

# MANAGING HSW HAZARDS AND INCIDENTS STANDARD

## SCOPE

This Procedure relates to all activities under the management and control of Monash University in Australia and applies to all affected workers; including staff, students, contractors and visitors.

For the purpose of this procedure, references to 'Monash' relate to activity at Monash University Australia. This procedure does not apply to Monash University Malaysia, please refer to [Managing OHS Hazards and Incidents Schedule - Monash Malaysia](#).

## PROCEDURE STATEMENT

The purpose of this procedure is to ensure all requirements associated with identifying and responding to hazards and incidents that occur as a result of Monash University activities are followed.

### 1. Abbreviations

<b>BPD</b>	Buildings & Property Division
<b>CHSO</b>	Chief Health & Safety Officer
<b>HSR</b>	Health and Safety Representative
<b>HSW</b>	Health Safety & Wellbeing (Australia)
<b>MUOHSC</b>	Monash University Occupational Health and Safety Committee
<b>SARAH/SARAH+</b>	Computer software with the title acronym "Safety and Risk Analysis Hub" It is the repository for all hazard and incident reports for Monash.

### 2. Reporting a Hazard or Incident

- 2.1 All staff, students, contractors and visitors at Monash have a responsibility to speak up on Health, Safety or Wellbeing concerns. They must ensure they report hazards and incidents into the Safety and Risk Analysis Hub (SARAH) system **as soon as possible, preferably before the end of the shift**, and no later than within one working day.
- Note:** Where there is an immediate risk of harm (Code RED), the Monash Health Safety & Wellbeing team (HSW) must be contacted as per 2.4.
- 2.2 **Building and Property related matters** should firstly be reported via [Access BPD](#). These include matters related to cleaning, furniture, grounds, lighting or power, general maintenance, plumbing or waste. For urgent matters, contact the BPD Helpdesk directly on (03) 9902 0222.
- 2.3 **Security reports** such as scams, theft, or lost property on campus should be reported to Security email [security@monash.edu](mailto:security@monash.edu) or by calling 9902 7777.
- 2.4 If there is an **immediate risk of harm** help can be provided by the below support services, as required:
- Emergency Services – 000 (Australia)
  - Monash Security, via (03) 9990 5333 or 333 from internal Monash phones (Australia).  
**Note:** For off-campus sites, where Monash is a tenant, staff should contact local emergency numbers.
  - HSW, contact via the BPD Helpdesk (03) 9902 0222
- 2.5 Should the matter relate to a personal medical concern or alleged unacceptable behaviour, these may be marked during the reporting process as 'restricted visibility'.
- 2.6 If the matter is not being adequately addressed or responded to in a reasonable time frame, follow the [Health and Safety Issue Resolution Procedure](#).

## 3. Responding to a Hazard or Incident Report

### 3.1 Immediate actions

Any person who identifies a hazard or is notified of an incident should:

- Stay calm – secure, isolate or evacuate the area
- Directly neutralise the source of the hazard, **if safe to do so**, e.g. use extinguisher on fire (if trained), use a spill kit (if trained) etc.
- Prevent any further harm e.g. cease activities within the area, organise provision of first aid or wellbeing support, if required - refer to section 3.2.
- Where appropriate, notify Security on 9905 3333 and HSW via BPD Helpdesk 9902 0222

Where an incident is severe (refer to Figure 1, code RED), persons in control of the site **must preserve the scene**, until advised otherwise by the Chief Health & Safety Officer (CHSO) and Group Manager HSW (GM HSW).

### 3.2 First Aid & Wellbeing Support

Monash has a large number of trained and competent First Aiders across our campuses and work locations, including Mental Health First Aiders, who are available to assist as required. Local HSW contact listings must be available, as outlined in the OHS Communications Procedure. Please contact your Safety Officer or HSR for more information. Additionally, Security personnel are first aid trained and can be contacted on (03) 9905 3333. The University Health Services (UHS) also offer a range of medical and support services on most Monash campuses.

Being involved in, witnessing or managing incidents may be distressing. As a member of the Monash community you have access to a range of support services, including Counselling Services, Employee Assistance Program (EAP) and Wellbeing resources.

### 3.3 Triage by HSW

- 3.4 All reports made via the SARA system are triaged by HSW, who are trained on escalation requirements and notification protocols. Figure 1 provides details of the event types and code definitions.

Event Type	CODE	Definition
Fatality	RED	Death that occurs on Monash premises or whilst carrying out Monash work duties or participating in Monash endorsed activities
High Potential (HiPo) OR Notifiable Event <a href="#">Criteria</a>	RED	An event with the realistic potential of serious/high consequence outcome i.e. fatality, serious disabling injury.  Any incident notified to a statutory body such WorkSafe, EPA, Dept of Health, Comcare etc. This includes: <ul style="list-style-type: none"> <li>Medical treatment within 48 hours of exposure to a substance</li> <li>Immediate treatment as an inpatient in a hospital</li> <li>Immediate medical treatment for: <ul style="list-style-type: none"> <li>Amputation;</li> <li>Serious head injury;</li> <li>Serious eye injury;</li> <li>Separation of skin from underlying tissue (degloving or scalping);</li> <li>Electric shock;</li> <li>Spinal injury;</li> <li>Loss of bodily function, including loss of consciousness; or</li> <li>Serious lacerations.</li> </ul> </li> </ul>
Discretionary / As required or if unsure	RED	If information is pending, but it is a potentially serious consequence to Monash community, or reputational impact related to HSW. <b>If in doubt escalate notification.</b> Examples <ul style="list-style-type: none"> <li>Ambulance called to site, or person taken to hospital for assessment</li> <li>Potential HiPo involving a student, staff member or contractor e.g. alleged electric shock, dropped object etc</li> </ul>
Lost time injury (LTI)	AMBER	A work-related injury or illness which results in an employee (including contractors and their employees or subcontractors) not being able to work on the next rostered shift
Medical treatment injury (MTI)	AMBER	A work injury requiring medical treatment by a Registered Medical Provider, which is beyond the scope of normal first aid.
First Aid (FAI)	AMBER	An injury or illness that is work related which requires treatment that is performed by a first aider and does not result in an LTI or MTI including certain treatment by a qualified medical practitioner. Examples: <ul style="list-style-type: none"> <li>Minor Lacerations to the hand which require a bandage</li> <li>Provision of ice pack to reduce swelling following minor muscle strain</li> </ul>
Property damage or perception concerns	PINK	Any unplanned property damage to assets or property. Examples: <ul style="list-style-type: none"> <li>Damage to overhead service due to contact from plant/ equipment</li> <li>Damage to lift doors or wall while transporting construction materials</li> <li>Damage to structures while manoeuvring vehicles</li> <li>Damage to Faculty owned equipment as a result service isolation</li> </ul>
Impact to operations	PINK	Any impact to Monash operations, where there is a risk or <b>perceived risk</b> to safety to personnel or Monash assets. Examples: <ul style="list-style-type: none"> <li>Contractor breaks window</li> <li>Contractor works creates perception of risk (chemical odour) in occupied space</li> <li>Evacuation of building due to false alarm as a direct result of BPD contractor activities</li> </ul>
Near Miss	GREEN	A Near Miss (also known as a Near Hit or a Dangerous Occurrence) is an unplanned or unwelcome event, which has the potential to cause harm to the health and safety of a person, damage to property and/or environment. Example: <ul style="list-style-type: none"> <li>The fall or release from a height of any plant, substance, or object where no injury or damaged occurred</li> </ul>
Hazard	GREEN	A situation that has the potential to cause injury, illness, harm to health and/or danger to property or the environment. Example: <ul style="list-style-type: none"> <li>Tools left ground in pedestrian walkway</li> <li>Plant or equipment not properly guarded</li> <li>Noisy works being carried out without appropriate hearing protection being provided to nearby workers or person</li> </ul>

Figure 1: Monash HSW event coding

### 3.5 Escalation and Response

All code RED reports will be escalated to the CHSO and GM HSW who will determine the correct persons, with sufficient expertise, to be involved in the investigation and corrective action planning. Additionally, the GM HSW and CHSO will manage any required notifications to Regulators. As noted in Table 1, where an incident is severe (code RED), persons in control of the site must preserve the scene, until advised otherwise by Chief Health & Safety Officer (CHSO) and Group Manager HSW (GM HSW).

### 3.6 Table 1: Summary of incident investigation

Code	Preservation of incident scene	Investigation required?	Lead Investigation	Support Investigation
RED	✓	Yes	CHSO GM HSW	Local Area Representatives, HSRs etc.
AMBER	✗	At discretion of CHSO GM HSW	HSW Team	Local Area Representatives, HSRs etc.
PINK	✗	At discretion of CHSO GM HSW	HSW Team	Local Area Representatives, HSRs etc.
GREEN	✗	At discretion of Local Area/ Safety Officer	Local Area/ Safety Officer	Relevant persons, including staff, students, HSR etc.

### 3.7 Investigation

All code RED incident and hazard reports **must** be investigated. The GM HSW and CHSO will determine the correct persons, with sufficient expertise to lead and support investigations. The Person Responsible and local area representatives including HSRs, will be involved in the investigations as required and as available.

All other hazard and incident reports may be investigated at the discretion of the GM HSW/CHSO or local area, as shown in Table 1.

The focus of investigations is to identify the root cause, contributing factors, interventions and corrective actions, and lessons learned. The involvement and support of local area representatives is critical to this.

### 3.8 Action Plan and Close Out

All incident and hazard reports must have an action plan documented in SARAH. The corrective actions associated with each report will be determined by the investigation team and/or Person Responsible, with assistance from HSW, local Safety Officer, local staff and subject matter experts etc., as required. The timeline for closing out of individual SARAH reports will be determined by the complexity of each of the agreed actions/interventions. All actions must be closed out as soon as reasonably practicable.

HSW will monitor timely close out of action plans and provide reporting to the Monash University Occupational Health and Safety Committee (MUOHSC).

### 3.9 Safety Communications

The GM HSW will determine if a Safety Alert or other communication to the Monash community is relevant to impart learnings or provide education regarding a particular hazard or incident that has organisation-wide application or relevance. Monash takes a proactive stance on risk communication and seeks to share this information in a purposeful manner.

## 4. Monitoring the Effectiveness of Controls/Actions

- 4.1 An important part of the process of investigating hazard reports, incidents or near misses is to ensure that the action(s) put in place to control the hazards or risks are effective and maintained.
- 4.2 HSW Spot checks, Workplace inspections, OHSMS self-assessments, and monitoring hazard and incident reporting data are the key mechanisms used to check that actions/controls have been maintained and are effective in reducing the likelihood and/or consequence of the risks identified in the investigation.
- 4.3 In particular, the Safety Officer, HSR and local OHS committees must periodically review the control effectiveness of actions, following any significant incident or the identification of high-risk activities.

## 5. Tools

- 5.1 The following tool is associated with this procedure:

[How to report an OHS hazard or incident - guidance material](#)

## 6. Records

### 6.1 Database

- HSW maintains the SARA system on behalf of Monash University
- Records are maintained in accordance with statutory and local governance requirements.
- HSW will use the data to:
  - Produce reports and insights at an enterprise and local level;
  - Identify themes or statistical trends across our community and infrastructure portfolios;
  - Plan health, safety and wellbeing programs and initiatives;
  - Monitor the effectiveness of corrective/preventive actions;
  - Disseminate information relating to hazards and incidents and their prevention to MUOHSC and other relevant sections of the Monash community;
  - Meet statutory record-keeping requirements.

## DEFINITIONS

Definitions specific to this procedure are provided below.

Key word	Definition
Hazard	A source with a potential to cause injury and ill health.
Hazard or Incident report	Documented evidence of the identification of a hazard or incident, the background and details of how it was identified, and any subsequent action taken to subsequently reduce risk and prevent a recurrence.
Incident	<p>Occurrence arising out of, or in the course of, work that could or does result in injury and ill health. Incidents are categorised as:</p> <ul style="list-style-type: none"> <li>● <b>Near Miss:</b> A near miss is defined as any occurrence that might have led to injury or illness to a person.</li> <li>● <b>Injury and ill health</b> - Adverse effect on the physical, mental or cognitive condition of a person. Injuries and ill health are further classified as: <ul style="list-style-type: none"> <li>1.1 <b>No lost time:</b> Less than a complete day was lost from work as a result of the injury;</li> <li>1.2 <b>Lost time:</b> A complete day or more was lost from work as a result of the injury.</li> </ul> </li> </ul>
Investigation Team	<p>Persons involved in the investigation of incidents or hazards, with the purpose of establishing root cause(s), contributing factors and appropriate corrective actions.</p> <p>All code RED reports will be escalated to the CHSO and GM HSW who will determine the correct persons, with sufficient expertise, to be involved in the investigation and corrective action planning.</p>
Local Area Representatives	This may include Heads of Unit, Faculty/Divisional/Operational Managers, Supervisors, Safety Officers and HSRs.
Notifiable Incident	<p>Serious incidents, which, in accordance with legislative obligations, are required to be reported to the Regulator. GM HSW and CHSO will manage any required notifications to relevant Regulators.</p> <p>More information regarding notifiable incidents can be found at the following resources <a href="#">Work Safe Victoria</a>, Energy Safe Victoria (Electrical, Gas incidents) <a href="#">Department of Health (Radiation incidents)</a></p>
Person Responsible	A person assigned the responsibility in the SARA system for ensuring that a hazard or incident report has been appropriately managed. This is usually the Manager or Supervisor of the person reporting.
Reasonably Practicable	<p>Reasonably practicable is defined in OHS legislation as having regard to the following:</p> <ul style="list-style-type: none"> <li>● The likelihood of the hazard or risk concerned eventuating;</li> <li>● The degree of harm that would result if the hazard or risk eventuated;</li> <li>● What the person concerned knows, or ought to reasonably know, about the hazard or risk and any ways of eliminating or reducing the hazard or risk;</li> <li>● The availability and suitability of ways to eliminate or reduce the hazard or risk; and</li> <li>● The cost of eliminating or reducing the hazard or risk.</li> </ul>

### Unacceptable behaviour

Behaviour that has created or has the potential to create a risk to a staff member's health and safety. Examples of unacceptable behaviour include, but are not limited to:

- Bullying
- emotional, psychological or physical violence or abuse
- occupational violence
- coercion, harassment and/or discrimination
- aggressive/abusive behaviour
- unreasonable demands and undue persistence
- disruptive behaviour.

## GOVERNANCE

Parent policy	<a href="#">HSW Policy</a>
Supporting documents	<a href="#">Emergency Management Procedure</a> <a href="#">Health and Safety Issue Resolution Procedure</a> <a href="#">Management of OHS Actions Procedure</a> <a href="#">Managers and Supervisors Guide to Online Hazard &amp; Incident Reporting</a> <a href="#">OHS Consultation Procedure</a> <a href="#">OHS Records Management Procedure</a> <a href="#">HSW Roles and Responsibilities Procedure</a>
Supporting schedules	N/A
Associated documents	ISO 45001:2018 Occupational Health and Safety Management Systems
Related Legislation	Electrical Safety (General) Regulations 2019 Environment Protection Act 2017 Gas Safety Act 1997 Occupational Health and Safety Act 2004 (Vic) Radiation Act 2005
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Content enquiries	<a href="mailto:hsw@monash.edu">hsw@monash.edu</a>

## DOCUMENT HISTORY

Version	Date Approved	Changes made to document
1.0	2026	Administrative changes due to: <ul style="list-style-type: none"><li>• Conversion of Procedure to a HSW Standard</li><li>• Transition Procedure out of University Policy Bank on to HSW website</li></ul>