



Mā tātou ngā aituā e pūrongorongo. We will account for mishaps and incidents.

Guidelines to report, investigate and register incidents

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Scope – who should follow these guidelines?

Everybody. The process is adaptable for all sizes of church parishes/organisations.

Feel free to alter the templates to suit how you/your place works, or contact healthandsafety@methodist.org.nz if alternate templates are required.

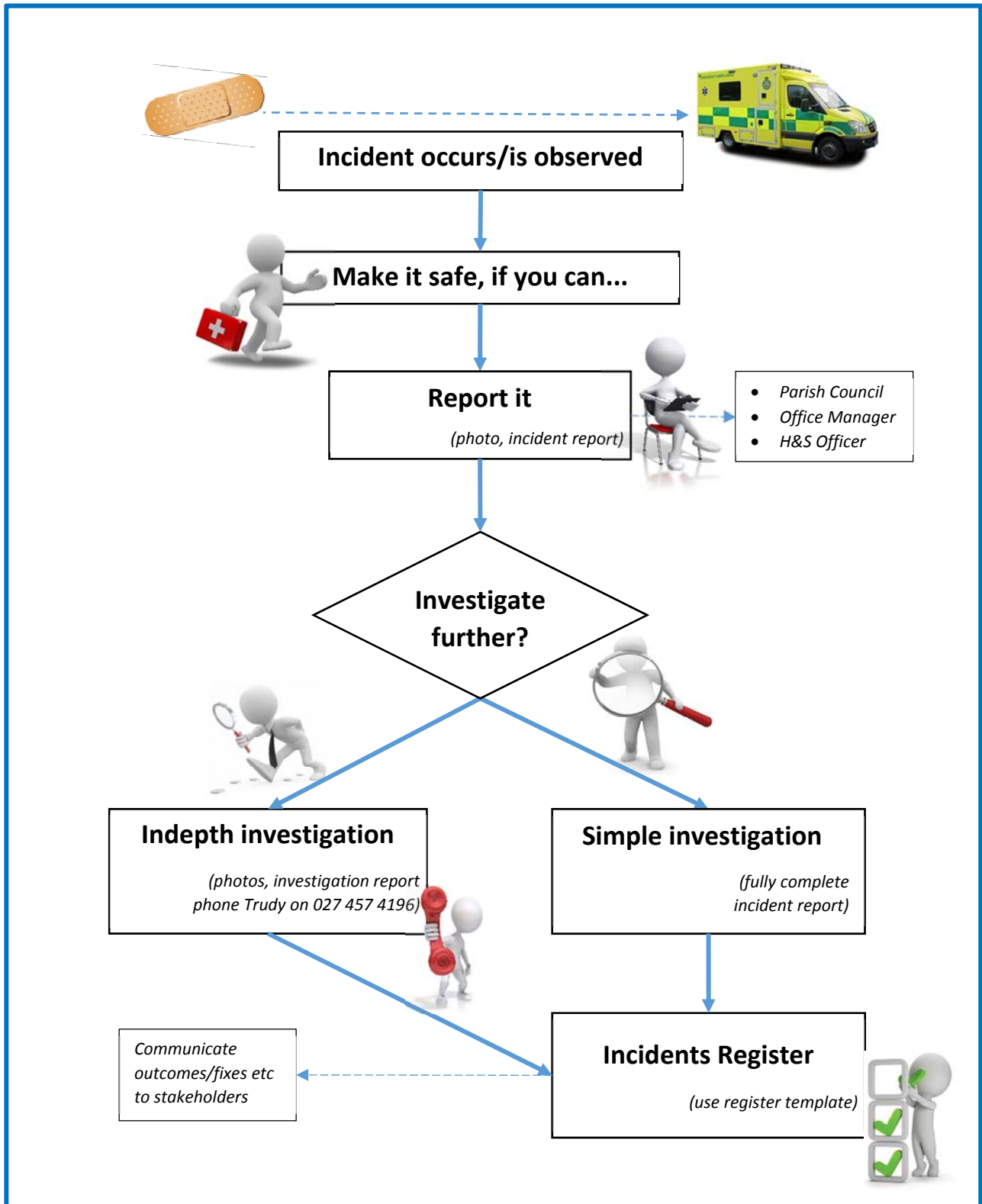
Why is an incident reporting process best practice?

- Reporting issues raises awareness.
 - “What gets measured gets done”.
 - If we can stop incidents from occurring in the first place, we can stop the same things from happening again and again, before small becomes big.
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Terminology

Different committee/council/boards will manage this process depending on where you are situated. In this document they are referred to as “administrative group”.

Overview



See it, fix it, report it

Care for Our People first

When you see or are in an actual incident or a potential incident:

1. Stop!
2. Check the person/s are OK.
3. Follow the relevant steps from your Emergency Response Plan.

Incident Definition

<u>Near Miss</u>	<u>Minor</u>	<u>Major</u>
<ul style="list-style-type: none"> • Nothing happened, but it might have, <i>or</i> • sticking plaster or less to tend to the person, <i>or</i> • asbestos found but work stopped in time 	<ul style="list-style-type: none"> • More than a sticking plaster required, <i>or</i> • Minor first aid required 	<ul style="list-style-type: none"> • Major first aid, <i>or</i> • Doctor required, <i>or</i> • Ambulance called <i>or</i> • Hospital visit, <i>or</i> • Work stopped on site, <i>or</i> • Contamination detected such as asbestos

Secure the scene

After the people are OK, do what you can to secure the incident scene

<u>Near Miss and Minor Incidents</u>	<u>Major Incidents</u>
1. Take a photo of the scene!	1. Take photos of the scene!
2. Fix the issue if you can, or	2. Isolate the issue (make sure others stay safe)
3. Isolate the issue if you can't fix it (make sure others stay safe)	3. Phone Trudy on 027 457 4196, WorkSafe notification may be needed
	4. Fix it if no further investigation needed

Incident Report template

The blank template is available from

http://www.methodist.org.nz/caring_for_our_people/incident_reporting

An online reporting tool is being developed.

Report the incident

Give the incident form and any photos to:

- Your administrative group
- The right person who has the ability to fix the issue.

Your administrative group should have forms available.

Your administrative group may accept verbal reports, however this will be at their discretion. Verbal reports are subject to the frailties of memory!

Report small events and near misses too!

Left unchecked, seemingly minor incidents can have serious consequences.

Think about it: How many times have you tripped over an extension cord or slipped on the stairs, and brushed it off as nothing?

If incidents seem too trivial to report, people should ask themselves: "What if...?"

"What if someone was seriously hurt?"

Reporting a near miss now can prevent a serious injury or fatality later.

Reporting serious incidents to WorkSafe

WorkSafe must be notified of the following events:

Death	Immediately!
Injury	if someone has been <u>seriously</u> injured as result of work or in a place of work
Illness	if someone has become <u>seriously</u> ill as result of work
Incident	if someone has a <u>serious or immediate</u> risk to their health and safety because of an unplanned or uncontrolled work incident



Notifications to WorkSafe are by:

- Phone **Call 0800 030 040 (24/7) then dial (2)**
- Email healthandsafety.notifications@worksafe.govt.nz (form... TBA)

Please phone Trudy on 027 457 4196 and she will assist.

Conditions of when to report to WorkSafe

There is a large range of conditions surrounding when to contact WorkSafe.

<https://worksafe.govt.nz/notifications/notifiable-event/what-is-a-notifiable-event/#lf-doc-39637>

Phone Trudy on 027 457 4196 and she will assist.

5 yr record keeping

WorkSafe notifications must be kept a minimum of 5 years from notification date.

Investigate incidents

Investigate when there is...

- A major incident (ensure it can't happen again)
 - A repeat incident (we didn't learn the first time?)
 - An issue that was fixed already (fix failure)
 - An unknown cause (find the root cause and fix it)
 - A 'notifiable' event (WorkSafe should ask for this information as well)
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Investigation templates

1. The blank template (closely modelled from WorkSafe's) is available from http://www.methodist.org.nz/caring_for_our_people/incident_reporting
2. The WorkSafe template can be used as an alternate template <https://worksafe.govt.nz/dmsdocument/1981-accident-investigation>

Immediately **phone Trudy on 027 457 4196** if you haven't already.

Take photos

Attach photos to the investigation form, of:

- a. the tools being used,
 - b. the surrounding surfaces (ground, building, walls, gardens, general layout)
 - c. the weather
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Copy investigation form to

- Your administrative group, and
 - healthandsafety@methodist.org.nz
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Register the incidents

Log all incidents into a register

The incident report targets the time of the incident.

The incident register has more emphasis on what happened afterwards, and capturing further information to create a permanent fix.

This includes follow up actions to ensure that the agreed actions have taken place

Incident Register template

The blank template is available from http://www.methodist.org.nz/caring_for_our_people/incident_reporting

The register should be tabled for discussion at every meeting of the administrative group.

Follow up the fixes

- Brainstorm all possible fixes/corrective actions to pick the best option
 - Assign responsibility
 - Assign a due date
 - Check that the fix is done
 - Check that the fix has worked
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Example register

An example of an accident register is attached.

Key analysis points have been highlighted to show how the register can be used.

- The more issues around an ongoing type of incident, the more attention needs to be paid to the corrective actions
 - Over time, you should see one style of incident stopping, as the corrective actions start working, and you are likely to see another type of incident become prevalent.
 - Little issues are just as important to record, track and fix, as bigger issues.
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Administrative groups - Conversation points

Conversations and planning, not paperwork

Discuss each new incident

- In-between meetings if a fix is urgent, or the incident is major
- At each regular meeting, such as:
 - Has it been fixed
 - Was it avoidable
 - What could be done better

Discuss incident register

- At each regular meeting, such as
 - What still needs fixing?
 - Are all the fixes still working, do some need additional attention?
- Every 6 months or so
 - What trends are we seeing over time?
 - Are they fixed, or is additional attention required?

Communicate with staff/parishioners etc

- Warn people of the on-going, unfixed issues
- Explain any changes have been/are being made
- Raise awareness!
- Let people know their incident reporting is being actioned

Privacy Considerations

Medical Fitness

- Are people medically fit to undertake the tasks being asked of them?
- Ask them – have the conversation!

Medical Conditions

- Do they have a medical condition you need to know about?
- How should we respond if they have a medical event?
- How do we manage to get them to safety if they have a medical event on a ladder, roof or tight space?
- Ask them – have the conversation!

Who needs to know

- Cooks and caterers need to know if there are food allergies.
- Ladder holders/task-work buddies need to know about medical conditions
- Have the conversations and raise awareness!

Consider when sharing information

- Be mindful of the privacy and dignity of the people involved, particularly if it relates to personal health issues
- Avoid naming names when sharing the lessons learned
- Always ask permission first!

Example of Accident Register Analysis

Full location details of incident <small>Room, floor, shop, building, street and suburb</small>	Date and Time of incident	Nature of incident	Cause of incident	Investigated?	Person's full details <small>Name, address, DaB, MIF</small>	Employee/Volunteer Status <small>Employee unless stated otherwise</small>	Treatment given	Part/part s harmed <small>column used for trend analysis</small>	nature of harm	name and position of person	Corrective actions:						
											Action	Person Responsible	Correction Due date	Correction confirmed	Signed off by	Sign off Date	
2013 - 2015	27/05/13	Bedroom 4, Address 1	Partial lath & plaster ceiling collapse	Last bit of stripping ceiling of painted paper, 3.3m stud, 7m x 7m section fell on Mike from no more than 1m height	No	Mike	Apprentice	Shower	Pride	Nil	Sara	Site declared hard hat site, rooms with any saggy ceilings immediately closed off and investigated for further potential issues, signs posted, everyone warned, hazard register updated, Mike monitored in case he was being a hero, repair strategy changed to replace ceilings not fix	Cory, Site foreman	27/05/13	28/05/13	Sara	28/05/13
Address 1	04/07/13	House alarm went off (noisy)	unused remote in bottom of key jar got pushed. No one knew the code	No	Cory	Craftsman, 4 hours @ wk (morning tea time)	Cup of tea, outside, away from alarm	Nil	Noise if staying in room	Cory	Cut wires, got owner in, who got technician in	Cory, Site foreman	04/07/13	04/07/13	Sara	04/07/13	
Kitchen, Address 2	18/08/13 Week Ending 18/8/13	Finger caught nail tip on kitchen beading when sanding	nail sticking out,	No	Bill	Apprentice	N/A	Tip of little finger	Duch to finger, oops to memory - all surfaces should be checked prior to work starting	Bill	Change forms so date and time can be properly recorded	Sara	01/12/13	Yes	Sara	07/11/13	
Bedroom 2, Address 2	25/08/13 Week Ending	Stabbed wrist with scraper	Coordination	No	Bill	Apprentice	Plaster	Skin on wrist	Duch	Bill	None					25/08/13	
Bedroom 3, Address 3	17/11/13 Week Ending	Stabbed with Floor Staple	Sanding skirting boards, owner had removed carpet and not cleared all staples	No	Bill	Apprentice	N/A	Tip of little finger	Duch to finger, oops to memory - all surfaces should be checked prior to work starting	Bill	Change forms again to try and capture minor incidents like this more accurately	Sara	01/01/14	20/11/13	Sara	20/11/13	
Floor, Address 4	26/11/13	Nicked from iron	Removed gloves for smoko, forgot to put them	No	Mike	Apprentice	N/A	Finger	Duch to finger, remember to put PPE back on after smoko	Mike	Conversation within the team for people to remind each other to wear the PPE as supplied					26/11/13	
Address 1	06/12/13	Heart palpitations? Heat Stroke? At top of 5m scaffolding no less!	UNDISCLOSED MEDICAL CONDITIONS	No	Mark	Contractor	Lie down, feet up, cool down	Well being?	Unknown, Uninformed	Cory	Change forms - request medical knowledge. DO NOT USE the contractor again. They knew this could happen, it had happened before!		20/12/13		Sara	20/12/13	
Address 5	21/01/14	Bubu	Glass splinter from carpet	No	Bill	Apprentice	Nada	finger	Duch	Bill	None, not our glass, can't be expected to vacuum all of a house prior to work. We couldn't think of how to check for this stuff				Sara	27/01/14	
Address 4	24/01/14	Scraping mortar off bricks and stabbed with 6in1	Duch	No	Bill	Apprentice	Nada	Hand	Duch	Bill	Wear the leather gloves provided!	Bill	24/01/14	24/01/14	Sara	27/01/14	
Address 6	31/03/14	Donged head	Knocked head on ceiling hatch which was left down for the paint to dry	No	Bill	Apprentice	Nada	Head, dignity	Duch	Bill	Discussions were had regarding: a) see the hazard fix it, E/M/M, b) tell your workmates so they don't walk into it!!	Bill	31/03/14	31/03/14	Sara	31/03/14	
Address 6	31/03/14	Donged head, blood	Knocked head on ceiling hatch which was left down for the paint to dry	No	Cory	Master Craftsman	Sticking plaster, time out	Head, dignity	Blood	Cory	Bad enough one person does it, let alone two! And bad to let your workmate walk into it! Area cordoned off.	Cory	31/03/14	31/03/14	Sara	31/03/14	
Address 7	13/05/14	hit head	going through hatch in a laundry, small access hole/crawled into a rafter	No	Cory	Master Craftsman	Sympathy	Head, dignity	Duch	Cory	Slow down/look where you are going! survey the space more	Cory	13/05/14	06/06/14	Sara	06/06/14	
Address 8	10/06/14	Cut finger	Cleaning trowel in bucket	No	Bill	Journeyman Craftsman	Sympathy	finger	ouch	Bill	Clean trowels where there is sufficient room to work	Bill	10/06/14	10/06/14	Sara	10/06/14	
SH1	24/6/14 2pm	Driver cut me off when I was legally and safely passing	2 x boys in little red car winding each other up	No	Sara	Director	Time out	Temperament	Huge irritation	Sara	Step back, don't get involved, breath, you are not allowed to wipe them off the road	Sara	25/06/14	25/06/14	Sara	25/06/14	
Address 9	09/12/14	Donged head on short doorway on the 57th time through it	Forgot!	No	Cory	Bald Master Craftsman	Sticking plaster, time out	Head, dignity	Duch	Sara	Not enough roof space for a hard hat. He was well aware that doorway was there. If he had hair he wouldn't need a plaster. He won't even wear a beanie for protection.	Cory	09/12/14	17/12/14	Sara	17/12/14	
Address 10	20/03/15	knocked head on corner of soffit	Positioning EWP by sloping soffits	No	Bill	Journeyman Craftsman	Controlled breathing	Head, dignity	Duch	Bill	Wear the hard hat and strap that are provided and written into the TA.	Bill	w/e 22/3/15	25/03/15	Sara	25/03/15	
Address 10	25/03/15	knocked head on eve (again)	Mobile scaffold by sloping eaves	No	Bill	Journeyman Craftsman	Controlled breathing	Head, dignity	Duch	Bill	Sigh. Do what you said and signed up to do on the TA. Highlight in future TA's and remind about this incident.	Bill	w/e 29/3/15	01/04/15	Sara	01/04/15	
Address 11	26/04/15	knocked head on eve (again)	Mobile scaffold by sloping eaves	No	Bill	Journeyman Craftsman	Controlled breathing	Head, dignity	Sore ears from getting spoken to again	Sara	Various discussions being held as to why Bill won't wear PPE	Bill	27/04/15			Not signed off stays yellow	