



INCIDENT REPORTING PROCEDURE

INCIDENT REPORTING

Hillsong is committed to providing a safe and healthy environment for those attending any of our services or events, employees, students, volunteers, visitors and contractors.

Consultation and communication form a significant part of Hillsong's safety strategy. Incident reporting is integral in communicating Health and Safety matters.

1. Purpose

Hillsong¹ is committed to providing a safe and healthy workplace. Workplace refers to workplaces and other locations where workplace participants may be working or representing Hillsong. For example, visiting the homes of church and community members, work lunches, connect group meetings, conferences, church services and supplier functions are collectively referred to as 'workplace'.

When an employee suffers an injury or illness in the workplace, Hillsong is committed to ensuring that the hazards, if any, leading to the injury or illness are investigated, and every reasonable effort will be made to prevent any recurrence.

These procedures aim to outline our organisational approach to the reporting and investigating of incidents within the workplace.

2. Objectives

- Ensure compliance with relevant WHS legislation.
- Ensure all incidents are documented via the online Incident/Hazard Report Form (MyHillsong) and investigated.
- Provide regular reports to General and Executive Management on WHS performance and issues.
- Ensure all hazardous situations or systems of



¹including but not limited to Hillsong Church Limited and Hillsong CityCare Limited

work leading to an incident are rectified as soon as is practicable.

- Ensure information, instruction and training are provided to all workplace participants on the requirements of incident reporting.
- Ensure the Incident Reporting System is regularly reviewed for completeness and quality of investigation.

3. Incident Reporting and Investigation Procedure

3.1 Incident reporting

An incident may be:

- a) an unplanned event that causes harm to people, property or the environment; or
- b) a near miss, which is an incident that does not cause harm to people, property or the environment but which under different circumstances could result in harm (that is, where there is a clear potential to cause harm).

All incidents must be reported and investigated as soon as possible after the event to prevent re-occurrences.

If a near miss occurs or an incident occurs where someone has been hurt doing a particular task, then a hazard exists which could hurt someone else. These incidents need to be investigated to find the hazard that could have caused, or did cause, the injury or illness.

An incident involving someone who is not an employee is also to be recorded. Such persons include volunteers, site visitors, contractors or members of the public.

Incident investigation involves the collection of factual data for analysis to identify where improvements can be made in the WHS Management system.

3.2 Recording and reporting incidents

All types of incidents, including near misses must be reported immediately to your supervisor.

An Incident Report must be recorded via the online (MyHillsong) incident report form.

Certain types of incidents must be notified to government authorities. Each State and Territory has different definitions and notification requirements for incidents.

4. Incident response

A notifiable incident is an incident involving the death of a person, a serious injury or illness of a person, or a dangerous incident. (Please refer to the Work Health and Safety Act for the specific definitions of these categories of notifiable incidents).

If a notifiable incident occurs, the WHS Coordinator will report this to the state regulator on behalf of the church.

The Work Health and Safety Act requires that:

- a) A person who conducts a business or undertaking must ensure that the relevant work health and safety regulator is notified by the fastest possible means (telephone or in writing) after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

- b) A person with management or control of a workplace at which a notifiable incident has occurred (including any plant, substance, structure or thing associated with the notifiable incident) must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.
- c) Written records in relation to notifiable incidents must be kept for at least 5 years.

5. Investigation of incidents

In addition to incident reporting, WHS coordinators and/or Managers are responsible for ensuring an investigation is completed and corrective action taken.

The level of investigation must match the level of the incident. Before an investigation can proceed, consideration must be given as to whether the regulator has issued a non-disturbance notice for the site and/or whether any of the steps proposed to be taken in the investigation may have the effect of interfering with an investigation by the regulator and/or the police. Subject to these considerations and any restrictions arising, an investigation may proceed.

When conducting an investigation, the following steps should be followed:

- a) nominate the appropriate person(s) to undertake the investigation.
- b) plan the investigation which might include arranging to visit the relevant site, coordinating interviews, reviewing of documents and records and setting timeframes for completion.
- c) examine the relevant area where the incident or near-miss occurred.
- d) interview people directly involved and any witnesses to get a variety of points of view on what happened.
- e) examine any relevant documents and records which might include risk or job safety assessments, maintenance records, inspection of checklists, hours of work records etc.
- f) analyse the information and determine what happened and why did it happen.
- g) write up the investigation findings and keep a record of this report.

6. Causes of incidents

Incidents may be a result of multiple causes, ranging from work methods, the worker, work environment, the equipment being used and organisational structure. Incidents occur as a result of a deficiency in the whole workplace health and safety management system, not a fault in an individual.

The factors to consider when identifying the causes of incidents include:

- a) Work organisation
Look at how the work is organised including work processes, production demands, etc.
- b) Work methods
Identify whether the job being performed at the time of the incident had been subject

to a job safety analysis. If the job had been analysed, then the risk control measures may require modification. If the job has not been analysed then an analysis may identify hazards associated with the job that contributed to the incident.

c) Work environment

Identify environmental conditions and stressors that may have affected the health of employees. Examples of environmental factors can include chemicals; noise; illumination; vibration; climate; radiation and biological agents.

d) Work equipment/plant

Identify if plant is:

- (i) designed for the work it is intended for
- (ii) adjustable to accommodate the user
- (iii) adequately safeguarded
- (iv) regularly inspected for defects and repaired where required
- (v) routinely maintained
- (vi) not used beyond its rated capacity
- (vii) used in accordance with manufacturer's specifications

e) Employees

Identify the skills, attitudes, habits, physical attributes, experience and training of the individual/s involved.

7. Formulation of safety solutions

Recommended safety solutions will be identified from the careful analysis of the facts obtained from the incident investigation. These will include the:

- a) identification of appropriate risk control measures in consultation with employees. Refer to the hierarchy of hazard control outlined in the Risk Assessment Procedure;
- b) implementation of agreed risk control measures; and
- c) establishment of a system for regular review and evaluation of risk control measures.

8. Review

This procedure will be reviewed annually during the WHS Audit Program, or as required to due change in legislation or regulations and/or in the event of a serious incident.

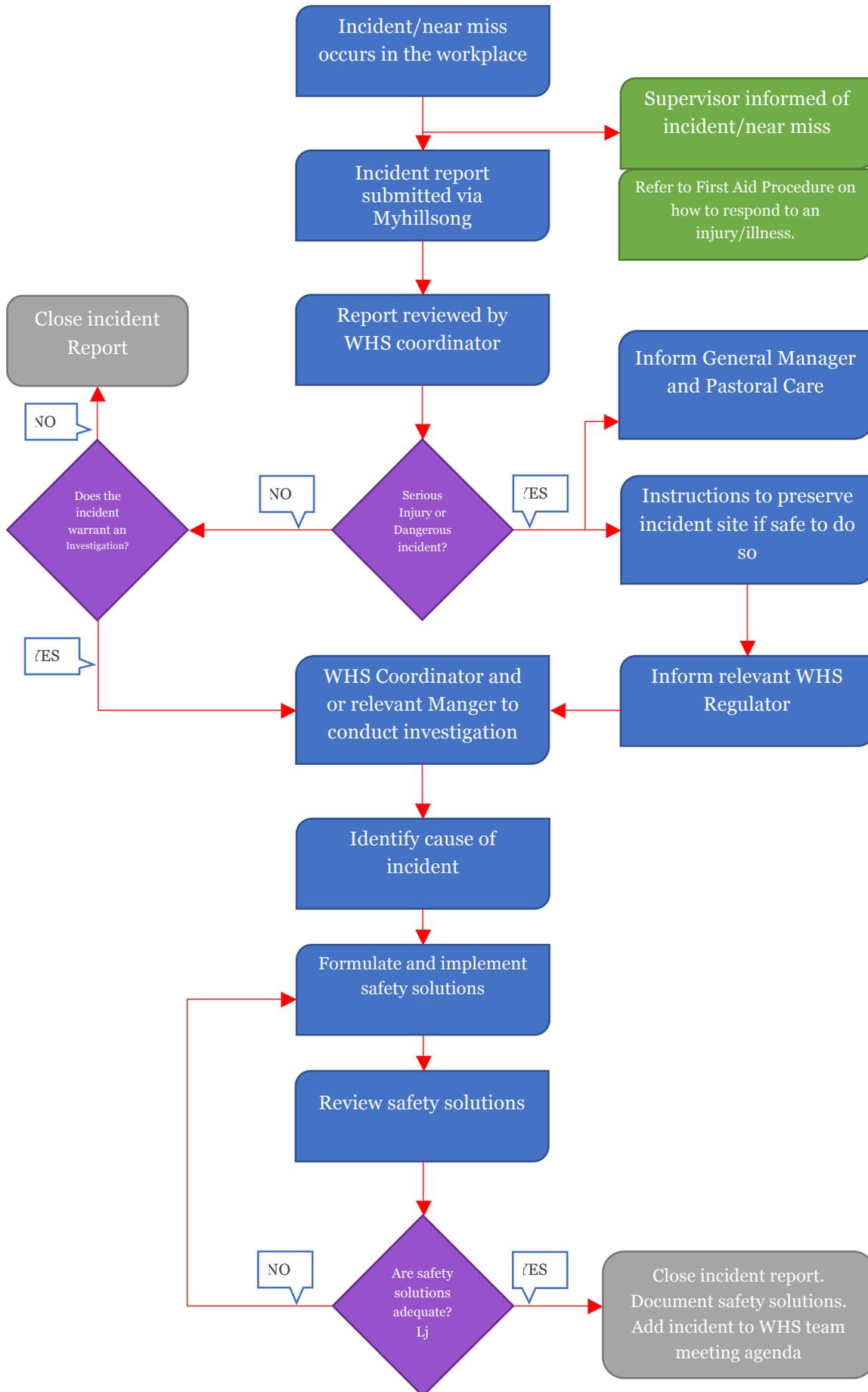
9. Record keeping

A central register of all reported incidents will be kept with the Human Resources Department.

10. Variations

Hillsong Church Ltd reserves the right to vary, replace or terminate this procedure from time to time.

11. Incident Reporting & Investigation Flowchart



12. Associated Documents

Incident/Hazard Reporting Form (Myhillson)

Doc Number WHS .01: "Workplace Health and Safety Policy"

Doc Number WHS .12: "Risk Assessment Procedure"

Doc Number WHS .14: "First Aid Procedure"



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Doc: WHS.06 /// Version: 2.0 ///
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Approved Date: 15 April 2016 ///
Responsible Person: Keith Ainge ///
Scheduled Review Date: 15 April 2017///