

FLOWCHART – INCIDENT MANAGEMENT

1. Applicable BMS Documents:

Procedures

1. COY-120/P Incident Management
2. HRM-800/P Injury, Illness & Rehabilitation Management
3. OPS-330/P Training Services

Forms

1. COY-120-3/F Trainee Appeal/Report
2. COY-120-4/F Incident Report
3. COY-120-5/F Injury/Illness Report
4. COY-120-6/F Register – Incident Reports

2. Advance Profitplan's Incident Management consist of three different Report Forms

2.1 Trainee Appeal (Only to be used for Appeals relating to AQTF courses)

Which Form	Which Register
Trainee Appeal Report COY-120-3/F	Incident Report Register COY-120-6/F

2.2 Incident Report

To be used for:

- | | | | |
|--|--|---|--|
| <ul style="list-style-type: none"> • Accident • Damage • Safety Hazard • Non Conformance • Emergency / Spills | <ul style="list-style-type: none"> • Defect / Fault • Environmental • Loss / Theft • Review / Audit / Inspection • Business Management System Improvement | <ul style="list-style-type: none"> • Complaint • Misconduct • Harassment / Discrimination • Bullying • Subcontractor | <ul style="list-style-type: none"> • Employee Suggestion • Dangerous Event • Dangerous Elec. Event • Other |
|--|--|---|--|

Which Form	Which Register
Incident Report COY-120-4/F	Incident Report Register COY-120-6/F

2.3 Injury / Illness

Which Form	Which Register
Incident / Injury Report COY-120-4/F	Incident Report Register COY-120-6/F

ALL REPORTS ARE TO BE INVESTIGATED, FEEDBACK TO BE GIVEN TO INITIATOR, ALL INCIDENTS TO BE RAISED AT STAFF MEETING AND TO BE FILED IN CENTRAL INCIDENT FILE

TRAINEE APPEAL REPORT PROCESS (COY-120-3/F)

Participant lodges appeal.
(verbally, letter, fax, email)

Informed of Rights and Process

The individual receiving appeal advises the individual of their rights and the process the appeal will go through, who the appeal has been given to, and that it will be processed within 24 hours.
Raise form COY-120-3/F and attach letter, fax email to it.

Review the Appeal

The allocated person investigates the Appeal background and reviews it.
Complete back part of report.
Enter report onto register COY120-6/F.

Negotiate and Decide

- Discuss appeal with individual and advise findings. Rectify the problem.
- Record details on form
- If appeal rejected advise individual of fact and advise them, of their right to take to the next level if still not satisfied.

If not Accept Outcome

- Immediately advise Manager / Principal.
- Advise DET or RABQSA of possible lodgement with them.
- Manager / Principal contact individual after reviewing result to try and resolve.

Any Improvements

- Implement action to improve course package, assessment, management system.
- Place in required files

INCIDENT REPORT PROCESS (COY-120-4/F)

Incident Occurs/Observed (individual)

1. Indicate type of incident (top of form)
2. Complete form (Part 'A')

Fix Problem if can (individual)

1. Record action taken on form.
2. Identify fault and report to Coordinator.
3. If you can't fix report what you think can be done to fix it?

If Serious (Manager)

1. Notify WH&S Qld.
2. Notify local authorities (if damage is environmental) or Department of Environment and Heritage.
3. Notify D.E.T.

Investigate Cause/s (Manager) – use form COY-120-4/F “Part B”

1. Decide what went wrong.
2. Correct immediate problem.
3. Decide action to prevent recurrence.
4. Complete form.
5. Register report forms.
6. Discuss issues and outcomes with Initiator (this can be trainee).

If Faulty Product / Goods / Workmanship (Manager)

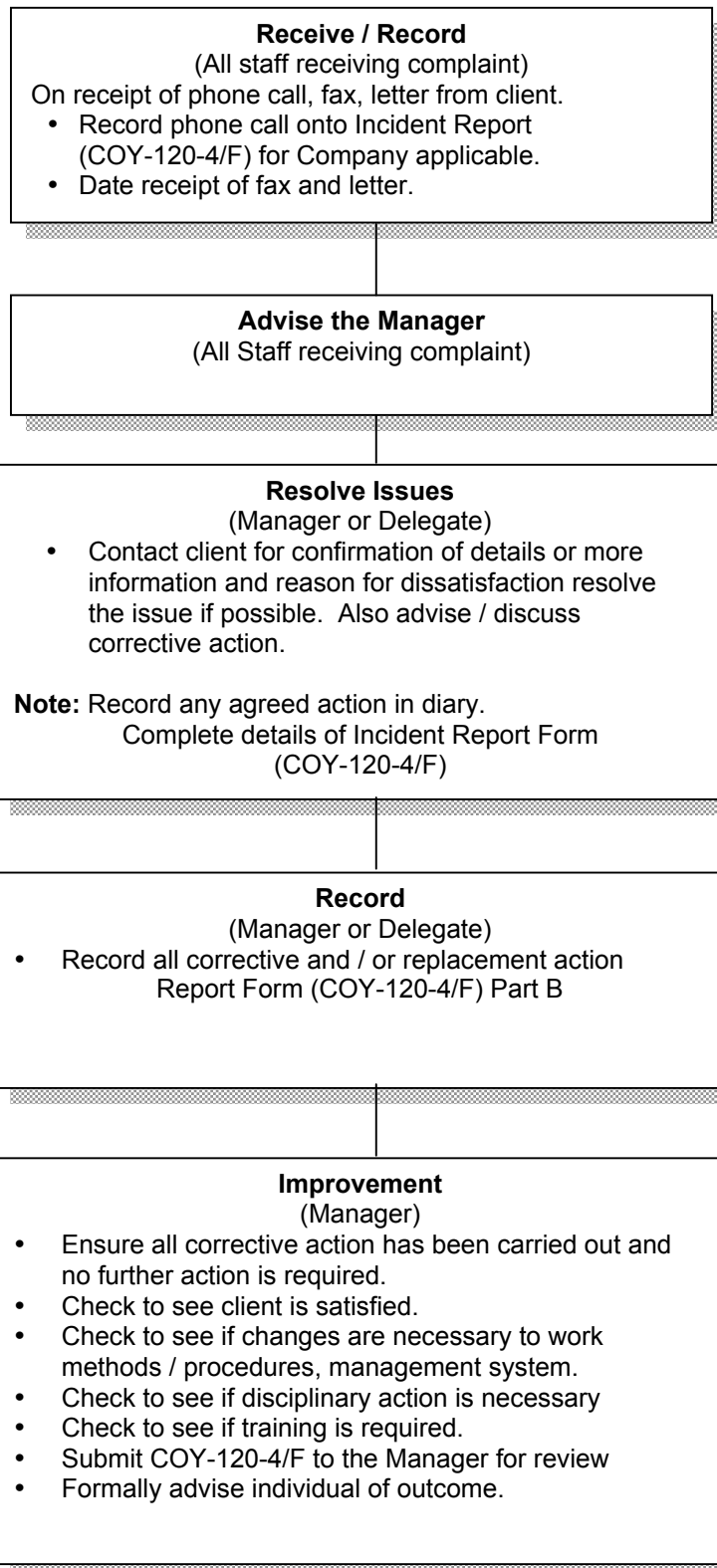
1. Contact supplier obtain replacement return goods.
2. Rectify faulty job.
3. Record costs on form.
4. Document non-conformance (on form) with what they must do to rectify problem.
5. If non-conformance by supplier / contractor / sub-contractor, complete form and give to their representative and get them to sign acknowledgement.

Follow up / File / Review (Manager)

1. Check all action completed.
2. Check to see no changes needed to procedures.
3. File in Incident File.
4. Ensure register completed.
5. Send copy of all reports to client (where required).
6. Raise at next Staff Meeting.
7. Give feedback to person who initiated report.



SPECIFIC FOR COMPLAINTS PROCESSING



INJURY / ILLNESS / DISEASE REPORT (COY-120-5/F)

Minor Injury Occurs:

1. Obtain first aid treatment
2. See doctor if needed
3. Complete '**PART 1**' of the 'Injury / Illness Report' form COY-120-5/F ASAP.

If the Injured person is incapable of doing this their nominated First Aid Officer must complete the form.



Serious Injury Occurs :

1. Seek medical assistance immediately (000)
2. Notify First Aid Officer or administer first aid if qualified
3. Notify the Manager ASAP (after the injured person has been attended to)
4. DO NOT move anything, a formal investigation may be required.
5. Complete '**PART 1**' of the 'Injury / Illness Report' form COY-120-5/F.

If the Injured person is incapable of doing this their nominated First Aid Officer must complete the form.

NOTIFICATION

Notify their Coordinator and forward the 'Injury / Illness Report' (Part 1 completed) to them to investigate.

If the injured person is the Manager then the report is forwarded to the Assistant Manager to investigate.



NOTIFICATION

The following are notifiable incidents and need to be reported to the WH&S Qld within 24 hours (Division FORM 3)

- Serious Bodily Injury
- Work Caused Illness
- A Dangerous Event
- Serious Electrical Incident

This is the responsibility of the Manager or delegate.

Refer work instruction COY-121/WI for process.

INVESTIGATION OF CAUSES

The Investigation process addresses the following:

1. Decide what went wrong
2. Correct immediate problem
3. Decide action to prevent recurrence
4. Complete '**Part 2**' of the Injury / Illness Report
5. Register the report – COY-120-6/F 'Incident / Injury / Illness Report Register'

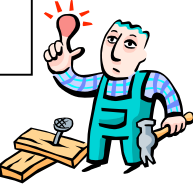
Investigation of the Injury / Illness is the responsibility of the Manager. The Assistant Manager may conduct the investigation in the absence of the Manager.

Person completing investigation to:

1. Check all action has been completed.
2. Check to see no changes needed to procedures.
3. Ensure Register has been completed fully and registered number recorded on page 1 of report.
4. Forward copy of report to Manager for close out.

Manager to:

1. File 'Injury / Illness Report' in 'Incident report' folder.
2. Analyse register annually to identify any trends, improvements etc.



If injured person is incapable of performing normal duties upon return to work or if the injury results in 'lost time' (time off)

Implement Injury / Illness / Rehabilitation Process (HRM-860/P)