

Contents

Definitions.....	2
What happens when a hazard/ incident is reported?.....	3
How to manage reported hazards and incidents.....	3
STEP 1: Access the Hazard and Incident Reporting System	3
STEP 2: View Issues You are Responsible For	3
STEP 3: View Individual Issue Summary.....	3
STEP 4: Review Selected Department.....	3
STEP 5: Review Nominated Responsible Person Details	4
STEP 6: Review Description of Issue	4
STEP 7: Risk Rating.....	4
STEP 8: Corrective Action Required	5
STEP 9: Facilities Management	6
STEP 10: Environment Risk	6
STEP 11: Attachment(s)	7
STEP 12: Additional Details for First Aid	7
STEP 13: Submit	7
STEP 14: Reviewing corrective actions and closing report.....	7
Email Reminders.....	8
Appendix 1: Flow chart for managing hazards and incidents.....	9

Definitions

Incident: A Health and Safety incident is any unplanned event which occurs in the course of UNSW work which could result in:

- Work illnesses
- Uncontrolled fire and explosion
- Physical injuries
- Equipment plant or property damage
- Dangerous occurrences which could have, but did not injure any person
- Exposure to hazardous substances or circumstances
- Minor injuries
- Any other incident that could put employees or plant at risk

Hazard: A hazard is a source of potential harm or a situation with the potential to cause to harm to people, property or the environment.

Environment Issue: An Environmental hazard or incident is an event or action which may have an impact on the natural environment.

Workplace Inspection: A workplace inspection involves a small team of staff/students walking through a work area/s to do a “visual inspection” of the area, as well as observing people at work. The purpose of the inspection is to help identify hazards in the workplace and to check how well risk controls are working for particular activities, processes or areas.

Risk: A risk is the consequence and likelihood of harm occurring when exposed to the hazard

Consequence: The outcome of the harm that could result, taking into account many factors including the severity of injury that could occur, how many people could be affected, the possibility of an event escalating, other influencing factors such as height of fall or concentration of harmful substance etc.

Likelihood: The chance of the harm occurring, taking into account many factors including how often the task is undertaken, how long is exposure to the hazard, behaviour of workers, history etc.

Risk Rating: The process of measuring the harm from the risk in order to help with prioritising actions required. The severity of the harm and the likelihood determines the risk rating.

Risk Control: Action taken to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable.

Reasonably practicable: Doing what is effective and possible to ensure the health and safety of workers and others. Taking into account the likelihood of the harm occurring and degree of harm, the knowledge of the hazard and ways of eliminating or minimising it, the availability and suitability of controls and the cost associated with controls, including whether the cost is grossly disproportionate to the risk.

Supervisor: A person who is responsible for planning and/or directing the work of others, including staff/contractors/students. For example staff members responsible for the supervision of staff and/or students, supervising a work program, supervising a study program or overseeing students in lectures and practical classes.

Responsible Person: Is the person responsible for ensuring corrective action(s) are implemented and reviewed.

What happens when a hazard/ incident is reported?

When a staff member or someone else reports a hazard/incident online an email will be sent to the person that they nominate as the responsible person for the hazard or incident in the report. The responsible person is then responsible for ensuring that corrective actions are put in place to eliminate the hazard or if this is not possible actions are selected to reduce the hazard. The Responsible Person may be a supervisor of the person who makes the report or other nominated person.

How to manage reported hazards and incidents

STEP 1: Access the Hazard and Incident Reporting System

Log in to myUNSW and go to **My Staff Profile**. Click on **Manage My Profile** to select the hazard and incident reporting system from the options under the Health, Safety and Environment folder and select **Manage Hazard/Incident**.

STEP 2: View Issues You are Responsible For

To view all issues you are responsible for select **Issues I'm responsible for** and then click **Search**. A list of all issues that you have been allocated responsibility for will be there. Select the number of the issue in the **Issue #** column to view the details of the report. Note to view Workplace inspection reports, click on **Issue Number** to allow the workplace inspection report to appear at the top of the list.

Manage HS Issue - Issue Search

This screen displays any hazards or incidents for which you have been designated as the responsible person.

Issue#

OR

Issue Type

Date From

All Issues Issues I'm Responsible For

OHS Issue State

Date-To

Staff/Student ID

Name of Staff/Student

Search

Issue#	Empl ID	Name	School/Unit	Issue Type	Primary Category	Date Recorded	Status
--------	---------	------	-------------	------------	------------------	---------------	--------

STEP 3: View Individual Issue Summary

This is summary of the issue details as submitted by the person making the initial report. Details in this section can not be changed.

View Issue - Summary

Reported By	Name	Staff	Phone
Issue Type	Self Audit Non-Conformance	Issue #	00012285
Division	Unit		
Date/Time	08/05/2015		

STEP 4: Review Selected Department

You can change this field if the incorrect Department has been nominated. Note that any changes made to the Department may be audited by the Work Health and Safety Unit.

Department

STEP 5: Review Nominated Responsible Person Details

The supervisor of the person who made the report is generally responsible for ensuring that appropriate actions have been taken to address this hazard. The system will automatically default to the supervisor's name, but if you believe there is another staff member who is more appropriate for managing this hazard you can change the nominated responsible person. Enter a name and click on **Search**. A list of possible matches will be returned. Select the relevant person by clicking on **Select**.

Person Name

Responsible Supervisor/Staff member

Your supervisor is responsible for ensuring that appropriate actions have been taken to address this hazard. The system will automatically default to their name, but if you think there is another staff member who is more appropriate for managing this hazard, please select this staff member's name below. The system will automatically send your Supervisor or the new Responsible Staff Member an email notifying them about this hazard. (Note: Do NOT enter the name of your Client Facilities Manager (CFM) here.)

Responsible Supervisor/Staff member

If responsibility should be assigned to a more appropriate staff member, please select new responsible

Empl ID Name Search

Empl ID	Name	Description	Select
			Select

Back
Save As Draft
Submit

STEP 6: Review Description of Issue

You can edit the description originally submitted. Note this should only be edited for brevity and to fix any grammatical or spelling errors and should not be substantially changed from what was originally submitted. Check the **Hazard Type** and **Hazard Cause** and edit if required. Review the corrective actions that have been implemented to date.

Hazard - Details

Brief Description of Hazard

Hazard Type

Hazard Cause

Below are the action(s) already taken by the person submitting the report, to address this hazard.

Read the guide to setting up your workstation and adjusted desk accordingly	Action Date 28/07/2014
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STEP 7: Risk Rating

The person who submitted the report has suggested some corrective actions regarding the hazard in the above section. You now need to generate the risk rating for the issue.

There are 2 factors you need to consider when determining the residual risk rating of the Hazard namely: The **consequence** of being exposed to the hazard and the **likelihood** this outcome will take place.

For consequences:

What do you think is the most likely consequence of this hazard?	
Severe	Death or permanent disability to one or more persons; extensive, irreversible environmental damage, major penalties and substantial reputational damage
Major	Hospital admission required; medium term environmental damage requiring notification resulting in minor penalties
Moderate	Medical treatment required; short term environmental damage requiring notification to the regulatory authorities
Minor	First aid required; minor environmental impact managed within operating budgets
Insignificant	Injuries not requiring first aid

For likelihood:

How probable do you think it is that this consequence will take place?	
Almost certain	Expected to occur in most circumstances/minimal or no controls in place
Likely	Under normal circumstance will probably occur at some time/inadequate controls implemented
Possible	Might occur occasionally
Unlikely	Not expected to occur in normal circumstances/requires system failure for consequence to occur
Rare	May happen only in exceptional circumstances/multiple system failures required for consequence to occur

Complete the **Hazard Consequence** and **Hazard Likelihood** that remains *after* the implementation of the corrective actions. The Risk Rating will be automatically generated for you to review the timing of implementing any corrective actions.

Workplace Inspection Hazard

Please rate the "residual risk" of this hazard i.e. rate the risk of this hazard considering the implementation of the action(s)/control(s) listed above

Consider the Consequences: What type of harm could occur (minor, serious, death)? Is there anything that will influence the severity (e.g. proximity to hazard, person involved in task etc.). How many people are exposed to the hazard? Could one failure lead to other failures? Could a small event escalate?

Hazard Consequence

Consider the Likelihood: How often is the task done? Has an accident happened before? How long are people exposed? How effective are the control measures? Does the environment affect it (e.g. lighting/temperature/pace)? What are people's behaviours (e.g. stress, panic, deadlines) What people are exposed (e.g. disabled, young workers etc.)?

Hazard Likelihood

Likely Hood	Almost c...	Medium	High	High	Very High	Very High
	Likely	Medium	Medium	High	High	Very High
	Possible	Low	Medium	High	High	Very High
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Medium	Medium	Medium
		Insignificant	Minor	Moderate	Major	Severe
Consequences						

The timelines for acting on the hazard are based on the risk rating (consequence x likelihood) and it is expected that you complete the investigation and resolution of the issue within the timeframe indicated.

Risk Rating	When to act
Very High	Act immediately
High	Act today: The proposed
Medium	Act this week
Low	Act this month

STEP 8: Corrective Action Required

The person who submitted the report may have suggested some actions to reduce the risk of the hazard or eliminate it entirely. It is your responsibility as the supervisor to review the suggested actions and identify further corrective actions necessary.

You need to review the Hierarchy of Control questions and select a question and then detail the Corrective Action Required to satisfy the criteria of the question and a date the action should be completed by. **Add Actions** to add more Hazard Elimination Questions. See next page for more information regarding the Hierarchy of Controls.

Note: You will need to supply different dates for each corrective action of the same type (that is each corrective action should have a unique date to be completed by). For example, if you use two "eliminate" controls give each one a different completion date.

First 1 of 1 Last			
Hierarchy of Controls	Corrective action Required	Proposed Completion Date	Click to Mark Complete / Incomplete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
		<input type="button" value="Add Action"/>	<input type="button" value="Delete"/>

Hierarchy of Controls

Health and Safety legislation requires that foreseeable hazards are identified and where possible, the risks arising from these hazards are **eliminated entirely** or the risks reduced to the lowest level possible. The following **Hierarchy of Controls** must be followed:

Level 1: Eliminate the Hazard

Eliminating a hazard is the most effective way of managing a risk. However if this is not possible, eliminate as many hazards associated with the task as possible for example:

- Removing faulty or hazardous equipment
- Using reticulated gases (i.e. gases through pipes) rather than moving & storing gas cylinders in the workplace
- When designing a new work area, making sure furniture & fittings don't create ergonomic hazards

Level 2: Substitution, Isolation or Engineering

Substitute the hazard with something safer (e.g., replacing solvent based paint with water based paint)

Isolate the hazard (e.g., block off access where the floor is damaged)

Use engineering controls (e.g., use local exhaust ventilation to extract dust away from the worker or using a hoist to lift a heavy load).

Level 3: Administration and Personal Protective Equipment

This involves developing and implementing safe work procedures and introducing training for hazardous tasks. Please note this is a less effective control because it is reliant on people following the correct procedures and adhering to their training at all times. As a control measure, personal protective equipment should be used a last resort, as its effectiveness is dependent on the individual take responsibility to wear the equipment or clothing. Consequently, elimination, substitution and engineering controls are preferred.

Level 3 controls can be used to supplement the higher levels of control but should only be used alone when higher levels are not reasonably practicable or as an interim measure until higher levels can be implemented. For example, if there is a noise source ear plugs can be used while the equipment is being serviced or until a sound control booth has been purchased.

NOTE: Wherever possible try to put controls in place that are at the top of this hierarchy (i.e. eliminate and substitution), as these are the most effective controls. You can also implement more than one control at a time. E.g. Substituting a safer piece of equipment, but also provide training how to use the new piece of equipment.

STEP 9: Facilities Management

If the issue is an issue outside the building or infrastructure outside your area contact FM, then select the box to inform Facilities Management. And provide any additional information they may require. You can enter any relevant reference numbers (e.g., Works and Service Requisition Number). An email will be sent to Facilities Management when you submit the report.

Tick this box, if this hazard requires action by Facilities Management to fix the hazard

STEP 10: Environment Risk

Indicate if you think the hazard is an environmental risk. An email will be sent to the Sustainability Unit when you submit the report.

Do you think there could also be a risk to the Environment? Yes No

STEP 11: Attachment(s)

Add any attachments to support the report

	View Attachment	Attached File	Description
1			

[Add Attachment](#) If Relevant, please attach more information about hazard, photos, investigation report etc.

STEP 12: Additional Details for First Aid

Review the additional details given for a first aid report, including what type of work activity was being undertaken at the time of the injury. You can change these details if required. Also listed are the details of any witnesses to the event.

STEP 13: Submit

Once all corrective actions have been reviewed and you have entered the proposed dates of completion you can submit the report. The status field at the bottom of the screen will change to **In Progress**.

If there is a worker's compensation claim associated with the incident the workers compensation report will still remain open (as it is not contained within this system).

An email will be sent to the person who reported the hazard/incident informing them that all corrective actions have been completed.

STEP 14: Reviewing corrective actions and closing report

If you are satisfied that the corrective actions have been effective at managing the issue (once they have been implemented), you need to log in to myUNSW and update the report indicating that the corrective actions have been put in place.

Scroll down to the corrective actions section of the report.

Corrective Action Required

In this section, you need to explain what corrective actions you have taken to reduce this risk of this hazard. You need to apply the "Hierarchy of Controls" to your corrective actions, whereby you try to eliminate the hazard altogether if possible. If this is not an option, click on the drop down menu under "Hazard Elimination Question", to see what other options you have available.

Hazard Elimination Question	Corrective action Required	Proposed Completion Date			
Can this OH&S Hazard be eliminated altogether?	no -	28/07/2014	<input type="checkbox"/>	Add Action	Delete

Select the tick box on the right hand side of the report. It will change to a green tick to show that corrective action has been put in place.

Corrective Action Required

In this section, you need to explain what corrective actions you have taken to reduce this risk of this hazard. You need to apply the "Hierarchy of Controls" to your corrective actions, whereby you try to eliminate the hazard altogether if possible. If this is not an option, click on the drop down menu under "Hazard Elimination Question", to see what other options you have available.

Hazard Elimination Question	Corrective action Required	Proposed Completion Date			
Can this OH&S Hazard be eliminated altogether?	no -	28/07/2014	<input checked="" type="checkbox"/>	Add Action	Delete

Once all corrective actions have been reviewed and closed, the incident/hazard report is then complete and the status at the bottom of the report will change to **Closed**. Note you can no longer edit the report once it has been closed.

Email Reminders

Issues created but no corrective action identified

Reminder emails will be sent to the Responsible Person nominated to manage an issue, when the **issue has been submitted and no corrective action has been created** on the 7th, 14th and 21st days after the submission date. On the 21st day an email is also sent to the Responsible Person's supervisor.

Corrective Actions due date has passed

Reminder emails will be sent to the Responsible Person nominated to manage an issue **when the corrective action due date has passed** on the 7th, 14th and 21st days after the due date. On the 21st day an email is also sent to the responsible person's supervisor.

Appendix 1: Flow chart for managing hazards and incidents

