

# INCIDENT CLASSIFICATION DIFFERENTLY

## An alternative approach

**myosh**<sup>®</sup>

HSEQ Management Software

Webinar, March 2020

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INVESTIGATIONS  
**DIFFERENTLY**





“I would classify it as a high severity incident as it could of lead to a fatality.”

“Significant Incident for me. “

“This is property damage with an actual classification of a near miss with potential of a fatal. “

“Significant incident as the consequence is potential for loss of life and actual asset damage.”

“Significant as an ICAM has to be done no matter.”

“Treat the incident as catastrophic because it could have been a casualty. “

“But's just property damage.”

*“One possible, but surprising outcome of normal work that is worth understanding.”*



“I would classify it as a high severity incident as it could of lead to a fatality.”

“Significant Incident for me. “

“This is property damage with an actual classification of a near miss with potential of a fatal. “

“Significant incident as the consequence is potential for loss of life and actual asset damage.”

“Significant as an ICAM has to be done no matter.”

“Treat the incident as catastrophic because it could have been a casualty. “

“But's just property damage.”

*“Very interesting, regardless of the classification there is much to learn.”*



- Operator ascending truck ladder when the hand rail failed.
- Operator fell approximately 1 to 1.5 metres to the ground.
- Sustained arm and leg fractures.

## Lost Time Injury



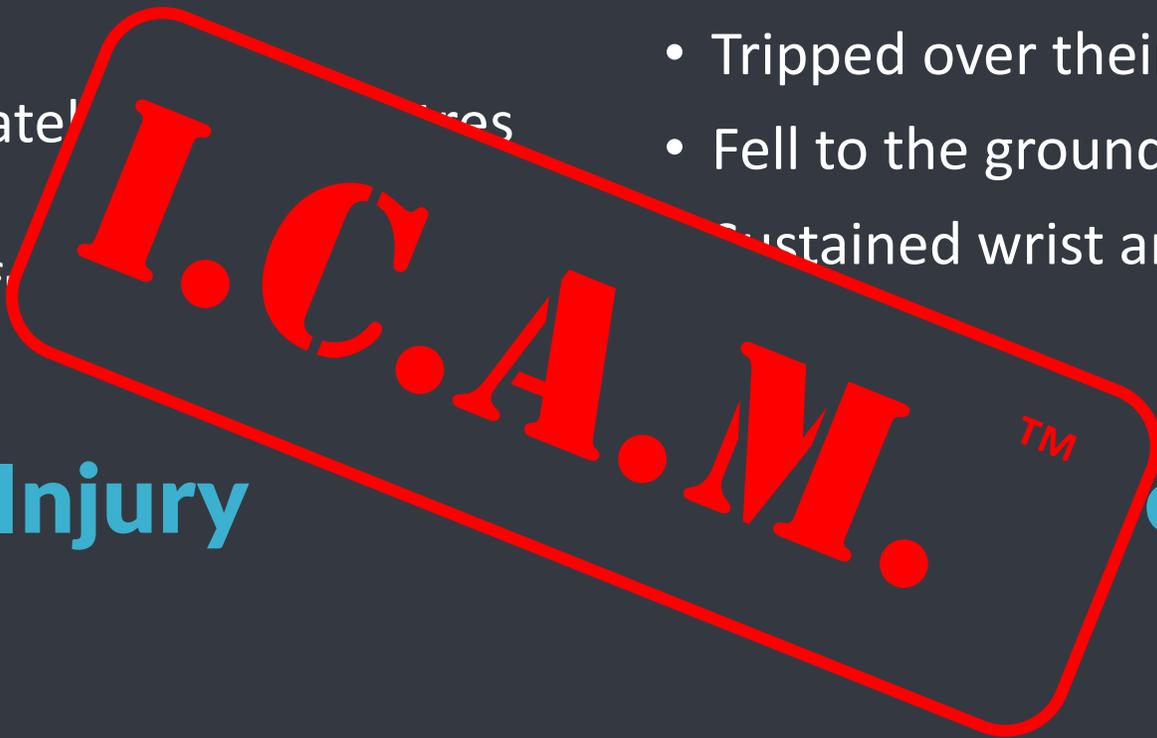
- Operator walking along a platform.
- Tripped over their own feet.
- Fell to the ground.
- Sustained wrist and rib fractures.

## Medically Treated Injury



- Operator ascending truck ladder when the hand rail failed.
- Operator fell approximately 15 feet to the ground.
- Sustained arm and leg fractures.

- Operator walking along a platform.
- Tripped over their own feet.
- Fell to the ground.
- Sustained wrist and rib fractures.



**Lost Time Injury**

**Created Injury**





# CURRENT APPROACH

## Actual – Consequence based

- First Aid
- Medical Treatment
- Restricted Work Injury
- Lost Time Injury
- Fatality

## ISSUES

- Broad definitions with little value.
- Classification more important than patient care.
- Statistical manipulation.
- Under reporting.
- High frequency – low consequence events.
- Poorly based safety interventions.

| Likelihood         | Consequence  |              |              |                 |                 |
|--------------------|--------------|--------------|--------------|-----------------|-----------------|
|                    | 1 - Minor    | 2 - Moderate | 3 - Serious  | 4 - Major       | 5 - Critical    |
| A - Almost Certain | Medium<br>11 | High<br>16   | High<br>20   | Very High<br>23 | Very High<br>25 |
| B - Likely         | Medium<br>7  | Medium<br>12 | High<br>17   | High<br>21      | Very High<br>24 |
| C - Possible       | Low<br>4     | Medium<br>8  | Medium<br>13 | High<br>18      | High<br>22      |
| D - Unlikely       | Low<br>2     | Low<br>5     | Medium<br>9  | Medium<br>14    | High<br>19      |
| E - Rare           | Low<br>1     | Low<br>3     | Low<br>6     | Medium<br>10    | High<br>15      |

# CURRENT APPROACH

## Potential – Risk based

- Maximum reasonable consequence
- Plausible
- Worst case scenario
- Near miss
- Significant Potential

## ISSUES

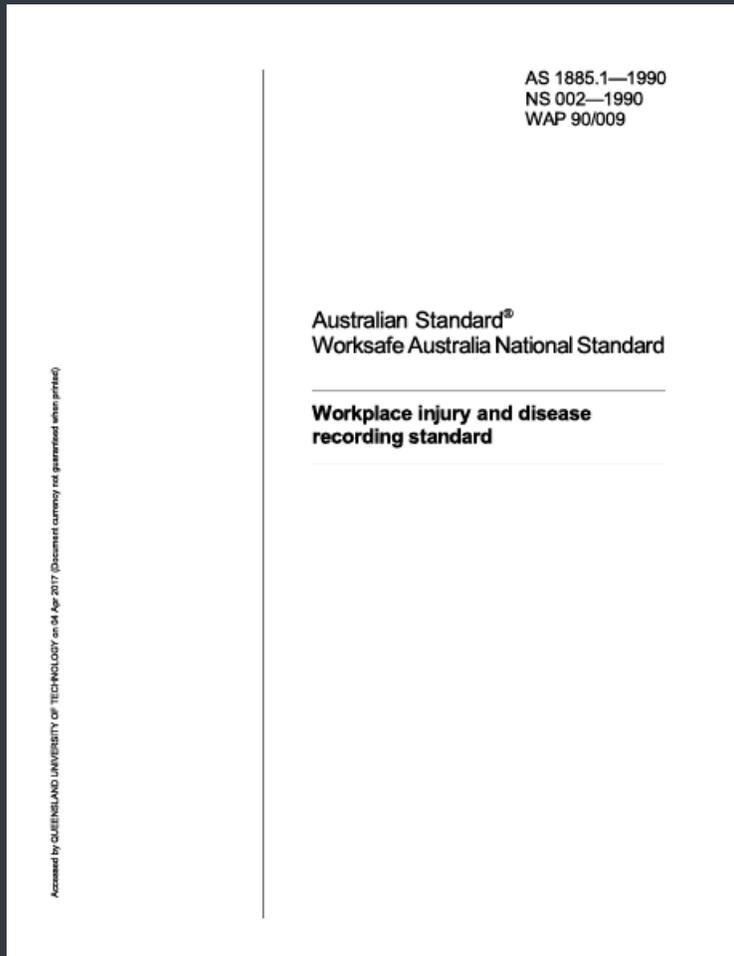
- Poorly understood and applied.
- Over classification.
- Unsustainable work loads.
- Poor investigation outcomes.
- Ineffective actions.
- More clutter. (Procedures, admin.)

# WHY?

- Zero Harm?
- Drive for metrics?
- Contractor obligation?
- OSHA?
- Copying what other organisations do?
- Need to measure?
- A desire to produce something?
- Legal/Regulatory requirement?



# WHAT DOES EXIST



## Workplace Injury and Disease recording standard – AS 1885.1-1990

Provides definitions for:

- Lost-time injury/disease.  
(Those occurrences that resulted in a fatality, permanent disability or time lost from work of one day/shift or more.)
- No lost-time injury/disease.
- Near misses.
- Commuting injuries.

Does not provide definitions for;

- First aid injury.
- Medically treated injury.
- Restricted work injury.

# OTHER REPORTING GUIDANCE



FSC Online WHS Report Guide - May 2018



OSHA Injury and Illness  
Recordkeeping and Reporting  
Requirements – (U.S.A.)

# STATUTORY REQUIREMENT

## Model Work Health and Safety Bill (9 December 2019)

### Section 35 What is a notifiable incident

In this Act, notifiable incident means—

- (a) the death of a person; or
- (b) a serious injury or illness of a person; or
- (c) a dangerous incident.

#### Model Work Health and Safety Bill

as at 9 December 2019

As released by Safe Work Australia

Published by the Parliamentary Counsel's  
Committee

This is a consolidated version of the *Model Work Health and Safety Bill*. This Bill is a national model law and is intended to provide the basis for nationally consistent work health and safety laws. This Bill does not, by itself, have any legal effect.

# What is a serious injury or illness?

## 36 What is a *serious injury or illness*

In this Part, *serious injury or illness* of a person means an injury or illness requiring the person to have:

- (a) immediate treatment as an in-patient in a hospital; or
- (b) immediate treatment for:
  - (i) the amputation of any part of his or her body; or
  - (ii) a serious head injury; or
  - (iii) a serious eye injury; or
  - (iv) a serious burn; or
  - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping); or
  - (vi) a spinal injury; or
  - (vii) the loss of a bodily function; or
  - (viii) serious lacerations; or
- (c) medical treatment within 48 hours of exposure to a substance,

and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

In this part, serious injury or illness of a person means an injury or illness requiring the person to have—

- (a) immediate treatment as an in-patient in a hospital; or
- (b) Immediate treatment for—
  - (i) The amputation of any part of his or her body; or
  - (ii) a serious head injury; or
  - (iii) a serious eye injury; or
  - (iv) a serious burn; or
  - (v) the separation of his or her skin from an underlying tissue (for example, degloving or scalping); or
  - (vi) a spinal injury; or
  - (vii) the loss of a bodily function; or
  - (viii) serious lacerations; or
- (c) medical treatment within 48 hours of exposure to a substance

# What is a dangerous incident?

## 37 What is a *dangerous incident*

In this Part, a *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- (a) an uncontrolled escape, spillage or leakage of a substance; or
- (b) an uncontrolled implosion, explosion or fire; or
- (c) an uncontrolled escape of gas or steam; or
- (d) an uncontrolled escape of a pressurised substance; or
- (e) electric shock; or
- (f) the fall or release from a height of any plant, substance or thing; or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- (l) any other event prescribed by the regulations,

but does not include an incident of a prescribed kind.

Means an incident in relation to a workplace that exposes a worker or any other person to a **serious risk to a person's health or safety emanating from an immediate or imminent exposure** to—

- (a) an uncontrolled escape, spillage or leakage of a substance; or
- (b) an uncontrolled implosion, explosion or fire; or
- (c) An uncontrolled escape of gas or steam; or
- (d) an uncontrolled escape of a pressurised substance; or
- (e) Electric shock; or
- (f) the fall or release from a height of any plant, substance or thing; or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- (j) The inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- (l) any other event prescribed under a regulation;

# SAFE WORK AUSTRALIA



Revised version – November 2015

## INFORMATION SHEET— INCIDENT NOTIFICATION

This information sheet provides general guidance on mandatory reporting requirements for 'notifiable incidents' under Work Health and Safety (WHS) legislation.

Businesses and undertakings must notify their work health and safety regulator of certain 'notifiable incidents' at work. This information sheet will help you decide when you need to notify the regulator of a work-related death, injury, illness or dangerous incident.

Work health and safety regulators are committed to preventing work-related deaths and injuries. Notifying the regulator of 'notifiable incidents' can help identify causes of incidents and prevent similar incidents at your workplace and other workplaces.

The WHS law requires:

- a 'notifiable incident' to be reported to the regulator immediately after becoming aware it has happened
- if the regulator asks—written notification within 48 hours of the request, and
- the incident site to be preserved until an inspector arrives or directs otherwise (subject to some exceptions).

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

### What is a 'notifiable incident'?

A 'notifiable incident' is:

- the death of a person
- a 'serious injury or illness', or
- a 'dangerous incident'

arising out of the conduct of a business or undertaking at a workplace.

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

### Serious injury or illness

Only the most serious health or safety incidents are notifiable, and only if they are work-related. They trigger requirements to preserve the incident site pending further direction from the regulator.

Serious injury or illness must be notified if the person requires any of the types of treatment in the following table:



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978-1-79028-466-4 [DOCX]



| Types of treatment  | Example   |
|---|---|
| Immediate treatment as an in-patient in a hospital  | Admission into a hospital as an in-patient for any duration, even if the stay is not overnight or longer.<br><b>It does not include:</b> <ul style="list-style-type: none"> <li>• Out-patient treatment provided by the emergency section of a hospital (i.e. not requiring admission as an in-patient)</li> <li>• Admission for corrective surgery which does not immediately follow the injury (e.g. to fix a fractured nose).</li> </ul>           |
| Immediate treatment for the amputation of any part of the body  | Amputation of a limb such as arm or leg, body part such as hand, foot or the tip of a finger, toe, nose or ear.   |
| Immediate treatment for a serious head injury   | <ul style="list-style-type: none"> <li>• Fractured skull, loss of consciousness, blood clot or bleeding in the brain, damage to the skull to the extent that it is likely to affect organ/face function.</li> <li>• Head injuries resulting in temporary or permanent amnesia.</li> </ul> <b>It does not include:</b><br>A bump to the head resulting in a minor contusion or headache.   |
| Immediate treatment for a serious eye injury  | <ul style="list-style-type: none"> <li>• Injury that results in or is likely to result in the loss of the eye or total or partial loss of vision.</li> <li>• Injury that involves an object penetrating the eye (for example metal fragment, wood chip).</li> <li>• Exposure of the eye to a substance which poses a risk of serious eye damage.</li> </ul> <b>It does not include:</b><br>Eye exposure to a substance that merely causes irritation. |
| Immediate treatment for a serious burn  | A burn requiring intensive care or critical care which could require compression garment or a skin graft.<br><b>It does not include:</b><br>A burn that merely requires washing the wound and applying a dressing.  |
| Immediate treatment for the separation of skin from an underlying tissue (such as de-gloving or scalping) | Separation of skin from an underlying tissue such that tendon, bone or muscles are exposed (de-gloving or scalping).<br><b>It does not include:</b><br>Minor lacerations.   |
| Immediate treatment for a   | Saved to this PC<br>the cervical, thoracic, lumbar or sacral vertebrae including the spinal cord.<br><br><b>It does not include:</b><br>Acute back strain.  |

Information Sheet: Incident Notification

November 2015

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# THE ALTERNATIVE

Two injury definitions:

- Serious Injury/Illness as per the relevant state WHS legislation .
- Non-serious injury (All other injuries).

Near miss definition:

- As per the Dangerous Incident definition as per the relevant state WHS legislation.

# INVESTIGATION TRIGGERS

Criteria for a high level investigation (Blueline™, Learning Teams, ICAM™, TapRoot™ etc.)

- Serious Injury/Illness or Dangerous Incident, AND
- The event provides an opportunity for organisational learning.

Additionally,

A Manager, in consultation with stakeholders may elect to utilise a high level investigation if a determination is made that there is an opportunity for organisational learning.



- Operator ascending truck ladder when the hand rail failed.
- Operator fell approximately 1 to 1.5 metres to the ground.
- Sustained arm and leg fractures.

## Serious Injury



- Operator walking along a platform.
- Tripped over their own feet.
- Fell to the ground.
- Sustained wrist and rib fractures.

## Serious Injury



- Operator leaning truck ladder when the hand rail was not secured
- Operator was 1.5 metres from the edge of the platform
- Sustained arm and hand injury

**LEARNING OPPORTUNITY**

**Serious Injury**

- Operator walking along a platform.
- Tripped over a 100mm gap in feet.
- Fell 1.5 metres from the platform
- Sustained arm and hand injury

**NO LEARNING OPPORTUNITY**

**Serious Injury**





## Benefits:

- Focus on the injured person.
- Improved investigations outcomes.
- Less safety clutter.
- Reduced barriers to learning.

## Challenges

- Discomfort from leaders.
- How we have always done it.
- That's what the client wants.
- How do we measure?



...is the difference between fixing the right things the first time or fixing the wrong things aggressively and often.

*Conklin, 2018*





Visit our website to download a copy of  
this presentation

# THANK YOU.

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