

# Safety, Health and Environment (SHE) Guidelines

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## Version Control

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# 1 Associated policy

This guideline should be used in conjunction with the Department of Housing and Public Works' (the department) [Work health safety and wellbeing policy](#).

## 2 Guideline

Under the [Work Health and Safety Act 2011](#), [Work Health and Safety Regulation 2011](#) and the [Work health safety and wellbeing policy](#), we all have a responsibility to report all incidents, injuries, near misses and hazards that occur in the workplace, as well as taking reasonable care for our own safety and the safety of others.

You can phone the SHE call centre on **1800 380 531** to record an incident or hazard or you can enter the information [online](#). You also need to advise your manager or supervisor of the workplace incident or hazard.

### 2.1 Definitions

#### Incident, injury or hazard?

An **incident** is an occurrence or event, or an action likely to lead to the following consequences:

- injury
- fatality
- aggravation of previous injury
- property damage
- illness/disease
- environmental damage
- dangerous event / near miss
- hazardous exposure

An **injury** is damage or harm caused to the structure or function of the body caused by an outside agent or force, which may be physical or chemical. Injury may also refer to injured feelings or reputation rather than injuries to the body. Examples of an injury include:

- allergy / reaction
- fracture / dislocation
- sprain / strain
- contusion (bruise)
- laceration / puncture / cut / scratch
- burn
- psychological
- visual
- poisoning
- infection / potential infection
- amputation
- respiratory / asthma
- nausea / vomiting
- heat exhaustion
- hearing loss
- bites / stings

A **hazard** is anything (a situation or thing) that has the potential to harm the health, safety and welfare of people, or damage property, equipment or the environment.. This can include substances (both hazardous and dangerous) plant, work processes and/or other aspects of the work environment. Categories and examples of workplace hazards include:



<p><b>Work environment:</b></p> <ul style="list-style-type: none"> <li>• inadequate access</li> <li>• air conditioning</li> <li>• confined spaces</li> <li>• extreme temperatures (exposure to environmental heat/cold; hot/cold objects; radiant heat/cold)</li> <li>• inadequate lighting</li> <li>• psychosocial issues (harassment)</li> <li>• workplace violence / security</li> </ul>	<p><b>Energy:</b></p> <ul style="list-style-type: none"> <li>• electrical (exposed wires; high voltage; wet environments)</li> <li>• gravity (falls, trips and slips; falling objects)</li> <li>• kinetic (objects likely to be in the thoroughfare / path of people; moving objects (car, trolley, bike); steam; compressed air)</li> </ul>
<p><b>Substances:</b></p> <ul style="list-style-type: none"> <li>• chemical or hazardous substances</li> <li>• insects, spiders, bugs</li> <li>• fire, explosion</li> </ul> <p><b>Airborne:</b></p> <ul style="list-style-type: none"> <li>• dust – wood, asbestos, silica</li> <li>• gases – carbon monoxide</li> <li>• fumes – metal fume</li> <li>• vapours – solvents</li> <li>• mists – acids, solvents</li> </ul> <p><b>Skin Contact:</b></p> <ul style="list-style-type: none"> <li>• pesticides</li> <li>• acids and alkali</li> <li>• solvents</li> <li>• sunlight/UV</li> </ul>	<p><b>Radiation:</b></p> <ul style="list-style-type: none"> <li>• ultraviolet (UV) radiation</li> <li>• arc flashes</li> <li>• infrared radiation</li> <li>• microwaves</li> <li>• lasers</li> </ul> <p><b>Noise:</b></p> <ul style="list-style-type: none"> <li>• exposure to a single, sudden sound</li> <li>• long term exposure to sound</li> </ul> <p><b>Vibrations:</b></p> <ul style="list-style-type: none"> <li>• whole of body vibration</li> <li>• vibration to part of the body (e.g. hands only)</li> </ul>
<p><b>Medical conditions:</b></p> <ul style="list-style-type: none"> <li>• allergies</li> <li>• systems (circulatory; digestive; nervous; respiratory)</li> <li>• physical</li> <li>• psychological</li> </ul>	<p><b>Manual Handling:</b></p> <ul style="list-style-type: none"> <li>• body stressing (lifting, carrying or putting down objects; repetitive movement, low muscle loading)</li> <li>• ergonomics</li> <li>• workplace design</li> </ul>
<p><b>Plant (mechanical):</b></p> <ul style="list-style-type: none"> <li>• mobile and fixed plant and vehicles</li> <li>• powered equipment, tools and appliances</li> <li>• non-powered hand tools, appliances and equipment</li> </ul>	<p><b>Biological (microbial):</b></p> <ul style="list-style-type: none"> <li>• bacteria</li> <li>• fungi</li> <li>• viruses</li> <li>• parasites</li> </ul>

A **near miss** is the imminent risk or injury, illness or dangerous event. It is an unplanned event that has the potential to cause, but does not actually result in human injury, environmental or equipment damage, or an interruption to normal operation.

**Risk** refers to the likelihood (probability) that a hazard will cause injury or damage, and the consequences (or harm) of the injury or damage that may result.

**Risk management** is a systematic method used to control the risk of incidents resulting from hazards. The aim of risk management is to eliminate the hazard, and minimise the likelihood and severity of incidents, injury or damage resulting from specific activities.

**Controls** are actions or things (i.e. processes or measures) that are put in place to eliminate or minimise the hazard and, hence, the risk.

HPW's hazard and risk management process consists of the following 4 continuous steps:



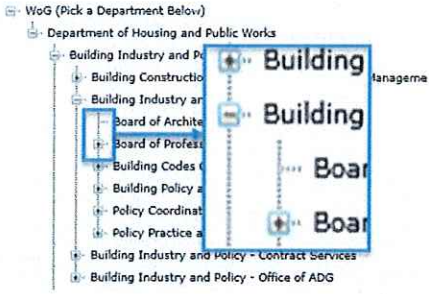


1. **Identify** the hazards
2. **Assess** the risks
3. **Control** the risks
4. **Monitor** and **review**




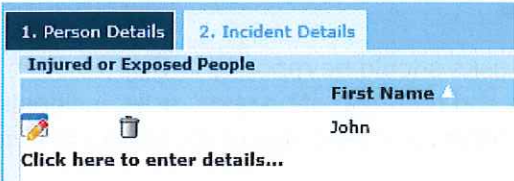




All workplace hazards and risks should be reported in SHE as soon as possible. SHE is a tool to assist the recording, investigation and reporting of hazards, risks, incidents and injuries in the workplace. By following the information prompts and headings of the on-line SHE incident report, all relevant details will be covered.

Reporting the details into SHE allows for appropriate follow up action to be taken to ensure:

- all incidents are investigated
- all hazards are controlled
- there are no recurrences of a similar incident

## 2.2 Navigating SHE

 Pick lists	<p>Picklists must be used where this symbol is displayed, and select from the options in the data tree. You cannot use free text in these fields.</p>
 Data Trees	 <p>Where Data Trees are available, data displays in an expanding format. Click the  next to an item to expand it. Highlight the item you wish to select, and click ok – the selection will display in the field.</p>
 Calendar	<p>Use the calendar to enter the date of the hazard or the incident. You can also use free text to enter this information, using DD/MM/YYYY format.</p>

	<p>Hyperlinks are used to open various windows/screens to add additional information. Clicking the hyperlinks will open a new window, or open fields for entering the information.</p>
	<p>You can attach documents, photos, statements, emails etc to hazards and incidents. The attachments must be saved on your PC before you can attach them.</p>
 Edit	<p>Use to edit or update details in various windows. Using this will only edit the corresponding line of information.</p> 
 Delete	<p>Delete an entry record in either a hazard or an incident. Using this will only delete the corresponding line of information entered.</p>
 Undo	<p>If you edit an item, and need to undo your last action – e.g. selecting a new pick list item – use this button.</p>
 OK	<p>Click when finished editing a field.</p>
 Close window	<p>Not all windows have a 'Save' button. If there is no 'Save' button, clicking the close window is okay – you won't lose any information you have entered.</p>



## 2.3 Reporting a hazard

To report a hazard, you can phone the SHE call centre on **1800 380 531** or enter the information [online](#). You should also advise your manager / supervisor and relevant WHS contact.

To report a hazard, all fields shaded in **maroon** must be completed – these are mandatory fields.


Using the picklists icon  to open the data tree - select the **business unit** where the hazard is located.

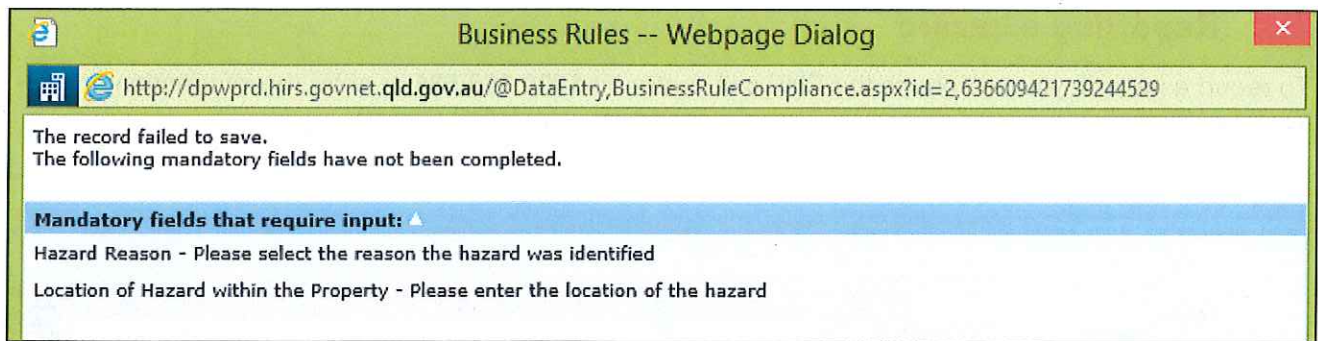
Enter the person reporting the hazard in the following fields: **first name**; **surname**; **email** and **telephone number**. NOTE: it is not mandatory to fill in these fields as a hazard can be reported anonymously.

Enter the **hazard name** and **reason** for the following fields: **brief description**; **reason identified** and a **full description** of the hazard.

Enter the information on the hazard location in the following fields: **property address** of the hazard, **suburb**, and **location of hazard** within the premises.

Were there people exposed to the hazard? If yes, use [Click here to enter details...](#) to open a new field to enter the **employee's name** and any relevant information in the comments.

Attach any documents, photos etc and click . If you have missed completing any mandatory fields, the system will prompt you to complete these. Your hazard report will not save unless all mandatory fields are complete.




Business Rules -- Webpage Dialog

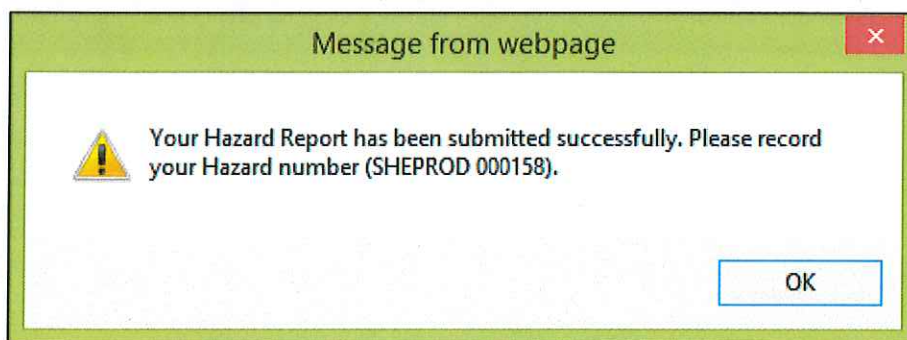
http://dpwprd.hirs.govnet.qld.gov.au/@DataEntry,BusinessRuleCompliance.aspx?id=2,636609421739244529

The record failed to save.  
The following mandatory fields have not been completed.


**Mandatory fields that require input:**

- Hazard Reason - Please select the reason the hazard was identified
- Location of Hazard within the Property - Please enter the location of the hazard

When complete, click  and the system will display a 'success' pop-up screen will appear with the reference number of the hazard.



Message from webpage

 Your Hazard Report has been submitted successfully. Please record your Hazard number (SHEPROD 000158).

OK



## 2.4 Assessing a hazard

Once a hazard has been reported, it will be reviewed and given a Risk Rating by the WHS team, and assigned to someone to assess – usually the business area's manager. The manager (or person assigned) will receive an email notification advising them to assess the hazard, the Risk Rating and the timeframe in which control strategies must be implemented:

You have been assigned to **ASSESS** the following Hazard Report:

SHEPROD 000158

Swipe card access point is not working - door is not secure

Please open the Hazard Report in SHE by clicking [here](#). This has been classified as a Moderate Risk Hazard and you have 14 calendar days to implement control strategies and close this investigation.

If you require assistance please call the SHE call centre on 07 3224 7390.

Your SHE username is [lahnie.woodlock](#)

If you would like to obtain a new password, click [here](#).

### Risk Ratings

Risk Ratings are determined by assessing and understanding the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening. Risk Ratings have the following timeframes for control strategies to be implemented:

- 1, 2 or 3 (low risk): 28 days from assignment date
- 4 or 5 (moderate risk): 14 days from assignment date
- 6 or 7 (high risk): 3 days from assignment date

### Control Strategies

When determining the most suitable controls, you must consider various options and choose the control/s that most effectively eliminates the hazard or minimises the risk in the circumstances. This can be a single control or it could be a combination of different controls that together provide the highest level of protection that is reasonably practicable. When control measures are selected they should:

- adequately control the exposure to risk
- not create another hazard
- allow workers to do their work without undue discomfort or distress
- be relative to the degree and nature of the risk (e.g. high risk and high consequences should have substantial permanent control measures)

Strategy	Comment	Examples of use	Effectiveness
Eliminate the hazards	Removing the hazard at the source. This is the most effective control measure, and involves the removal of the risk (by removing it or changing work processes)	Eliminating a noise hazard by removing the noise source; removal of asbestos	Most effective control

Substitute the hazards with something safer	Replacing the plant or substance with another that has a lower risk	Finding a chemical less hazardous but with same qualities for use	
Isolate the hazard from people	Removing or separating people from the source of the hazard	Electrical isolations so people can work on equipment without the chance of the electrical system starting up (e.g. lock outs)	
Reduce the risks through engineering controls	Changing the physical characteristics of plant or workplace to remove or reduce the risk	Evaluate the use of guarding; machinery modification, change in work processes, moving trolleys	
Reduce exposure to the hazard using administrative actions	Using policies, procedures, signs, training etc to control risk	Review systems of work, work instructions (e.g. two workers to attend all tenant inspections). Risk assessments, SWMS etc.	
Use personal protective equipment (PPE)	Equipment or clothing designed to provide protection to worker	Hi-vis, hardhats, gloves, footwear	Least effective control



**Hazard Report >> Assess a Hazard**

**General**

Report No.: [DPVPR00100136]  
 Incident No.: [ ]  
 Work Order No.: [ ]  
 Date Identified: [24/04/2018]  
 Time Identified: [15:22]  
 Type: [Security]  
 Category: [Security]  
 Reported Date: [24/04/2018]  
 Reported Time: [16:37]

**Person Reporting the Hazard**

First Name: [ ]  
 Surname: [ ]  
 Email: [ ]  
 Telephone No.: [ ]  
 First Name: [ ]  
 Surname: [ ]  
 Email: [ ]

**Hazard Name & Release**

Status: [Open]  
 Date: [24/04/2018]  
 Brief Description: [Badge card access point is not working - door is not secure]  
 Reason Identified: [Identified by Employee]

**A Full Description of the Hazard**

Level 7 is a secured area. Appears that the badge card access reader for the door near the reception area of Level 7 is not working. The work area behind the door is accessible by any person/s.

**Assessment & Control**

Does the hazard still exist? [No]  
 Can the hazard be eliminated immediately? [No]  
 Expected Date hazard will be controlled: [25/04/2018]

**Likelihood**: [3 Unlikely]  
**Consequence**: [2 Major]  
**Risk Rating**: [4 Do something about this risk as soon as possible]  
**Risk Level**: [Moderate Risk]

**Action to Control the Hazard**

Phone call made to Facilities to arrange for reader to be fixed ASAP. Security on Ground Level advised all persons requiring access to Level 7 to be collected from security area. Staff advised to be vigilant, and be aware of their surroundings and person/s in areas.

**Control Strategies**

1. Eliminate the hazard  
 2. Administrative controls

**Select the Control Strategies used to control the hazard**

**Control Strategies and Strategies**

Review the details of the hazard (**Details** tab) – this includes the location of the hazard, as well as details of people exposed to the hazard.

Conduct your assessment / investigation. This includes inspecting the hazard, talking to the people exposed to the hazard and any other parties involved or to be involved in rectifying the hazard.

Enter the details of your investigation in the **Assessment and Control** tab, including any control strategies used to control the hazard.

Define immediate and long term actions to control the hazard in the **Action Plan** tab. Assign actions if needed in the Action Plan tab. Actions can be to check on the progress of any work requested (e.g. from a contractor or another business area), check in with the people exposed to the hazard, and to review the control measures.

After you have created any Actions required, close the hazard by completing the **Conclusion** tab, ensuring you select 'yes' in the **Assessment Status** area. The system will close the hazard, but send prompts for any actions assigned.

## 2.5 Creating an Action (hazard and incident)

Creating an action item allows a hazard or incident to be closed, and avoid the hazard escalating, but also creates a reminder to follow up on the progress of various matters. Actions can be created to check-in with an injured employee, check on progress of any works required to rectify a hazard (e.g. repair signage, arrange training etc) or to review and check on the effectiveness of control measures implemented.

Use the hyperlinks in the Action tab to create and assign actions.



Details	Assessment & Control	Non Conformance Items	Action Plan	Conclusion
Immediate Actions to Control the Hazard and Reduce the Risk			Long term Preventative Actions to Control the Hazard	
Category ▲			Priority	
Click here to enter details...			Click here to enter details...	

Brief Description of Action Required:

**Full Details of Proposed Action To Be Taken**

**Note:** you won't be able to see the incident details in an action item, so it's a good idea to put a brief background in the proposed action field:

## 2.6 Reviewing control measures

After assessing and completing your hazard investigation, you will be prompted via email to review the control strategies you put in place to control the hazard. Click on the link in the email, and use the 'Review' tab to explain whether the hazard has been eliminated, or (if control measures have not been effective and the hazard still remains), enter a new hazard.

**SHE Workflow: Hazard Report - Review Control Strategies**

You are required to review the control strategies put in place for hazard number SHEPROD 000158. You are required to do a physical inspection of the control measures to determine, if they are still in place, effective in controlling the risk and have not created any new hazard. To review the control strategies click [here](#).

<p>SAVE ATTACH DOCUMENTS PRINT Business Units: SHE Production - Test Site</p> <p><b>General</b></p> <p>Report No: SHEPROD 000158</p> <p>Incident No: <input type="text"/></p> <p>Work Order No/Job File: <input type="text"/></p> <p>Date Identified: 24/04/2018</p> <p>Time Identified: 15:23</p> <p>Type: Security</p> <p>Category: Security</p> <p>Reported Date: 24/04/2018</p> <p>Reported Time: 14:37</p>		<p><b>Person Reporting the Hazard</b></p> <p>First Name: <input type="text"/></p> <p>Surname: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Telephone No: <input type="text"/></p> <p><b>Supervisor Details</b></p> <p>First Name: <input type="text"/></p> <p>Surname: <input type="text"/></p> <p>Email: <input type="text"/></p>		<p>Status: Closed</p> <p><b>Hazard Name &amp; Reason</b></p> <p>Brief Description: swipe card access point is not working - door is not secure</p> <p>Reason Identified: Identified by Employee</p> <p><b>A Full Description of the Hazard</b></p> <p>Level 7 is a secured area. Appears that the swipe card access reader for the door near the reception area of Level 7 is not working. The work area behind the door is accessible by any person/s.</p>	
<p>Details Assessment &amp; Control Non Conformance Items Action Plan Conclusion <b>Review</b></p> <p><b>Are Control Strategies Being Used and Have They Been Effective?</b></p> <p>(If the Control Strategies Have Not Been Effective in Controlling the Hazard You MUST Report This as a New Hazard.)</p> <p>Control measures effective. Door swipe access has been fixed. No access for any unauthorised person/s.</p>					

## 2.7 Reporting an incident

To report an incident, you can phone the SHE call centre on 1800 380 531 or enter the information [online](#). You should also advise your manager / supervisor and relevant WHS contact.

The screenshot shows the 'Incident Report >> Report an Incident' web form. Key features and annotations include:

- Annotations:**
  - A box labeled 'Mandatory fields' points to maroon-shaded input fields for 'First Name', 'Surname', 'Email', and 'Telephone No.' in the 'Person Supplying Details' section.
  - A box labeled 'check this box if the injured person is reporting the incident - it will auto-fill fields in "Person Details" pop-up window' points to the 'Same as Injured Person' checkbox.
  - A box labeled 'If a HPW hazard has caused an injury, check this box. It will prompt a hazard to automatically be generated for completion (the hazard needs to be rectified)' points to the 'Hazard Related' checkbox.
  - A box labeled 'Pick lists' points to a dropdown menu for 'Business Unit'.
  - A box labeled 'Click here to enter details...' points to a link in the 'Injured or Exposed People' section.
- Form Sections:**
  - Incident Info:** Incident No., Incident Date/Time, Type, Category, Incident Occurred, Report Date/Time, Brief Description, Incident Classification, Work Order No./Job File.
  - Person Supplying Details:** First Name, Surname, Email, Telephone No., Mobile No.
  - Supervisor Details:** First Name, Surname, Email, Telephone No., Mobile No.
  - Incident Location:** Physical Address where Incident occurred, Suburb, Physical Location.
  - Injured or Exposed People:** Section for adding details of other people involved.

To report an incident, all fields shaded in **maroon** must be completed – these are mandatory fields.

Using the picklists icon  to open the data tree - select the **business unit** where the **employee works**.

Enter the person reporting the incident in the following fields: **first name**; **surname**; **email** and **telephone number**. NOTE: completing the email field will send a copy of the incident report to that email address.

Complete the incident **type**, where the **incident occurred**, and a **brief description**.

Enter the location information of where the incident occurred in the following fields: **property address** of the incident, **suburb**, and **location of hazard** within the premises.

If the injured person is the same as the person who is supplying the details, click ☐ Same as Injured Person. This will open a new window, with their personal details auto-completed. Enter the person's account of the incident and other personal details, such as **payroll number**, **date of birth**, **occupation** etc. When completed, ensure you open and complete the 'Treatment' tab.

Use [Click here to enter details...](#) to add other people involved in the incident (e.g. exposure to asbestos, unacceptable behaviour from a client etc). You will need to complete this section for each individual separately.



The screenshot shows the 'Report an Incident' form. Annotations include:

- auto-completed fields**: Points to the 'First Name' field in the 'Injured or Exposed People' section.
- ensure you complete the Treatment tab**: Points to the 'Treatment' tab in the 'Details' section.

The form includes sections for 'Person Supplying Details', 'Contact Details', 'Injured Person's Account of the Incident', and 'Injured or Exposed People'.


## Treatment tab:



The screenshot shows the 'Treatment' tab. Annotations include:


- Pick lists**: Points to the dropdown menus for 'Did you or do you intend to leave work?' and 'Nature of Injury'.
- Step 1 - click to open then enter injury details**: Points to the 'Bodily Location' dropdown menu.

The form includes fields for 'First Name', 'Surname', 'Treatment', 'Treatment Date/Time', 'Bodily Location', and 'Nature of Injury'.



Use  for each bodily location that is affected. A separate line is required for each body part.

If you would like to attach documents, photos or scanned items, click the  button (top left of screen). Click  on the pop-up screen, and browse your PC to select the items you want to attach.

When finished, click . If you have missed completing any mandatory fields, the system will prompt you to complete these. Your incident report will not save unless all mandatory fields are complete.

## 2.8 Investigating an incident

If you have been assigned to investigate an incident, you will receive an automatic email from the system:

**SHE Workflow: Incident Report - Investigation**

You have been assigned to **INVESTIGATE** the following Incident Report:

**SHEPROD 000187**  
**Sprained shoulder**  
 Please open the Incident Report in SHE by clicking [here](#).  
 This has been accessed as a Class C Incident and you have 7 calendar days to close this investigation.  
 If you require assistance please call the SHE call centre on 07 3224 7390.

Your SHE username is **lahnie.woodlock**  
 If you would like to obtain a new password, click [here](#).

Incidents must be investigated and completed within the following timeframes:

- Class A incidents: within **4 weeks** from the classification date
- Class B incidents: within **2 weeks** from the classification date
- Class C incidents: within **1 week** from the classification date

Click on the link in the email, and log into SHE. The following screen will appear. Follow the questions in each field, and enter the relevant information.



If you need to assign an action, you will need to do so before closing the incident investigation. On the Action Tab (Tab 5), click on [Click here to enter details...](#) and use the prompts to enter the action details, a due date for the action/s to be completed, and assign the actions to a person.

If there are several actions, or different persons to complete different actions, you will need to complete separate entries for each.

Remember, you won't be able to see the incident background within the Action item (unless you put that information in there) – a brief overview of the incident is always a good prompt.

The screenshot shows the 'Incident Report >> Investigate an Incident' interface. The 'Action Tab' is selected, and a 'Webpage Dialog' is open for entering action details. The dialog includes the following fields:

- Date Assigned: 04/02/2018
- Due Date: 06/05/2018
- Status: Open
- Assigned By: Woodcock, Lahnia
- Assigned To: Woodcock, Lahnia

A text box in the center of the dialog prompts the user to 'Enter action details, and assign a due date and a person to complete the action'. The background shows the incident details for Incident No. SHEPROD 000187, including the incident date, time, type, category, and location.

When you have completed entering the relevant information, you will need to complete the Conclusion tab, including a summary of your investigation. This can include a text summary, attaching photos or documents, and completing the outcome of your investigation.

There are a number of options for the 'Outcome' field, and your selection should reflect the outcome **at the time you complete the field**. If you have any questions as to what to select, call the SHE Call Centre on 1800 380 531 or talk to your WHS Advisor.



**Incident Report >> Investigate an Incident**

Business Unit: SHE Production - Test Site

Incident No: SHEPROD 000187 Status: Open 03/05/2018

Incident Date/Time: 03/05/2018 12:32

Type: Muscular stress (sprains and strains)

Category: Injury

Incident Occurred: 03/05/2018 11:30

Report Date/Time: 03/05/2018 11:30

Brief Description: Sprained shoulder

Incident Classification: Clean C

Work Order No/Job File: Clean C

**Personnel Details**

Personnel: John Jones

First Name: John Last Name: Jones

Sumame: Jones

Email: john.jones@gmail.co

Telephone No: 0400 000 000

Supervisor Details

First Name: Robert Last Name: Brown

Sumame: Brown

Occupation: Supervisor

Email: robert.brown@gmail.com.au

Telephone No: 00001234

Mobile No: 0400 000 001

**Conclusion**

Date: 04/05/2018

Outcome: Report Only or Minor Injury

Do you want to close the incident report? Yes

**Summary of Investigation/Steps to be taken to prevent recurrence**

Epoke with John re incident. John was lifting a box into the storage area and felt a twinge in his left shoulder. He reports it has been sore ever since, and will be going to see his doctor this afternoon. John has no previous history of shoulder issues. Box of records was not too heavy (e.g. okay for a one person lift). John was trying to put the box on the second shelf in the storage area. Will check in with John re doctor's advice. May need to arrange an Occ Therapist to do an ergonomic assessment.

Epoke to Robert about arranging Manual Handling Training refresher for all staff.

You are connected to DFWPREGSQL/DFWPRO SHE Version 12.16.3.26

Help and Support

To close the incident, you need to select 'Yes', and you will not be able to reopen the incident. If further information needs to be added to the incident, please call the SHE Call Centre on 1800 380 531 or talk to your WHS Advisor who will be able to assist.

## Causal and Contributing Factors

When investigating incidents, identify all relevant causal and contributing factors. The identification of the causal factor will help the investigator identify and implement actions that will address the causal factor, which will result in decreasing the likelihood of the incident occurring again.

**Causal Factor definition:** Typically, a causal factor is defined as any issue or element associated with the incident that, if corrected, could have prevented the incident from occurring or would have significantly mitigated its consequences. It could also be a barrier or safeguard that was either not in place or was in place, but was ineffective at preventing the incident

**Contributing Factor definition:** A condition that may have contributed to an accident or event or worsened its consequence (e.g. inadequate lighting in a situation where a person is using machinery and an injury occurs – inadequate lighting was a contributing factor).

## Privacy and personal information

HPW collects personal information relating to work health, safety and wellbeing, including in the SHE system, for the purpose of recording work-related incidents and hazards and discharging obligations under the WHS Act.

Personal information of employees, contractors, agency staff and/or students gaining work experience may be disclosed to authorised personnel in the course of responding to work-related incidents and hazards and discharging obligations under the WHS Act. Such personal information will not be disclosed to other third parties, without the consent of the individual concerned, unless authorised or required by law.

Personal information which is collected in the course of discharging obligations under the [Work Health and Safety Act 2011](#) is to be managed in accordance with the principles outlined in the [Information Privacy Act 2009 \(Qld\)](#).



## Frequently Asked Questions

### Escalations – How long do I have to investigate?

#### Incidents

Class A: within 28 days from when it is assigned to you

Class B: within 14 days from the assigned date

Class C: within 7 days from the assigned date

#### Hazard

Risk Rating 1, 2 or 3 (High Risk): within 3 days from when it is assigned to you;

Risk Rating 4 or 5 (Moderate Risk): within 14 days from assigned date;

Risk Rating 6 or 7 (Low Risk): within 28 days from assigned date;

Review Control Strategies: within 3 days of receiving the email.

Please note: The above is based on **calendar days**. This does **not** take in consideration weekends or public holidays.

### Can I extend my investigation time from to stop any escalations?

The investigation time cannot be extended, however you can create an action item to complete any further information required and close the investigation by completing the conclusion tab. Please remember, the action item will not incorporate any details from the incident/hazard. You will need to include this information into the action item on creation e.g. address/location; details of what has occurred, etc.

### How do I stop an action item from escalating?

If you haven't been able to complete the assigned task (due to unforeseen delays etc), you can change the due date in the action item. This will suspend any pending escalations and enable you to complete the required task. Action items are reviewed regularly, and due dates are required to be reasonable timeframes.

### If I have completed the investigation of the Hazard, why do I get another email 28 days later?

The email is a reminder to review the control strategies you put in place to control the hazard when you investigated it. This is to ensure that the control strategies have been effective.

### How much information do I need to enter into an investigation? Is it just the basics or do I need to enter more?

This depends on the incident/hazard – some are very simple and straightforward, while others will require more information. The more details you enter the better, in case the matter needs to be referred to at a later date.

### If the person assigned to investigate an incident or hazard is on leave, and the Incident/Hazard is going to escalate what should I do?

Call the SHE Call Centre on 1800 380 531 – the investigation can be reassigned to the relevant replacement if someone is on leave.



**I have received a PDF but I can't access SHE?**

The PDF is a notification only. At this stage you are not required to complete anything further. The injured worker has entered your details as their supervisor.

**I have forgotten my username and password, what do I do?**

Ring the SHE Call Centre on 1800 380 531 to reset your password or provide details of your username. Alternatively, email the SHE helpdesk on [COR-HR-SHE-HelpandSupport@hpw.qld.gov.au](mailto:COR-HR-SHE-HelpandSupport@hpw.qld.gov.au)

**I go to log into SHE and it says I still have a session running and won't let me log in?**

Ensure that all internet explorer windows are closed, and call the SHE Call Centre on 1800 380 531.

**Timing out, SHE has timed out?**

The SHE system has been set to allow users 20 minutes per session. This includes for reporting and investigating incidents and hazards, and actions etc.

If you are reporting a hazard or an incident, and you think it will take more than 20 minutes (especially if it is a complex matter), we suggest typing the information into a Word document, and either copying and pasting the information into the system.

If you are entering your investigation information, we suggest saving the data when you get close to the 20 minute mark (if applicable), and then logging in again and continuing.

**It takes so long to complete this?**

To cut down on the time it may take you to complete an investigation, we suggest having the injured worker assist you in completing the investigation (either talking to them on the phone or sitting next to you).

**Escalations – I entered an incident/hazard on Friday afternoon and it escalated on Monday – that's not three (3) days – why did it escalate?**

The escalations work on calendar days, not workdays. Therefore, the SHE system will automatically start to send escalation notifications at midnight Sunday.

**A worker injured themselves at home over the weekend. Does this need to be entered into SHE?**

You don't have to, but you can enter this as an incident in SHE if you wish – also check that the employee is okay with it too. Sometimes an accident that happens at home can affect a person's ability to perform their work. When entering the incident, ensure that you select "At home" in the Incident Occurred field.

For further assistance, please contact your Safety Advisor for your business area or the SHE Call Centre on 1800 380 531.

## Guide to investigating incidents / hazards

Investigating an incident or hazard is not to find or lay blame – it is to identify the underlying cause and contributing factors, and to prevent it from occurring again.

- Ensure your investigation is based on fact, not assumptions
- Look for the root causes: don't simply just record the steps of the event. Even the most straight forward incident usually has more than one cause. Ensure that the outcomes of your investigation address the cause and are actioned ASAP.
- Incidents that involve no injury or property damage should still be investigated to determine the hazards that should be corrected. The same principles apply to the investigation of a minor incident and those of a serious event.

### 1. Identifying the cause/s

- Review the incident / hazard site. You may want to take photos and attach to the incident / hazard.
- Use the below prompts to assist in identifying any causes or contributing factors:

#### People

- Was the person distracted?
- How was the person feeling at the time? Were they tired, bored, not paying attention?
- Was the person confident doing the task?
- What training is required to do the task? Were they adequately trained?
- What other factors may have impacted on the situation?

#### Task

- Is there a written procedure / process for the task?
- Is the procedure current / relevant? Does it need to be reviewed?
- Was the person aware of the procedure?
- Was the person trained adequately in the procedure?
- Was the task performed in the safest way? Is there a safer way to do it?
- Was a risk assessment done for the task?
- Had the conditions changed to make the task unsafe?
- Were the appropriate tools and materials available for the task? Were they used?

#### Material

- Was there an equipment failure? What caused the failure?
- Were the right tools used for the task?
- Were hazardous substances involved? Were they clearly identified?
- Was there a less hazardous substance available to be used?
- What were the plant, equipment and/or other items or substances being used?
- Were they operated in accordance with the relevant procedures?
- Was the raw material substandard in some way?

#### Environment

The situation at the time of the incident may be important, and may have contributed to the incident.



- What were the weather conditions like?
- Was poor housekeeping a factor?
- Was it too hot or too cold?
- Was there adequate lighting?
- Were toxic or hazardous gases, dust or fumes present?

#### PPE

- What PPE was available for use?
  - If yes, was the PPE used correctly? e.g. was it correctly fitted?
  - If no, should PPE have been used
- Was training provided on the correct use of PPE?
- When was the last inspection or maintenance performed? Was it adequate / did the PPE pass?
- Were safety devices working properly?

#### Management

- Was there adequate supervision for the task being performed?
- Were persons involved aware of their respective roles and responsibilities?
- Were all safety rules communicated and understood by employees? e.g. induction
  - Is there training records of this?
- Were written procedures available? Were they being adhered to?
- Had the hazard/s been previously identified?
  - Did the previous control measures adequately address the hazard?
- Was regular maintenance of equipment carried out?
- Were regular safety inspections / audits carried out?

## 2. Develop and implement a plan for corrective action

To prevent the incident or hazard happening again, you need to find all possible answers to give you the corrective actions required. Work back from the moment the incident happened or the hazard was identified and list possible causes at each step.

Recommendations for corrective actions need to be made to prevent the incident from occurring again. They need to be specific, constructive, identify the root causes and contributing factors.

e.g. an incident occurred as someone was walking around the corner in a hallway. You determine that the blind corner contributed to the incident occurring. Rather than simply recommending 'eliminate blind corners', the constructive recommendation is:

- install mirrors at the northwest corner of building [location] – this is a specific action to the incident
- review work environments and install mirrors at blind corners throughout work areas – this is a general action to avoid any further incidents.

## 3. Review the effectiveness of the corrective action taken

This is a critical step to ensure that the control measures put in place have been effective in eliminating the hazard. Reviewing control measures also allows if any further actions need to be taken.



