Department of Education & Training

Incident Reporting Procedures
(Incident Reporting Policy PD 2007/0362)
1. **Introduction**

1.1 These procedures support the Department’s *Incident Reporting Policy*.

1.2 Under the policy, staff are to report workplace incidents. The extent to which an incident is notified beyond the particular workplace to more senior officers (escalation) will depend on its seriousness and potential for impact on the organisation as a whole.

1.3 The timely reporting of incidents through the appropriate channels enables early intervention, effective management and provision of support where required, and ensures that legislative reporting requirements are met.

1.4 Documenting and reporting of incidents enhances accountability and risk management. It also assists in preventing reoccurrences both at the workplace and across the organisation.

1.5 These procedures replace the procedure for reporting “serious incidents” as outlined in Section 1.1 of *Guidelines for schools and TAFE NSW colleges and campuses: management of serious incidents*.

2. **What is an incident?**

2.1 Staff must report:

- Workplace incidents
- Workplace related incidents (incidents occurring at an activity directly related to work e.g. excursions, sports events)
- Community or student incidents (occurring outside the workplace but which impact on the workplace)

2.2 An incident refers not only to incidents that occur at the workplace but also to incidents that occur during workplace activities (e.g. excursions) or incidents away from the workplace that have an impact on the operation of the workplace (e.g. emergencies such as natural disasters, or the death of employees or students).

2.3 Refer to the *Incident Reporting Policy* for further information.

3. **Workplace planning to ensure reporting of incidents**

3.1 Workplace managers are to ensure that staff at the workplace are aware of their responsibility to notify incidents.

3.2 Workplace managers are to make information about the reporting of incidents available to staff so that, depending on the nature of the incident, they are aware of the relevant reporting procedures (e.g. reporting to the workplace manager, reporting via hotline).
3.3 Where incidents must be reported, the reporting is to occur as soon as practicable, but within 24 hours of the incident occurring.

4. **Line management reporting**

4.1 The workplace manager should also advise their line manager of the incident. Where appropriate, the line manager will assist in the local management of the incident. Workplace managers should also phone their line manager if there is uncertainty about the reporting of an incident.

5. **Incident reporting (Occupational Health and Safety, Safety and Security, Employee Performance and Conduct, other)**

5.1 The following table provides guidance to managers with regard to the reporting of incidents.

<table>
<thead>
<tr>
<th>Nature of incident</th>
<th>Who reports the incident</th>
<th>Report to</th>
<th>Phone Number</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Injury to employees, student or visitor, dangerous occurrence, near miss, WorkCover Notice</td>
<td>The workplace manager or nominee</td>
<td>OHS Directorate</td>
<td>Report <strong>WorkCover Serious Incidents</strong> (eg fatality, explosion) to OHS Directorate on telephone (02) 9266 8955. Report other OHS incidents by faxing report to the Injury Management Centre on (02) 9266 8066 (for staff) or your regional OHS liaison manager (for students)</td>
<td>As soon as possible, but within 24 hours</td>
</tr>
<tr>
<td>Violence, weapons, illegal drugs or major criminal activity</td>
<td>The workplace manager or nominee</td>
<td>Schools - School Safety and Response Unit TAFE- Institute Security State Office/ Corporate Offices- Line manager</td>
<td>Schools -School safety and response hotline 1300 363 778 TAFE - appropriate internal reporting mechanism State Office/ Corporate Offices- Line manager</td>
<td>As soon as possible, but within 24 hours</td>
</tr>
<tr>
<td>Allegations of a child protection nature against employees or criminal conduct by employees, that are potentially contentious</td>
<td>The workplace manager or individual who is aware of the incident/ conduct</td>
<td>Employee Performance and Conduct Unit</td>
<td>(02) 9266 8070</td>
<td>As soon as possible, but within 24 hours</td>
</tr>
</tbody>
</table>
Nature of incident | Who reports the incident | Report to | Phone Number | When
---|---|---|---|---
Unfavourable media or community attention, including major complaints or criticism of departmental activities, programs or personnel. | The workplace manager | Line manager and DET Media Unit | Contact the appropriate regional office and the Media Unit on telephone number (02) 9561 8501 | As soon as possible, but within 24 hours
Natural disasters | The workplace manager | Line manager and DET Media Unit | Contact the appropriate regional office and the Media Unit on telephone number (02) 9561 8501 | As soon as possible, but within 24 hours

6. **Update of procedures**

6.1 The Department of Education and Training will review these procedures from time to time to take account of any changes to statutory and regulatory obligations, or as the business needs of the organisation change.

7. **Further information**

7.1 Please contact the relevant area of the Department as set out in section 5.1 in relation to these procedures.