



**KEYS**  
HUMAN RESOURCES

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## Incident Reporting and Investigation Procedure

### Purpose

- To ensure all OHS incidents are reported
- To ensure all OHS incidents are investigated appropriately
- To ensure compliance with legal requirements for incident notification to Work Cover authority

### Incident Reporting Process

#### 1. Immediate response to an incident

- Appropriate First Aid/Medical treatment arranged if required
- Incident reported to Supervisor verbally
- Supervisor takes necessary steps required to protect the health and safety of all persons following incident
- Incident to be verbally reported to a Keys HR representative immediately either on 0400 339 926 or (07) 3876 2202

#### 2. Significant incidents reported immediately to OHS Officer, and immediately reported to a Keys Human Resources representative

- Notify emergency services
- Incident immediately reported to OHS Officer
- OHS Officer or Supervisor coordinates immediate notification to Keys HR representative - 0400 339 926 or (07) 3876 2202

#### 3. Incident Documentation and Investigation

- All incidents and injuries will require the completion of Keys HR Incident Report Form and are to be submitted either via Fax (07) 3876 2090 or Email [keys@keyshr.com](mailto:keys@keyshr.com) within 24 hours of incident occurring for all incidents – Link to incident report form
- Client/Site Incident Report Form to be completed and submitted to Keys HR within 24 hours of incident occurring
- Forms to be completed by Supervisor, OHS Officer or a Keys HR representative alongside the injured worker to give an accurate account of incident
- If Work Cover forms are necessary, they are to be completed by Doctor or Hospital and submitted within 24 hours to Keys HR either via Fax (07) 3876 2202 or Email [keys@keyshr.com](mailto:keys@keyshr.com)
- If incident results in lost working time for the injured worker then a Work Cover claim will be lodged by Keys HR and all documentation will be forwarded to Work Cover
- Keys HR will then continue to monitor workers recovery process until they are fit to return to work

This form is available for download on the Keys HR website [www.keyshr.com](http://www.keyshr.com)





