

Investigating Stories (Incidents)



What is the purpose of Reporting and Investigation?



It's all about you...

A good Health and Safety Management System should continuously improve

- **Makes the workplace a safe place for you, your colleagues and your guests**
- **Ensures that you can all go home safe**







Reporting is...



Sharing information about what has happened, so that:

- **Information can be captured;**
- **New Risks can be identified;**
- **Existing Risks can be reviewed;**
- **You can engage with your workers;**
- **Constant improvements are made.**





9:43






4G+




78%



←

Story Details



What is the Story?

Slipped off ladder, landed on retaining wall and hurt back.

How important do you think it is?

A bit of a worry

Is there anything to show us?

Add a Picture

Add PDF

Include current location?

☒

Yes

Send



New StoryAnywhere at All About People-Demo: Hurt [Craig D Macdonald]. Maybe give them a call.

9:44 PM

Description Hurt [Craig D Macdonald]
Type STORYANYWHERE
Due 27/06/2019

Optional Details:

Person reporting Craig D Macdonald

Completion Status

Full Story

Risk

Give to these People Craig D Macdonald, Charles C Dickens, Rachel Anderson

Notes:

Slipped off ladder, landed on retaining wall and hurt back.

They rated the story as "A bit of a worry".

View the approximate location here: <http://www.google.com/maps/place/-43.5170793,172.624892>
(It was reported within 21.20599937438965 meters of Latitude: -43.5170793 Longitude: 172.624892)

Created by: System on 2019-06-26 21:44:24+12

Gave Craig a call.
He said he fell off ladder and hurt his back.
It's a bit sore but he'll just keep going. It should be fine.
Said it was his fault.
Will follow-up tomorrow.

Created by: Craig Demo on 2019-06-26 21:54:53+12

Attachments:



Print

Investigating is...



Formal or systematic examination or research to determine the cause of the incident and identify corrective actions.

**Who, What, Where, When,
Why and How?**

Incident Investigation




Step One: Gather Information






Waiting for employee to arrive




New Injury Claim Form 


INJURY DIAGNOSIS




Diagnosis comments (optional)

☐ This is a work related gradual process, disease, or infection claim 

☐ This is a claim for treatment injury 

REFERRAL

Do you want to create a referral? ☐ Yes ☒ No

FITNESS FOR WORK 

Not applicable as the patient is not in paid employment in NZ.

DECLARATION

Treatment provider declaration

I certify that, on the date shown, I have personally examined the patient and that in my opinion the condition is the result of an accident. I also certify that the patient (or their representative) has signed the [Patient Declaration and Consent](#) and has authorised me to lodge the claim on their behalf

Who, What, Where, When, How?

- Where and when?
- Activities being carried out at the time?
- Chain of events before and after?
- Were working conditions different to normal?
- Good procedures in place? Followed? Shortcuts?
- Where the risks known / controlled?
- Changes to gear? Equipment?
- Any shortage of resources?

Who, What, Where, When, How?

- Influences of work arrangement and organisation?
- Maintenance, pre-start checks and cleaning ok?
- Competent and suitable operator?
- Workplace layout?
- Was the job information adequate?
- Was safety equipment sufficient?
- Where you under any pressure?

Initial Findings

- Working outside cladding a wall
- Slipped off 4th rung of ladder and fell about 1m
- Landed on the retaining wall approx. 1m behind the ladder
- It had been raining on and off so thought slipped on the wet rung
- Own fault, should have known better.

Update StoryAnywhere

Working outside cladding a wall

Slipped off 4th rung of ladder and fell about 1m

Landed on the retaining wall approx. 1m behind the ladder

It had been raining on and off so thought slipped on the wet rung

He said it was his own fault, should have known better.

Created by: Craig Demo on 2019-06-26 22:16:21+12





Take a deep breath and..

- Immediate Cause, fell from ladder and hit retaining wall
- Indirect causes are poor ladder, ground conditions, boots covered in clay, poor tread on boot
- The supervisor has obviously been running the job poorly and you cannot understand why the injured employee did what they did



Talk to Site Supervisor

And they agree:

- Knew should have had drainage done

Plumber was delayed a week, but I had stressed wall had to be done by the end of the that day as there was a potential penalty clause on work due to delays

- Admitted request had been put in for new ladder and boots by the employee

I had been talking about how we were losing money on the job and had been pushing for ways to cut unnessessary costs – so held off to try and save \$.

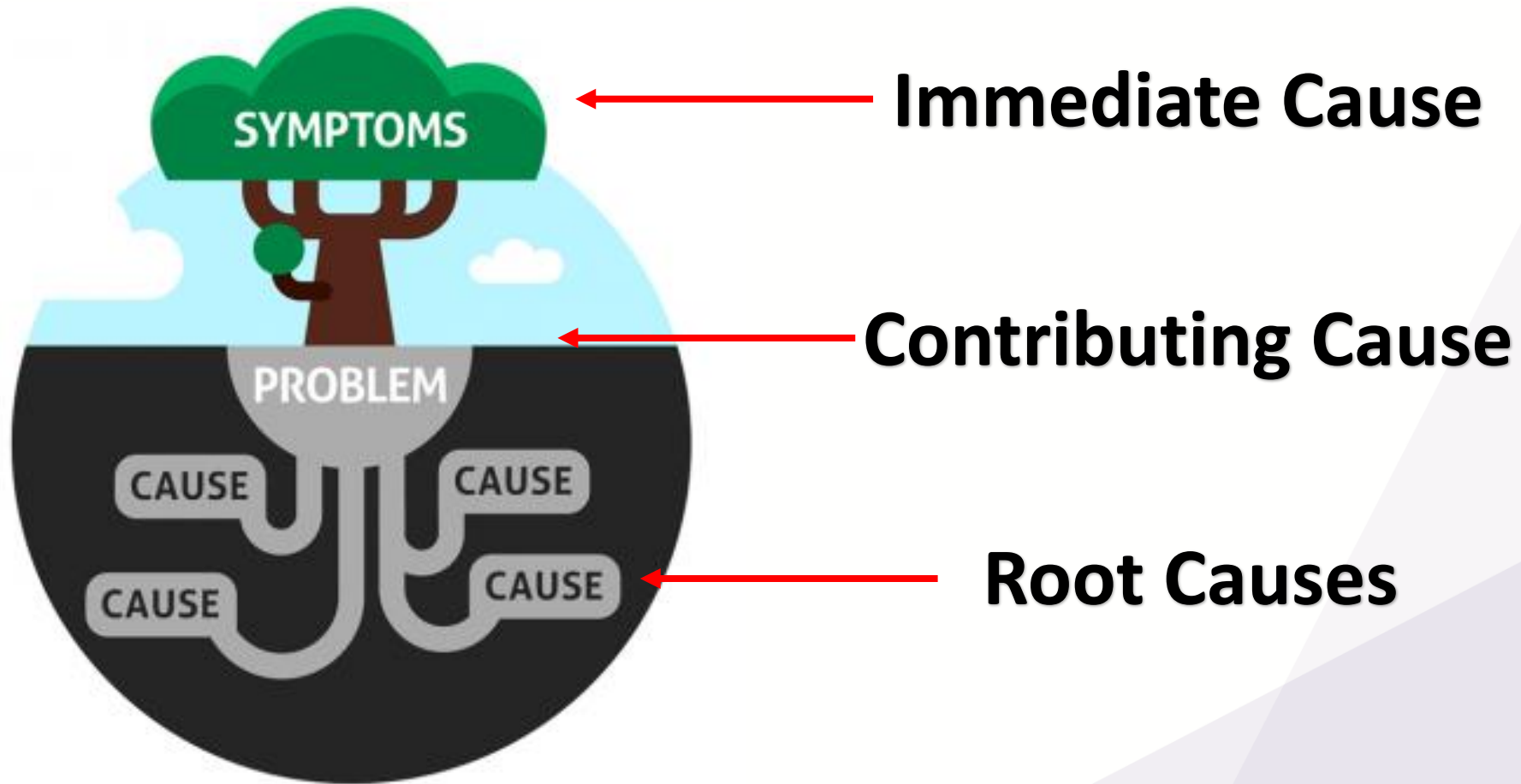
Talk to Site Supervisor

And they also said:

- Knew pre-start checks are meant to be done

But because of the time pressures, did not have time to complete them at the start of each day, they were completing them at the end of the day in the shed and attaching them to the job sheets.

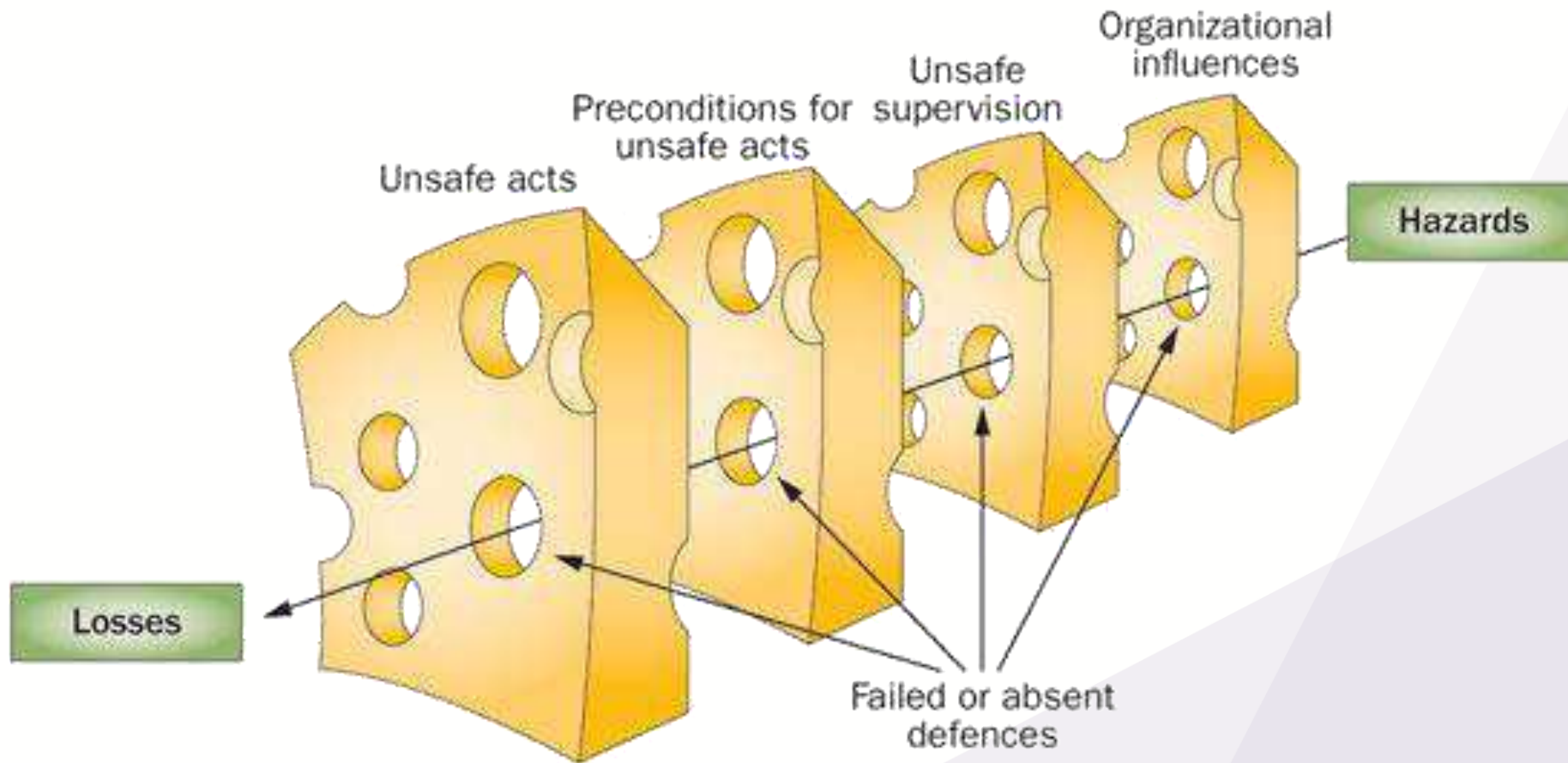
Step Two: Analysis Information



Analyse Information

- **Immediate Cause:** Employee slipped from ladder and landed on retaining wall, injuring their back
- **Contributing Cause(s):** Ladder, ground and boots in poor condition, raining, Prestart checks not completed
- **Root Cause(s):** Pressure from boss to get work done in short timeframe and pressure to keep costs down, perception of job over cost/safety, drove culture of short cuts

Sequence of Dominoes



The Swiss Cheese Theory

- **Unsafe Act:** Used unsafe ladder and wore unsafe boots
- **Pre-conditions:** Rain, clay, unsafe ladder
- **Unsafe Supervision:** Supervisor knew of unsafe conditions and did not take appropriate action
- **Organisational Influences:** Work Pressure, Pressure from the boss, lack of engagement etc.
- **Hazard:** Working at height on ladder

Step Three: Control the Risk



At this Point - Elevate to a Story

What's the Story?

START BASICS INJURY INVOLVED COMPLETE

Choose all the things your story is about...



Nice job ?



Close Call ?



Sore, Not Hurt ?



A Risk ?



Damage ?



Accident ?



Vehicle Crash



Injury ?



Threatening behavior



Food Safety

Cancel

Next >>



allaboutpeople

HEALTH & SAFETY • EMERGENCY MANAGEMENT

What is a Notifiable Injury?

- The amputation of any part of his or her body.
- A serious head injury.
- A serious eye injury.
- A serious burn.
- The separation of his or her skin from an underlying tissue (such as degloving or scalping).
- A spinal injury.
- The loss of a bodily function.
- Serious lacerations.

What is a Notifiable Illness?

An injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment; or to have medical treatment within 48 hours of exposure to a substance.

Any serious infection (including Occupational Zoonoses) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work.

What is a Notifiable Incident?

An unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to any of the following:

- **a substance escaping, spilling, or leaking**
- **an implosion, explosion or fire**
- **gas or steam escaping**
- **a pressurised substance escaping**
- **electric shock**

And to Put the Safety Spin on it...

