ICAM investigation or equivalent
	Actual consequence Major or Catastrophic (Includes Moderate if Lost Time Injury)	
Level 2	Incident Classification of Medium (Potential Consequence x Likelihood)	ICAM Lite investigation or equivalent
	Actual consequence Moderate (Medical Treatment injury)	
Level 1	Incident Classification of Low (Potential Consequence x Likelihood)	Informal Process Complete investigation tab in EQSafe
	Actual consequence of Minor or Insignificant (First Aid Treatment or Injury No Treatment)	

The incident investigation processes are detailed in the [Main Roads Incident Investigation Process Guideline](#). Personnel who have been deemed competent and authorised in the appropriate investigation methodology must facilitate the investigation.

8.2 Management of Corrective Actions

SHW incidents are entered into EQSafe, corrective actions relating to the incident are entered in the Action tab with a completion date and a Responsible person assigned for completing the

action within an agreed time frame. The time frame is dependent on the nature (time, cost, resources, complexity) of the corrective action.

Where an action becomes overdue, an e-mail is sent to the Responsible person and escalated to the person's line manager. In addition, all corrective actions can be sent to Senior Managers within Directorates, Regions or Branches on a weekly basis via scheduled reports.

9 COMMUNICATE AND REPORT INCIDENTS

Significant incident details and investigation outcomes from incidents that occur within Main Roads must be communicated to relevant personnel.

9.1 Management Reporting

The Directorate/Regional SHW Business Partner or SHW Resource will prepare a presentation for the Directorate/ Regional SHW Committee meeting that includes the details and a key summary of relevant incidents.

Incident data must also be analysed for trends over time, to identify means in which to reduce the potential for future incidents, and to track progress against incident related objectives and targets.

9.2 Serious Incident Banner Alerts

All serious incidents (with an Actual or Potential Risk Ranking of **High**, **Very High** or LTI) need to be communicated across Main Roads and its contracting partners. The SHW Banner Alert process is to provide a structured approach to communicating SHW related incidents/investigation information that arise from operational activities.

[Red Banner - SHW Serious Incident \(Preliminary\)](#)

[Grey Banner - SHW Serious Incident \(Final Notice\)](#)

The Directorate/Regional SHW Business Partner will finalise and distribute banners to applicable Main Roads personnel and contractors.

For information in relation to the incident banner alerts process, please refer to the [Banner Alert Guideline](#).

10 CLOSE INCIDENT RECORDS

The responsible person (event report manager) for the area where the incident occurred, and /or the line manager of involved persons(s), (or their delegate), must review and check all incidents that are related to their area and workers to ensure all recorded information is up to date and correct and all closure criteria are met.

An incident must only be closed if the following is complete:

- all mandatory tab information is recorded and complete;
- all injured / ill persons information has been recorded;
- the investigation is complete and all the details are documented and recorded; and
- all corrective and preventive actions are completed and the action records are updated.

The Event Report Approver will provide final approval of the event by ensuring all the required information is complete and accurate.

Please refer to the [Main Roads EQSafe User Manual for Safety, Health and Wellbeing](#) for further information on the closure of event reports.

11 RELATED DOCUMENTS

Document Number	Description
D15#497691	Incident Investigation Guideline
D15#497677	Email Notification of a Serious Incident (Template)
D15#645371	Workers' Compensation and Injury Management Procedure
D10#117121	Dealing with Regulatory Authorities and Other Organisations
D18#118929	EQSafe User Manual – Safety, Health and Wellbeing
D15#497636	Level 3 Incident Investigation Report (ICAM) (Template)
D18#1080797	Level 2 Incident Investigation Report (ICAM Lite) (Template)
D15#497607	Incident Investigation Data Collection Checklist
D17#697415	Banner Alert Guideline
D11#208987	Main Roads Risk Management Process
D15#497624	Witness Statement Form
D15#497567	Safety Health incident Report

12 REFERENCES

Document Number	Description
DEMIRS	Department of Energy, Mines, Industry Regulation and Safety
Notification	WorkSafe WA – notification
WHS Law	Induction to WHS laws
FSC	Federal Safety Commission (FSC)
Guide	FSC Online WHS Report Guide

APPENDIX 1

Qualitative Measure of Consequence

The following link provides the most recent update of the portfolio reference table for Main Roads.

Qualitative Measure of Consequence – [Transport Portfolio Risk Reference Table](#)

APPENDIX 2

Injury or Illness Classification Table

Non-work Related Injury or Illness	
An injury or medical condition that does not relate to the business/work that is being undertaken for the company and does not occur in the work environment or where the work undertaken was not identified as a causal or contributing factor during the investigation.	
Inclusions	May include injuries/medical conditions sustained during voluntarily participation in wellness, fitness or recreational activities, sanctioned events such as fun runs, Corporate Challenge sports, etc. This may also include injuries/medical conditions sustained whilst residing in accommodation provided by the company or contractor.
Exclusions/Notes:	Not an admission of fault or liability Serious and Wilful misconduct including being affected by drugs and/or alcohol may result in claims being declined by the insurer

Work Related Injuries or Illness	
An injury or illness that relates to the business/work that is being undertaken for the company or occurring in the work environment.	
Inclusions	May include aggravation of pre-existing injuries or illness. Mental health and physical health (asthma, heart attack, etc...) may be work related or non-work related health cases depending on contributing and causal factors Ergonomic related injuries are considered work related health cases if there is not a specific point in time when an injury occurred
Exclusions/Notes:	Not an admission of fault or liability. Injuries or illness arising from voluntarily participating in wellness, fitness or recreational activities Where pre-existing conditions are not disclosed at time of employment but have direct correlation and/or impact with work, aggravation of that condition may be excluded Serious and Wilful misconduct including being affected by drugs and/or alcohol may result in claims being declined by the insurer.

First Aid Treatment Injury (FATI)	
Work related injury or illness that requires or managed by first aid treatment	
Inclusions	This may include minor scratches, cuts, abrasions, strains, sprains or bruising (which do not require the provision of medical care)
Exclusions/Notes:	Self-administration of first aid is also classifiable as an FATI

Medical Treatment Injury (MTI)	
<p>A work-related occurrence that results in treatment by, or under the order of, a qualified medical practitioner (see below), or any injury that could be considered as being one that would normally be treated by a medical practitioner but does not result in the loss of a full day/shift. Do not report first aid treated injuries in this category.</p> <p>An injury includes physical injuries as well as instances such as where a worker experiences psychological stress due to witnessing a traumatic event or being a victim of bullying, or if they required medical attention due to migraines caused by exposure to chemicals or gas. A qualified medical practitioner is defined as a person with a medical degree.</p>	
Inclusions:	<p>The following would normally be considered medical treatment:</p> <ul style="list-style-type: none"> • Treatment of partial or full thickness burns • Insertion of sutures • Removal of foreign bodies embedded in eye • Removal of foreign bodies from a wound if the procedure is complicated by the depth of embedment, size or location • Surgical debridement • Admission to a hospital or equivalent for treatment or observation • Application of antiseptics during second or subsequent visits to medical personnel • Any work injury that results in a loss of consciousness • Treatment of infection • Use of prescription medications (except a single dose administered on the first visit for minor injury or discomfort) • Treatment (diagnosis and evaluation) by a Psychiatrist for mental illness or stress as a result of a workplace occurrence
Exclusions/Notes:	<p>The following on their own would not normally be considered medical treatment:</p> <ul style="list-style-type: none"> • Administration of tetanus shots or boosters • Diagnostic procedures such as X-rays or laboratory analysis, unless they lead to further treatment

	<ul style="list-style-type: none"> Referral to/treatment by a Psychiatrist where the diagnosis is not a result of a workplace occurrence <p><i>Note: Under Federal Safety Commission (FSC) requirements <u>only</u>, physiotherapy is not considered as medical treatment</i></p>
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Lost Time Injury (LTI)	
An LTI is a work-related occurrence that results in a permanent disability or injury resulting in time lost from work of one day/shift or more. Permanent disability is as defined in the legislation of the jurisdiction in which the project is being undertaken.	
Inclusions:	An injury includes physical injuries (i.e. cuts, burns, fractures etc.) as well as instances such as where a worker experiences psychological stress due to witnessing a traumatic event or being a victim of bullying (and may require time off work as a result), or if they required medical attention due to migraines caused by exposure to chemicals or gas.
Exclusions/Notes:	Injuries or medical/health conditions arising from voluntarily participating in wellness, fitness or recreational activities

Fatalities
A fatality is a work-related occurrence that results directly or indirectly in the death of a person (including deaths due to natural causes which occur on the project site).

External Reportable Injury/Illness Notification (Federal Safety Commission)
<p>The SHW Manager completes all FSC reporting.</p> <p>Biannual Activity Reports must be submitted via FSC Online every six months with the following conditions:</p> <ul style="list-style-type: none"> Reports are due on 15 February for the previous July to December six-month period, and 15 July for the previous January to June six-month period; All accredited contractors must submit a report, even if no Scheme Projects have been undertaken in the reporting period. <p>Further details: http://www.fsc.gov.au/sites/fsc/resources/az/pages/fsc-online-whs-report-guide</p>

Fatality	All fatalities on any projects where the accredited contractor is the head contractor, regardless of value or type, must be reported to the OFSC on 1800 652 500 immediately, and an Incident Report must be submitted through FSC Online within 48 hours.
Lost Time Injury (LTI)	All work-related incidents on a Scheme or Non-Scheme Project where the accredited contractor is the head contractor resulting in a LTI where the project value is \$4 million or more must be submitted through FSC Online: <ul style="list-style-type: none"> • Notifiable* LTI reports must be submitted within 48 hours; • Non-Notifiable LTI reports must be submitted within three weeks.
Medical Treatment Injury (MTI)	All work-related incidents on Scheme Projects where the accredited contractor is the head contractor resulting in a MTI must be submitted through FSC Online: <ul style="list-style-type: none"> • Notifiable* MTI reports must be submitted within 48 hours; • Non-Notifiable MTI reports must be submitted within three weeks.
Dangerous Occurrence	All work-related incidents on Scheme Projects where the accredited contractor is the head contractor resulting in a Dangerous Occurrence must be submitted through FSC Online: <ul style="list-style-type: none"> • Notifiable* Dangerous Occurrence reports must be submitted within 48 hours. Only notifiable Dangerous Occurrences must be submitted to the OFSC

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