

If you are injured

Every effort is made to prevent workplace injuries and illnesses. However if you are injured there are systems in place to support you.

You will be assisted to return to work as soon as it is possible to commence workplace based injury management, consistent with medical advice.

Every effort will be made to fully rehabilitate you into your substantive position. If you are injured:

- Seek first aid immediately where required
- Notify your workplace manager/supervisor as soon as possible
- Contact the **Incident and Injury Notification Hotline on 1800 811 523**
- Consult a doctor to obtain a WorkCover medical certificate and arrange treatment where required
- Participate and cooperate in the development of a return to work program
- Seek advice on returning to work from your workplace manager/supervisor, Injury Management Advisor and your union
- Make all reasonable effort to return to work as soon as possible
- See the information for injured employees brochure on the WHS website for further information, at <https://detwww.det.nsw.edu.au/adminandmanage/ohands/index.htm>.

Further Information

The WHS website provides further information on incident reporting:

<https://detwww.det.nsw.edu.au/adminandmanage/ohands/index.htm>

Where possible seek further information within the workplace – from a manager, supervisor, Health and Safety Committee or Health and Safety Representative.

Contact your regional WHS team when you need further assistance. Injury Management Advisors/Return to Work Coordinators and WHS Liaison Managers provide operational support and services to DEC workplaces.

If the information you need cannot be provided at the regional level, contact the WHS Directorate for advice.

Contact numbers are available on the WHS website.

Union representatives are able to provide further information on incident reporting.

Please contact your Regional WHS Liaison Manager if you require further information regarding work health and safety.

Contact

Work Health and Safety Directorate
1 Oxford St
Darlinghurst NSW 2010
Hotline 1800 811 523
General enquiries 9244 5253

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NSW Department of Education and Communities



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Reporting WHS Incidents and Injuries

Freecall

1800 811 523

Monday to Friday 8am to 5pm

Work Health and Safety Directorate





FAQs

What is the WHS Incident and Injury Notification Hotline?

The WHS Incident and Injury Notification Hotline is designed to receive notifications of WHS related incidents and injuries. The hotline is staffed by the Injury Management Centre team who will ask for all of the appropriate information regarding the incident.

Who can use the hotline?

Anyone. All staff are encouraged to use the service. All you need to do is ring the hotline and provide relevant information regarding the incident. If for any reason you are unable to report the incident, another person may contact the hotline on your behalf and provide the required details.

Do I need to complete the current paper form?

You do not need to use both forms of notification for reporting incidents relating to employees. The incident and injury notification hotline is the preferred system for reporting incidents.

When should I make the call?

As soon as possible after the incident. The Department's policy requires staff to notify within 24 hours of an incident regardless of whether an injury resulted from the incident.

What type of incident should be reported?

All WHS related incidents should be reported, including incidents in the workplace that have resulted in injury to an employee and those with the potential to cause injury. By reporting WHS incidents appropriate support and corrective actions can be initiated to prevent further incidents.

Should incidents relating to students, volunteers, visitors and contractors be reported via the hotline?

WHS incidents arising from identifiable hazards relating to students, volunteers, visitors and contractors should be reported via the hotline to ensure corrective actions can be initiated preventing further incidents. Details of student and visitor injuries are still required to be maintained at the workplace, through existing reporting templates.

Is the service confidential?

Yes. All information provided will be given only to relevant parties in line with privacy laws.

Do I need to tell my manager about the incident?

Yes. You should advise your workplace manager/supervisor of the incident to ensure appropriate action is taken to prevent further incidents from occurring. Your workplace manager/supervisor will receive written notification of the incident within 24 hours of the incident being reported to the hotline.

What do I do if a staff member advises me of an WHS incident?

Ask if the incident has been reported, if not, assist the employee to report the incident via the hotline, or obtain all the necessary information and report the incident on their behalf.

What information do I need to report an incident?

Details of the incident, hazard or near miss including the date, time and location Information about injuries sustained e.g. sprained left ankle. Name, employee number and position of any injured persons Details of medical treatment provided.

Who is notified about the injury/incident once I have contacted the hotline?

A copy of the Incident Notification may be sent to the workplace manager/supervisor, Injury Management Advisor, regional WHS Liaison Manager and WHS Directorate (for serious incidents). If the incident results in an injury, DEC's Fund Manager (Allianz) will also be notified.

All WHS incidents and injuries are to be reported to the **Incident and Injury Notification Hotline: Freecall 1800 811 523** Operating hours 8am to 5pm Monday to Friday.

For further information see **Incident Management** on the WHS website.

What happens following my notification?

If the incident results in injury, you will be contacted by your workplace manager/supervisor. If you require assistance in returning to work, you will be contacted by your Injury Management Advisor and DEC's Fund Manager (Allianz) to discuss your support needs and commence the development of an injury management program.

A return to work plan may be developed to ensure that the duties you are performing are appropriate in relation to your injury. DEC will assist you in the return to work process by:

- Consulting with you, your treating doctor and workplace manager/supervisor
- Organising suitable duties for you while you are recovering from injury, and
- Providing appropriate return to work support while you recover from your injury and assisting you back to your normal duties in a safe and timely manner.

For further information see **Incident Management** on the WHS website.

