HEALTH AND SAFETY INCIDENT MANAGEMENT PROCEDURE

Section	University Services
Contact	Director Occupational Health & Safety, Wellbeing
Last Review	July 2025
Next Review	July 2030
Approval	Director Occupational Health & Safety, Wellbeing
Effective Date	July 2025

Purpose:

The purpose of this procedure is to provide a clear understanding of the requirements relating to timely and accurate reporting and management of incidents that occur at Massey University.

Scope:

This procedure applies to all of Massey University operations including all campuses, ventures and enterprises. It applies in all settings where Massey (as a PCBU) has a primary duty of care under the Health and Safety Work Act 2015 and includes all incidents that occur involving workers, students or others while undertaking activity relating to Massey University, or that are within the university's influence and control.

Incidents relating to driving, aircraft operations, or boating may have further reporting requirements that relate to the relevant regulator's processes, and this document should be read in the context of those requirements.

Definition:

University Critical Risk

University critical risk refers to a category of hazard or threat of harm that typically has university wide exposure and has been risk assessed as having the potential for causing fatalities or serious life-altering injuries. Critical control management protocols guide all risk safety risk mitigation management requirements and in particular determination of the critical risk control effectiveness.

College / Service Critical Risk

College / Service critical risk refers to a category of hazard or threat of harm that typically has College or Service specific exposures and has been risk assessed as having the potential for causing fatalities or serious and life-altering injuries. Critical control management protocols guide all risk safety risk management requirements and in particular determination of the critical risk control effectiveness.

© This Policy is the property of Massey University

ICAM

Incident Causation Analysis Methodology, an investigation tool used for serious incidents.

Incident

Any safety related event that might be anticipated or was unexpected, unplanned, and had actual or potential physical, psychological or social harm consequences to an individual or a group of individuals.

Just Culture

A culture in where people are not punished or blamed for actions, omissions or decisions made which are in line with their level of experience and training, and in which negligence, wilful violations and sabotage are not tolerated.

Life-Altering Injury

Any actual or potential physical, psychological or social harm consequences to an individual or a group of individuals which causes permanent loss of bodily function, or any chronic or severe conditions or impaired health status resulting from work.

Near Miss

Any event or incident that did not result in actual physical, psychological or social harm consequences to an individual or a group of individuals, however had the potential result physical, psychological or social harm consequences to an individual or a group of individuals

Notifiable Event

Has the same meaning as contained in the Health and Safety at Work Act 2015, and includes death, notifiable illness or injury, and notifiable incidents.

Worker

An individual who carries out work in any capacity for a PCBU (Person Conducting a Business or Undertaking) engaged by or on behalf of Massey University. This may be an employee, contractor, subcontractor, student, apprentice or trainee, or volunteer.

First Aid Incident (FAI)

Any personal harm event requires physical or mental health first aid treatment and possible subsequent observation for minor harm damage (minor scratches, burns, cuts, shock, etc.) after which the person would typically return immediately to their normal activities of work. Such allied health intervention and observation is considered first aid even if it is administered by a physician or registered health professional.

Medical Treatment Incident (MTI)

A work-related physical, psychological or social harm event to an individual that necessitates treatment by a health professional, (doctor or other qualified healthcare provider) to remedy or rehabilitate, injury, disease or disorder. This includes prescribing of any medication that cannot be purchased over the counter without doctors' prescription, physiotherapy, sutures, specialist wound care, removal of foreign objects, treatment of deep tissue burns; positive x-ray (scan) diagnosis of fractures, counselling etc. Where there is 'no treatment' and only assessment is given to the

© This Policy is the property of Massey University

individual the consultation by the health professional it is considered to be a first aid injury. The MTI applies where treatment is provided, and the individual is able to continue to work their next rostered shift.

Lost Time Incident (LTI)

A work-related physical, psychological or social harm event to an individual that results in an individual being unable to attend the next rostered work shift. An LTI may arise because a worker is medically advised to stay home and recovery, this may be with or without treatment being involved, is required to undergo further medical assessments, or where no safe work duties are available for a person to attend work and recovery. An LTI may be for as little as one day or a longer period of time.

Learning Team

A Learning Team is a collaborative group of individuals—often including those directly involved in or familiar with a work process or safety event—who come together to explore how work is actually done. While they may be formed in response to an incident, Learning Teams are also used proactively to understand everyday operations, identify risks, and improve systems. By emphasising worker involvement, open dialogue, and psychological safety, Learning Teams aim to uncover systemic factors, drive practical improvements, and empower individuals to contribute to safer, more resilient practices at both the individual and organisational levels.

Significant Safety Event:

Significant Safety Events involve any of the following.

a) Actual or potential physical, psychological or social harm event to an individual or a group of individuals associated with the university that is risk assessed as requiring high or extreme risk hazard management controls.

b) A major or severe occupational health and safety consequence event (as defined in the university consequence matrix), whether actual or potential, and involving university staff, students and/or members of the public. A major or severe event has the following meaning.

- Major consequence involves healthcare interventions over long periods of time for multiple university staff, students and/or members of the public.
- Severe consequence involves loss of life or permanent physical or psychosocial disability.

c) Any University Critical Risk identified in the guidance document on Critical Risk Management, such as Driving, Hazardous Substances, Psychosocial, Fall Prevention, and Electricity.

d) Any College or Service Critical Risk identified in the guidance document on Critical Risk Management, such as Aviation, Working with Large Animals, Farm Plant and Equipment, Hot Work, Film and Photography, Design and Textiles, Clinical Work, etc.

The Director Occupational Health, Safety and Wellbeing manages the notifications under the Significant Safety Event notification process.

© This Policy is the property of Massey University

Immediate Action and Initial Response

In the event of any safety incident occurring, the first priority is to ensure the safety of any person involved and the safety of any person responding. This may involve, where appropriate:

- Moving any injured person to safety, if safe to do so
- Turning off any plant, service or equipment required to make the area safe (e.g. machinery, gas, electricity etc.)
- Provide first aid or arrange medical treatment, if required
- Arrange for support services where appropriate (e.g. EAP).

Where the incident is potentially a notifiable event under the Health and Safety at Work Act 2015, the area where the incident occurred must be isolated and left undisturbed until both the regulator (WorkSafe NZ or other agency) (legal requirement) and the Director Occupational Health & Safety, and Wellbeing or their delegate (Massey University requirement) have given authorisation to release the site. This is to ensure that evidence is undisturbed for the purposes of investigating what happened.

If unsure whether the notifiable event requirements exist following an incident, the Occupational Health & Safety, and Wellbeing team can assess and provide advice and support.

Incident Classifications

When an incident is logged in MasseySafe, these are the incident classifications applied to all incidents. These are designated by the Occupational Health, Safety & Wellbeing team and are used to guide the response and management of those incidents. They may also be updated as further information is received about the incident.

Level 1 Incident: Fatality, Life-Altering Injury or Illness

Level 2 Incident: Restricted Work Injury, Medical Treatment Injury, Lost Time Injury

Level 3 Incident: First Aid Injury, Near Miss low or medium risk assessed

High Potential Incident: Any incident or near miss that is designated a Significant Safety Event.

Incident Notification and Reporting

In the event of a Level 1 incident, verbal notification to the Occupational Health & Safety, and Wellbeing Directorate should be made immediately to ensure that appropriate notification and reporting processes are followed.

All incidents shall be notified and reported into MasseySafe within the timeframes in the table below:

Incident Severity	Reporting Timeframes
Level 1 Incident	Immediately
Significant Safety Event	12 hours
All other events	24 hours

Where the University shares facilities with another PCBU (Person conducting a business or undertaking), notification of a relevant incident will be provided to the appropriate contact for the PCBU. This notification will be managed by the Occupational Health, Safety & Wellbeing team.

© This Policy is the property of Massey University

Incident Investigation

The purpose of an incident investigation is to understand how and why the event occurred by learning from work practices and system conditions, not to assign blame. Where an investigation is required, the focus of that investigation is to determine what were the contributing factors, the hazards and causal factors were involved in causing the incident, and whether any control mechanisms were missing or not effective.

Investigations will be carried out depending on the level of severity of the incident, as per the following table:

Incident Severity	Lead Investigator	Technique*	Time frame for Investigation	Incident Closure
Level 1 Incident	Director HSW or delegate	Full ICAM	3 Months	3 Months
Level 2 Incident	OH&S Advisor	ICAM / Learning Team	1 Month	1 Month
Level 3 Incident**	n/a	Review Only	2 Weeks	1 Month
High Potential Incident	OH&S Advisor	ICAM / Learning Team	3 Months	3 Months

** Director Health Safety & Wellbeing may make directions as to a specific technique to be used, depending on the complexity of the incident and level of risk involved*

*** Level 3 incidents will be reviewed for any learnings, however, are not subject to a full investigation unless deemed necessary*

Members of the investigation team should include:
- Technical experts (where appropriate),
- H&S professionals,
- Elected H&S Representatives, and
- The injured or involved person(s).

Level 3 incidents shall not be immediately subject to an investigation but must be reviewed by the manager of the area or person involved, with support from the Health, Safety and Wellbeing team as appropriate. Where learning opportunities exist, a Learning Team approach may be taken.

Where appropriate, a Learning Team may be formed to gain a better understanding of the context and complexity of work being undertaken, including any actual and potential failure modes, and how to improve work to prevent incidents.

Learnings obtained from investigations should be provided to those persons involved in the incident and incorporated into hazard and risk registers so information on control mechanisms are kept up to date and reflect what is known about the risk.

All Level 1, 2, and High Potential incident investigations will be reviewed by the Occupational Health & Safety, and Wellbeing team.

Corrective Actions

Once an investigation is complete, a series of corrective actions will be identified. The purpose of corrective actions

© This Policy is the property of Massey University

is to address and improve the systems, processes, or conditions that contributed to the incident, ensuring safer and more resilient work practices. These may be to correct identified gaps or failures within a control, or to create new controls for a hazard. Corrective actions must be drafted to be specific, measurable, achievable, realistic and timely.

The lead investigator is responsible for working with the investigation team and responsible managers to determine what corrective actions are required. They will be drafted considering the hierarchy of control and understanding how the recommendation will affect the risk of the hazard. At this draft stage it is also important to consider feedback from workers to ensure the suggested controls are appropriate. This should then be agreed to by the person who has been allocated responsibility for the action, and appropriate timeframes set for completion. Corrective actions will then be monitored until closure, and reports on outstanding actions generated.

Effectiveness of controls will continue to be monitored through incident / hazard reporting, inspections, maintenance and feedback from workers.

Notifiable Events

A notifiable event is any death, notifiable illness or injury, or notifiable incident that occur as a result of the operations of Massey University, either from the conditions onsite, the activities being undertaken or substances or equipment that is being used. It excludes any death, injury or illness that results from pre-existing medical conditions, or commuting directly to (or from) the normal place of work.

Where a notifiable event occurs, and the immediate actions have been undertaken (provision of treatment), ensure that the area around the incident (including all equipment and materials) are left undisturbed and unaltered as per the requirements above.

It is the responsibility of the Occupational Health & Safety, and Wellbeing team to verify notifications to WorkSafe NZ of any notifiable event.

Refer to WorkSafe – What events need to be notified? for further guidance.

Communication

Where an incident investigation identifies new hazards, new causes, or new controls required, a safety alert or shared learning will be published by the Occupational Health, Safety and Wellbeing team. This safety alert or shared learning will be distributed to targeted recipients and published online for students and other workers. Any safety alert or shared learning is to be reviewed and approved by the Director Health, Safety and Wellbeing prior to publishing.

Where a Level 1 Incident, or a High Potential Incident, occurs:

- Ensure that the Vice Chancellor, relevant SLT member, DVC University Services, and Director Occupational Health & Safety, and Wellbeing have been advised.
- Initial communication should be verbal where possible to ensure that the message is delivered rapidly.
- Written communication should stick to the facts of the activity and injury, without any assumption as to causes prior to investigation.
- In the event that an incident is being investigated under legal professional privilege for the purposes of receiving legal advice, all communications relating to the incident shall be through the nominated legal

© This Policy is the property of Massey University

representative only.

Where an incident is deemed a Significant Safety Event (SSE):

All significant safety events are notifiable to Council and the Senior Leadership Team via the Vice Chancellor within 12 hours of occurrence. All SSE notifications must be managed by the Director of Occupational Health, Safety & Wellbeing.

These events will also be reported to University council to and the People and Culture Advisory Committee of Council. The Health, Safety & Wellbeing Director will complete this notification through Governance and Assurance with the following overview provided.

1. Part A – Event Notification – what happened and who was involved.
2. Part B – Event Investigation and Corrective Action – what factors influenced the event and informed the corrective actions that were taken.
3. Part C – Event Management Learning and Effectiveness – how did the event improve organisational safe human and organisational performance and how does the council know this to be true.

Related documents

Relevant Legislation

- Health and Safety at Work Act 2015

Procedures

- Health, Safety & Wellbeing Policy
- All relevant Workplace Rehabilitation and Injury Management Procedures and Guidelines
- All relevant Hazard and Risk Management Procedures and Guidelines (refer to the Policy

© This Policy is the property of Massey University