

2. Incident Reporting

“If it’s not safe – don’t do it”

We have an online incident reporting system for tracking:

Staff incidents, e.g.

- Work related injuries – see below.

Client incidents, e.g.

- Missed cares.
- Falls.
- Pressure injuries.

General incidents, e.g.

- Near Misses.
- Hazards.
- Damage.
- Theft.

riskman

Work Related Injuries – something happened and a **worker** was hurt:



- sprains and strains from lifting, pulling, carrying, moving etc.,
- Burns from hot surfaces or liquids,
- Being hit by something, or hitting something,
- Slip, trip or fall (from height or same level),
- Vehicle incidents,
- And many more...

Missed cares is a client affected incident, NOT staff, even though the staff member called it in.

Near Miss Incidents – something has happened but no one was hurt:



- Almost tripped over, but caught self in time,
- Book fell of shelf, but just missed the person,
- Car door slammed but managed to remove hand in time,
- And so on ...

Hazards – something caused an injury or has not yet, but could



- Wet floor from leak in pipes,
- Hole in floor,
- Exposed wires in electrical cord,
- And so on ...

WORKERS

Reporting incidents?

- ✓ Phone the Contact Centre.
- ✓ Describe what happened and who was involved or affected.
- ✓ Assist with the investigation if required.

Entering Incidents into RiskMan

- ✓ Decide if Client or Staff affected.
- ✓ Enter as instructed.
- ✓ DO NOT – click on anything in OHS Section if the incident is about a client.
- ✓ DO NOT click on Lost Time if its missed cares.
- ✓ ONLY click on Lost Time if you have an ACC45 medical certificate giving the employee as unfit for work.

MANAGERS & CSRs

CALL THE CALL CENTRE ON 0508 4 222 37 TO REPORT YOUR INCIDENT

