Safety issues and incidents are always reported and followed up. Ensure that safety issues (that is, incidents, injuries and illnesses) are reported to those who need to know about them, such as CEOs, management, supervisors, agents and WorkSafe (if required). This way, problems can be identified and recorded, and action taken to prevent their recurrence.

You should involve your workers in the development of your internal safety reporting procedures. Consider informing them about:

- What to report. For example, faulty equipment, hazardous spills, housekeeping issues, injuries and near misses.

How safe is your workplace?

Safety reporting procedures

Why do you need safety reporting procedures?

Because they can help you recognise health and safety problems, and identify solutions.

Implementing a simple reporting procedure in your workplace will help you obtain important information about health and safety issues in the workplace, identify problems when they arise, and address them.

Safety reporting procedures make it simpler for you and your workers to manage safety issues and prevent recurrences of incidents and injuries. They can help you understand why incidents occurred, assist you to make decisions and set priorities, and allow you to analyse trends in the workplace.

These procedures may also help to identify additional hazards and risks, and will guide you in developing new risk controls.

What do effective safety reporting procedures look like?

- Systems and procedures are in place for reporting safety issues and incidents and are used effectively.
- Safety issues and incidents are always reported and followed up.
- Risk controls and safety training are always reviewed following an incident.
- WorkSafe is notified of serious incidents (serious injuries or near misses) or fatalities.

How can I be sure my safety reporting procedures are effective?

- The procedures for reporting safety issues and incidents should be used effectively in your workplace.

Make sure you have a system in place that documents safety problems and allows you to develop prevention strategies.

You must also have a register of injuries that enables your workers to record any workplace injuries they sustain. Get a register from your agent or download the template at www.worksafe.vic.gov.au.

Where there is a significant safety issue that cannot be resolved immediately, you should make a record of the following:

- who made the report,
- when the report was made,
- to whom the report was made,
- the nature of the incident,
- any action taken to resolve the incident, and
- if any further action is required (i.e. what the organisation should review in response to the incident).

Safety issues and incidents are always reported and followed up.

Ensure that safety issues (that is, incidents, injuries and illnesses) are reported to those who need to know about them, such as CEOs, management, supervisors, agents and WorkSafe (if required). This way, problems can be identified and recorded, and action taken to prevent their recurrence.

You should involve your workers in the development of your internal safety reporting procedures. Consider informing them about:
How safe is your workplace?

- How to report. For those work tasks that pose a serious risk, a written reporting procedure for major safety issues is appropriate so that you are able to better identify and analyse trends, and develop prevention strategies.
- Who to report to. Nominate someone to have the authority to act upon the safety reports, such as yourself or a supervisor.

Let your workers review the procedures you have implemented, ensure that everyone is aware of their health and safety responsibilities, and assure them the reports will be used to improve workplace safety. New workers should be advised of these procedures during their induction training.

For your safety procedures to be effective, your workers must understand them. You should make sure that:
- the procedures are documented,
- your workers have a copy of them,
- you have reviewed the procedures with your workers, and
- everyone is clear about their health and safety responsibilities.

When changes occur in your workforce, responsibilities for health and safety issues may need to be reallocated. Ensure that everyone is aware of any new roles and responsibilities. It's important that you don't allow follow-up action on safety issues to stall due to personnel changes.

- Risk controls and training are reviewed following incident reports.

When incidents or injuries occur, use safety reports to review and improve your risk control procedures.

When an incident or injury occurs in your workplace, it may indicate that:
- there is no risk control procedure for the task and it poses a significant risk,
- the current procedure affords insufficient protection, and/or
- your workers are not following safe work procedures.

Utilise your safety reports, as they are an ideal resource from which you can develop and implement safety improvement measures. Review the reports to identify trends that may help you identify underlying safety problems. Discuss the reports with your workers.

- WorkSafe is notified of serious incidents or fatalities.

Always notify WorkSafe (1800 136 089) of significant incidents resulting in death, serious injury or ‘near misses’, where a person in the immediate vicinity had an immediate risk to their health or safety.

Remember, safety is never finished. Workplaces that are serious about safety are serious about always improving.

To maintain and improve your safety reporting procedures, take notice of the report findings and take action. This information could indicate things such as:
- problems with your equipment,
- difficulties with the workplace layout, and/or
- flaws in your procedures.

HAZARD INCIDENT REPORT FORM – example

1. Who reported the incident?
2. What is the incident?

3. What has been done to rectify the incident?

4. What further action needs to be taken? (eg investigate hazards more effectively, implement better risk controls)

5. Outline corrective action taken