



WHS Incident Reporting & Investigation Matrix

		Insignificant Incidents, Nil Injury (Report Only), Minor Property Damage	First Aid Injury (FAI)		Medical Treatment Injury (MTI)	High Potential Near Miss (HPMN)	Lost Time Injury (LTI)	Fatality / Permanent Disability
			Minor FAI	Major FAI				
Definitions		An unplanned event that could have, but through chance, did not cause injury, harm or damage. Damage to third party property where the cost of repair is expected to be less than \$10,000.	An Injury that requires first aid treatment provided on site. e.g. band aid; ice pack; antiseptic cream, etc.	An injury that requires first aid treatment from a medical practitioner where the results of any test taken come back clear, and no ongoing treatment is required. e.g. ECG; X-Ray with no fracture; Needle Stick Injury; Ambulance called; etc	An MTI is a work injury which results in an injury treated by a medical practitioner, and the treatment provided is beyond the scope of a first aider on site. e.g. X-Ray confirming fracture; serious burns; infection requiring antibiotics; use of stitches, staples, steri-strips or glue; removal of foreign body; 3 or more allied health treatments	Any incident or near miss that could, in other circumstances, have the potential severity to cause permanent disability or death to a person.	Injury that results in the injured person being unfit for one full shift or more.	An incident that has caused a fatality or permanent disability to a worker.
External notification guidance		Not notifiable to SafeWork NSW	Major FAI, MTI, HPMN and LTI may be reportable to SafeWork NSW under part 3 of the WHS Act. Guide to types of incidents which are notifiable: https://www.safeworkaustralia.gov.au/doc/incident-notification-fact-sheet				All fatalities require notification to SafeWork NSW	
For clarity, a call to emergency services 000 ALWAYS takes precedence over reporting. Take immediate actions to safeguard and seek treatment BEFORE commencing notification and reporting, though remember – often the support you need is made available through contacting others.								
Timeframe and Responsibility for Notification	Employees	Supervisor / Manager (Line Manager) to be notified within 1 Working Day	Supervisor / Manager (Line Manager) to be notified immediately (within 15 minutes) Supervisor / Manager (Line Manager) immediately phones WHS Manager and Group Manager WHS Manager to notify Hunter Water's RTW Coordinator as soon as practicable				Supervisor / Manager (Line Manager) must immediately phone WHS Manager Group Manager Executive Manager Managing Director (Refer to HWC Standard - Notification, Investigation & Reporting of Incidents HW2016-407/1/3.007)	
	Contractors	Contractor's Supervisor to advise Hunter Water Project / Contract Manager within 1 Working Day	Contractor's Supervisor to advise Hunter Water Project / Contract Manager immediately				Contractor to immediately call the HWC Project / Contract Manager	
	Principal Contractors	Contractor's Project Manager to notify Hunter Water Project / Contract Manager verbally within 2 hours of event	Contractor's Project Manager to follow SMS notification protocol below immediately				HWC Project or Contract Manager to immediately call Executive Manager and WHS Manager	
Immediate SMS Notification (as soon as practicable)	Employees and Contractors	Nil	Employee & Contract Manager contacts WHS Manager by phone whom then sends an email to the HWC System Controller. System Controller sends SMS to EMT immediately as per protocol				Immediate phone call only	
	Principal Contractors	Nil	Contractor to generate notification text message (SMS) immediately to Principal's nominated personnel				Immediate phone call only	
Externally Notifiable - to SafeWork NSW	Employees	No external notification required	If classed as notifiable - WHS Manager to immediately notify SafeWork NSW (phone) WHS Manager to immediately notify System Controller to generate SMS to EMT				Executive Manager to immediately notify SafeWork NSW (phone)	
	All Contractors including Principal Contractors	No external notification required	If incident is notifiable - all Contractors to immediately report to SafeWork NSW (phone) Contractor to notify HWC Project / Contract Manager/ WHS Manager that SafeWork notification is complete as soon as practicable and SafeWork NSW response to the incident					
Enter into Integrum (24 HOURS)		The initial notification of the incident must be entered into HWC's safety database (Integrum) within 24 hours of the incident occurring. Once the investigation is complete, update Integrum to reflect the details of the incident and include link to investigation stored in TRIM						
Investigation Responsibility	Employees By whom Using which tool	Supervisor 5 Why's	Supervisor Incident Investigation Form	Trained Internal Investigator ICAM		External specialist via legal counsel ICAM or equivalent tool		
	All Contractors	Contractor to complete investigation in accordance with their WHS management system and provide report to Hunter Water within 5 working days.			Contractor to complete a more comprehensive investigation due to severity of incident in accordance with their WHS management system and provide report to Hunter Water within 5 working days. NOTE: HWC may request to lead or participate in investigations at this level.			