



SafeWork NSW

CUSTOMER SERVICE STANDARD

NOTIFYING A WORK HEALTH AND SAFETY INCIDENT

MAY 2017

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Disclaimer

This publication may contain information about the regulation and enforcement of work health and safety in NSW. It may include some of your obligations under some of the legislation that SafeWork NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website www.legislation.nsw.gov.au

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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NOTIFYING AN INCIDENT



NOTIFYING US

A notifiable incident involves a dangerous incident, or the death, serious injury or illness of someone.

If a notifiable incident occurs, you must notify us immediately on 13 10 50. If an incident is notifiable, the incident site must be made secure, so it's not disturbed until an Inspector attends to conduct an investigation, or you are directed otherwise. See the [*Incident notification fact sheet*](#) for more information.

THE PROCESS

WE TAKE ALL MATTERS REPORTED TO US SERIOUSLY.

At SafeWork NSW, we aim to make sure our regulatory approaches promote a competitive, confident and protected NSW. See [*Our approach to work health and safety regulation*](#) (catalogue no. SW08027).

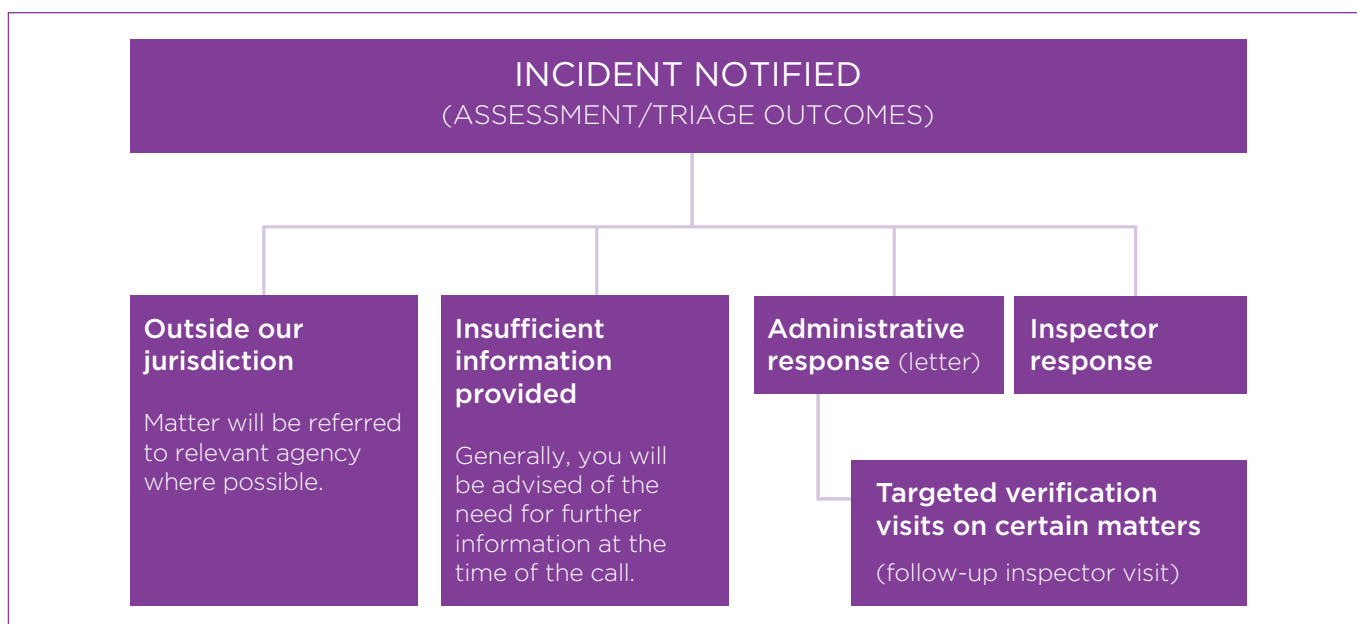
This Customer Service Standard sets out what you can expect from us and what you can do to assist us when you notify an incident under the *Work Health and Safety Act 2011*.

OUR RESPONSE

When we are notified of an incident, we will assess/triage the information to determine the appropriate response in accordance with the [*National compliance and enforcement policy*](#).

We will tell you what type of response we will be providing, including instructions on how to preserve the site, if required.

You will be given a reference number, so you can contact us or provide additional information regarding the incident.



WHAT YOU CAN EXPECT FROM US

Response based on incident:

- **OUTSIDE OUR JURISDICTION:** If the incident is outside our jurisdiction, we will tell you who to contact for assistance, or the matter will be forwarded on to the relevant agency where possible.
- **INSUFFICIENT INFORMATION PROVIDED:** We will tell you at the time of notification whether the information provided is enough for us to assess and respond.
- **ADMINISTRATIVE RESPONSE:** If the incident is assessed as low risk, we will tell you in writing what you must do. We will recommend that you determine the cause of the incident and introduce appropriate control measures. We will also confirm the site has been released by us, and advise you on consultation and keeping records arising from the investigation. Generally, we will send you a response within three business days.
- **VERIFICATION VISIT – INSPECTOR FOLLOW-UP:** We visit some of those businesses who have received an administrative response, to assess what action they have taken in response to the issues we've raised. These visits generally occur within three months of us being informed of the incident.
- **INSPECTOR RESPONSE:** If the incident is assessed as moderate to high risk, an inspector will respond. A high risk incident will usually result in an inspector visiting the workplace within one business day. An incident assessed as moderate risk will generally result in an inspector responding within three to five days.

For more information about our investigations, see *Investigations: what they mean for you* (catalogue no. SW08530).



COMMUNICATION WITH YOU

We will maintain contact with you during our response to the incident. This may include a request for further information, or for additional action to be taken by you.

We will also advise on the outcome of any inspector visit, or the requirement for continuing interaction with your workplace.

HOW YOU CAN HELP US

We can provide you with a better service if you provide us with the following information:

- An overview of what happened – the date, time and location of the incident.
- Information about anyone who was injured, including their name, date of birth, contact details and relationship to you (for example – worker, volunteer, contractor, member of the public).
- Information about the injury, treatment received and, if transported to hospital, the name of the hospital.

- Your details including the legal and trading name, ABN, ACN and contact details.
- Immediate action that was taken to make the site safe.
- Further action that was taken, or will be taken, to prevent the incident happening again.

We know this can be a stressful time, so remain calm when dealing with our staff, as they are trying to help and it will lead to a better outcome for everyone.



