# Operational Policy: Health & Safety Injury and Incident Management and Reporting (NAG 5)

## Blind & Low Vision Education Network NZ

## Statement of Intent:

Incident and reporting management is key to any workplace’s Health and Safety systems/processes. Incident management requires a BLENNZ wide approach with clear points of accountability for reporting and feedback. The purpose of this policy is to therefore:

* Outline the principles of incident management.
* Standardise the incident management process.
* Ensure consistency in definitions.
* Outline roles and responsibilities for incident management.

This policy applies and must be followed by all workers. This includes all BLENNZ staff, workers, contractors, temporary workers, volunteers, ākonga and visitors.

## Policy Requirements:

### Incident Management:

The principles of accountability, obligation to act, and collaboration must be applied at each step of the incident management process. For this reason, this policy will also be applied where an adequate risk policy does not exist in other workplaces.

## Step 1: Identification

All workers should recognise when an incident or near miss has occurred. Workers need to act immediately to ensure those who are involved are safe and that the workplace poses no further risk. A worker currently trained in first aid should be available at each BLENNZ site to provide immediate assistance to anyone who has suffered an injury or illness while at work.

Step 2: Notification  
Workers must notify their relevant line manager and/or Senior Manager and/or Principal when an incident occurs. The incident notification form will be used to document all incidents. Managers are required to investigate incidents lodged by their workers to ensure local action is taken.

Notification of accidents involving either BLENNZ staff or akonga must be notified to:

The site the accident occurred;

Enrolling learning centre relevant to the akonga

BLENNZ

All incidents and notifiable events including near misses must be reported. If a worker does not inform their line manager of the incident, the decision by ACC to accept the accident as work related could be appealed.

## Step 3: Assessment

The relevant Manager needs to assess the level of incident that has occurred. When a “Notifable Injury or Illness” and/or “Notifiable Incident” happens, WorkSafe NZ must be contacted. This is called a Notifiable Event. The incident site must be kept preserved to allow WorkSafe NZ to inspect it. Examples of a notifiable incident include harm that causes hospitalisation for 48 hours or more, amputation of a body part, etc.

## Step 4: Investigation

The investigation of incidents is an essential component of incident management.

All incidents, including notifiable events, should be investigated to identify the causes. Following the investigation, corrective actions to prevent similar incidents and injuries happening again are identified and implemented as soon as possible after the event.

Where immediate corrective actions are needed but not able to be actioned immediately, temporary steps will be taken to avoid further similar incidents occurring (e.g. an area baracaded off).

### **Step 5: Action**

Actions are developed for each recommendation as follows:

* risk controls are put in place
* the Health & Safety Representative (HSR), the affected worker, and others in the workplace are consulted about the action
* accountability for each action will be given to a person in the work group
* progress on the implementation of actions will be monitored regularly through risk registers, team meetings, health & safety committees and aggregated information collated by the Principal or HSR
* the collation of information by the Principal or HSR to generate reports and analyse incident data to identify trends, risks and to initiate, monitor and/or evaluate system improvements.

## Step 6: Review

The review step monitors whether the actions taken have been successful in preventing further incidents. Actions that have been made must be regularly monitored and reviewed to ensure they are effective. The appropriate manager is expected to do this in consultation with workers.

### Roles and Reponsiblities:

#### Principal on Behalf of the Board of Trustees will:

1. Make Health and Safety a key part of their role.
2. Do everything reasonably possible to remove or reduce the risk of injury or illness.
3. Make sure all incidents, injuries and near misses are recorded in the appropriate place.
4. Investigate incidents, near misses and reducing the likelihood of them happening again.
5. Ensure emergency plans and procedures in place.
6. Ensure training is available about hazards and risks so everyone can work safely.
7. Support staff who are injured or ill return to work safety.

#### Officers (Principal and individual Board Members) will:

1. Know and keep up to date with incidents that are associated with BLENNZ’s operations.
2. Ensure resources and processes are in place to prevent incidents.
3. Ensure processes are in place for timely information on incidents.
4. Ensure health and safety processes are actually implemented.
5. Monitor the health and safety performance of BLENNZ.

#### Workers (staff, contractors and volunteers) will:

1. Take reasonable care of their own health and safety.
2. Ensure their actions or omissions do not affect other’s health and safety.
3. Immediately report any incident to their relevant line manager.
4. Co-operate with the incident management policy and it’s procedures in the workplace including investigations of incidents.
5. Participate in the implementation, monitoring and evaluation of actions following an incident investigation.
6. Comply with any reasonable instruction given by the Board through the Principal, or another person conducting a business or undertaking (PCBU) they are visiting.
7. Encourage colleagues and others visiting the workplace to notify identified incidents.

#### Members of BLENNZ management team will:

1. View all incident investigation forms submitted by workers as soon as practicable.
2. Report notifiable incidents to WorkSafe NZ via the Principal.
3. Investigate all incidents submitted by staff who report them, undertake actions in a timely manner, and document these.
4. Consult with health and safety representatives, the affected staff member, and others in the workplace during investigations and actions.
5. Delegate actions to relevant staff members who may also need to review them.
6. Monitor and review the effectiveness of actions taken.

NB: The BLENNZ management team includes Senior Managers, Co-ordinators and Managers of Visual Resource Centres.

#### Health and Safety Representatives can:

1. Represent staff on matters relating to health and safety incidents.
2. Investigate complaints from staff in the workplace.
3. Monitor the incident management approach undertaken by the Board (through the Principal).
4. Promote the interest of staff who have raised/reported health and safety incidents.
5. If requested by the relevant manager, participate in incident investigations.

#### First Aiders can:

1. Take reasonable care of their own health and safety.
2. Identify themselves to staff and others in the workplace.
3. Provide immediate assistance to anyone who has suffered an injury or illness while at work.
4. Ensure that the workplace has adequate first aid resources.
5. Ensure that first aid can be provided for the risks that are apparent within the workplace.
6. Keep their qualifications up to date.
7. Attend training or refresher courses as required.

#### Others in the workplace (visitors, parents, ākonga where appropriate) will:

1. Take reasonable care of their own health and safety.
2. Ensure their actions or omissions do not affect other’s health and safety.
3. Comply with instructions given by the Board (through the Principal) or another person conducting a business or undertaking (PCBU).
4. Immediately report any incident to an appropriate staff member.

## Supporting Documents:

[Ministry of Education guide on Health & Safety at Work Act 2015](http://www.education.govt.nz/ministry-of-education/specific-initiatives/health-and-safety/h-and-s-for-boards-of-trustees-and-school-leaders/)

[Ministry of Education website - Information on Health & Safety in Schools and Early Childhood Centres](http://www.education.govt.nz/search/SearchForm?Search=health+and+safety&action_results=Go)

[Website link to Health & Safety in Employment Act 2015](http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html)

BLENNZ Policy Manual

BLENNZ Health & Safety Manual

[WorkSafe NZ Website](http://www.business.govt.nz/worksafe/)



Approved: …………………… Date: 8 March 2021

(Principal)