

Managing Incidents

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1.0 Purpose

This standard outlines the mandatory requirements for managing health, safety and wellbeing (HSW) incidents at Griffith University. This standard aims to minimise risks to personnel and ensure continuing legislative compliance.

2.0 Scope

This standard applies to all staff, students, contractors and other relevant personnel in management roles and engaged by Griffith University to undertake their work, research or study.

3.0 Standard

3.1 Preparing for an Incident Response

Management must:

- ensure risk assessments identify potential incidents and emergencies
- ensure risk controls to prevent and respond to incidents and emergencies are readily available
- ensure personnel have appropriate training to respond to potential incidents and emergencies.

3.2 Responding to and Managing an Incident

All personnel must:

- respond to an emergency following the relevant emergency management plan
- report health, safety and wellbeing (HSW) incidents.

Management must:

- familiarise themselves with the Incident and Crisis Response Plan.

Management at the scene must:

- assess the incident to determine where the triggers have been reached to activate an Incident Management Team (IMT) or Crisis Management Team (CMT)
- ensure assistance is provided to injured or ill personnel
- seek guidance from the Health and Safety Partner as required.

3.3 Notifying of an Incident

Management must:

- identify the incident classification using the Health, Safety and Wellbeing Incident Classification Matrix
- notify relevant personnel of an incident following the Health, Safety and Wellbeing Incident Notification Guide
- verify that an incident is recorded in the incident management system.

3.4 Post Incident Reviews

Management must:

- assess incidents within their work area to:
 - verify the classification is correct
 - verify that management notified the appropriate parties
 - trigger the correct level of Incident Review.
- consult with and gain support from the Health and Safety Partners and Injury Management and Wellbeing Partners
- undertake the post incident review within the required timeframes, including:
 - identifying contributing factors
 - identifying root cause/s
 - identifying corrective actions
 - update the incident management system with the appropriate records.
- make resources available to participate in post incident reviews.

3.5 Learning from an Incident

Management must:

- review Incident Reports, High Potential Incident Briefings and Health, Safety and Wellbeing Alerts relevant to their work area
- take corrective action and identify opportunities for preventive controls
- reassess risks to determine if the profile has changed
- when the incident is within their work area, communicate the incident to the team.

Health and Safety Partners must:

- submit a completed **High Potential Incident Briefing** or the **Health, Safety and Wellbeing Alert** within the required timeframes.

4.0 Definitions

Incident refers to an event with actual or potential harm to the health, safety and wellbeing of personnel.

Management refers to any leader or supervisor organising work and / or supervising staff.

Post Incident Review refers to an official examination or investigation into an incident.

5.0 Information

Title	Managing Incidents Standard
Document number	2023/0001244
Purpose	This standard outlines the mandatory requirements for managing health, safety and wellbeing (HSW) incidents at Griffith University. This standard aims to minimise risks to personnel and ensure continuing legislative compliance.
Audience	Staff
Category	Operational
Subcategory	Safety
UN Sustainable Development Goals (SDGs)	This document aligns with Sustainable Development Goal: 3: Good Health and Well-Being
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Policy advisor	Associate Director, H&S Standards and Assurance
Approving authority	Director, Health and Safety

6.0 Related Policy Documents and Supporting Documents

Legislation *Work Health and Safety Act 2011 (Qld)*
AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance and use
AS/NZS ISO 45003 Occupational health and safety management — Psychological health and safety at work — Guidelines for managing psychosocial risks
Managing the risk of psychosocial hazards at work Code of Practice 2022 (Qld)

Policy *Health, Safety and Wellbeing Policy*

Procedures N/A

Local Protocol N/A

Forms N/A
