

Purpose and Scope	
Access4u is committed to providing a safe and healthy environment for staff, volunteers, visitors, and clients. It will provide a workplace which is safe for all and will comply with all Work Health & Safety legislation and regulations. As part of this, the organisation will actively manage hazards in the workplace and will adhere to WorkSafe SA legislation and guidance.	
Responsibilities and delegations	
This procedure applies to	Governing Body. Staff and Volunteers
Specific responsibilities	<p><b>The Board</b> – Responsible for ensuring effective governance mechanisms are in place.</p> <p><b>The CEO and Managers</b> – Eliminate risks in the workplace, or if that is not reasonably practicable, minimise the risks so far as is reasonably practicable. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations.</p> <p><b>Staff</b> – Have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of other persons.</p> <p>Responsible for adherence to this and related policies, procedures and forms that support this policy.</p>
Policy approval	CEO
Policy context – this policy relates to:	
Standards	National Disability Insurance Scheme Quality and Safeguarding Framework
Legislation	<ul style="list-style-type: none"> <li>• Work Health and Safety Act 2012 (SA)</li> <li>• Work Health and Safety Regulations 2012 (SA)</li> </ul>
Contractual obligations	NDIS Code of Conduct
Organisation policies and procedures	<a href="#">Access4u Policy Workplace Health and Safety</a> <a href="#">A4u policy staff critical incidents</a> <a href="#">A4u Policy Hazards</a>
Forms, record keeping, other documents	<a href="#">Access4u - Incident Report TEMPLATE</a> <a href="#">A4u Form hazard report form</a>

## What is a Safe Work Notifiable Incident?

A **safe work notifiable incident** is an event that occurs in a workplace due to the conduct of a business or undertaking and involves **the death of a person, a serious injury or illness, or a dangerous incident**. These incidents must be immediately reported to the relevant work health and safety regulator to ensure the incident site is preserved and the incident can be investigated.

## Categories of notifiable incidents

**Death of a person:** The death of any person, including a worker, contractor, or member of the public, at a workplace.

**Serious injury or illness:** Any work-related injury or illness that requires certain medical treatment, such as the suturing of a wound, fracture treatment, or a serious burn. This does not include diagnostic procedures, observation, counselling, or first aid.

**Dangerous incident:** Any incident that exposes a person to a serious risk to their health or safety, even if no one was injured, i.e. near misses. Examples include:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled escape of a pressurised substance
- electric shocks (minor shock resulting from direct contact with exposed live electrical parts (other than 'extra low voltage') including shock from capacitive discharge)
- the fall or release from a height of any plant, substance or thing
- the collapse or partial collapse of a structure

## Incidents that are NOT notifiable

An incident is not notifiable just because it happens at or near a workplace. Incidents may happen for reasons which do not have anything to do with work or the conduct of the business or undertaking, for example:

- a worker or another person suffers a heart attack while at work which is unrelated to work or the conduct of the business or undertaking
- a person driving to work is injured in a car accident (where driving is not part of their work)
- a person with epilepsy has a seizure at work.

These kinds of incidents are not notifiable.

## Can work continue where the incident occurred?

An incident site must not be disturbed until an inspector arrives at the site or directs otherwise (whichever is earlier). The person with management or control of the workplace is responsible for preserving the incident site, so far as is reasonably practicable.

Any evidence that may assist an inspector to determine the cause of the incident must be preserved—including any plant, substance, structure or thing associated with the incident.

However, preserving an incident site does not prevent any action needed:

- to assist an injured person
- to remove a deceased person
- to make the site safe or to minimise the risk of a further notifiable incident, or
- to facilitate a police investigation.

The sooner the regulator is notified, the sooner the site can be released.

## When and how to notify

You must notify Safe Work SA immediately after becoming aware of a 'notifiable incident'.

The notice must be given by the fastest possible means—which could be by telephone or in writing, for example by email or online: **1800 777 209 | [safework.sa.gov.au](https://safework.sa.gov.au)**

Ensure Safe Work SA becomes aware of the notifiable incident once your supervisor/s or manager/s becomes aware of the incident. For example, when a worker suffers a serious injury and reports it to their immediate supervisor, it is at this point that the Safe Work SA should also become aware of the incident.

What information will be requested:

- What happened (an overview)
- When and where the incident occurred
- Who it happened to
- How and where they are being treated (if applicable)
- Who is the person conducting the business or undertaking – ABN/legal and trading name
- What has/is being done
- Who is notifying

Notify immediately, and provide the information you can, even if you do not have all of the required information.

## Record keeping requirements

Records of notifiable incidents must be kept for at least five years from the date of notification.

Penalties apply for failing to do so.

It is useful to keep a record of having made the notification (e.g. confirmation from the Safe Work SA), and also any directions or authorisations given by an inspector at the time of notification.

## Other Considerations

Failing to report a 'notifiable incident' is an offence and penalties apply.

'Notifiable incidents' may relate to any person—whether an employee, contractor or member of the public.

**If you need more information, please visit the [Safe Work Fact Sheet](#) or call Safe Work SA on 1800 777 209.**