

Incident Management Policy

Policy Statement

Anglican Movement is committed to transparent recording and reporting of all health and safety incidents, near misses, and uncontrolled hazards using Risk Manager. We will carry out investigations where applicable to ensure lessons are learnt because we are committed to continuous improvement of health and safety across our Diocese.

Purpose

The process of recording, reporting, and investigating incidents, near misses, and uncontrolled hazards assists us to identify patterns of concern and areas that requiring improvement - including corrective actions and changes to policies and/or processes.

Definitions

Event	In this context: any incident, near miss, or uncontrolled hazard
Incident	When something happened that has resulted in injury, non-injury, or property damage
Near Miss	When something nearly happened that, if it did happen, could have resulted in injury, non-injury, or property damage
Uncontrolled Hazard	When there is a risk that something will happen unless controls are put in place (including the identification of a hazard not previously identified)

Scope

This policy applies to all incidents, near misses, uncontrolled risks that occur in our workplace environments and in our mission and ministry settings. The policy is be read in conjunction with our Notifiable Events Reporting Policy.

Recording and Reporting Process

The **Events Module in Risk Manager** is to be used to record, report, and investigate events. In addition to this Notifiable Events are to be reported to directly to Diocesan Management as per our **Notifiable Events Reporting Policy**.

Investigation Process and Methodology

Our investigation process is managed by the workflow in Risk Manager, which provides the following three-level scale investigation framework:

Level	Type	Investigator	Reviewer
1	Full investigation	Diocesan Safety Officer	Diocesan Manager
2	Simple investigation	Risk Manager Coordinator	Diocesan Safety Officer
3	No investigation	n/a	n/a

Full Investigation Methodology

Via Risk Manager, we utilise the Incident Cause Analysis Method (ICAM) when undertaking full investigations to help identify underlying causes, contributing factors, and contextual perspectives.

Investigation Level Thresholds

Risk Manager automatically determines the level of investigation required for incidents and near misses based on the Actual Outcome and the Potential Consequence ratings as defined below:

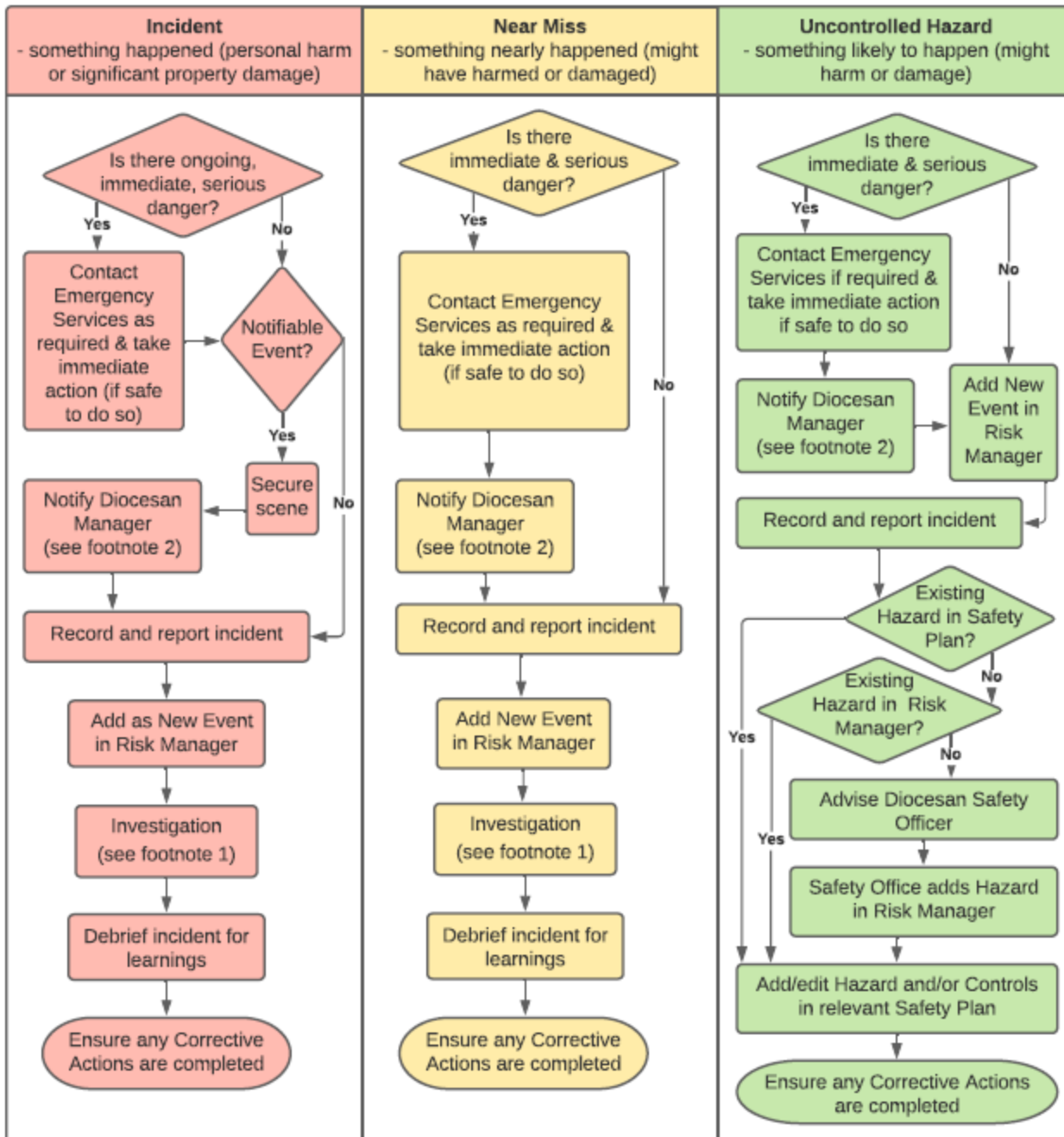
Actual Outcome	Potential Consequence
0 - No Consequence	0 - No Consequence
1 - First Aid Injuries, Physical or Psychological Discomfort, or Minor Property Damage	1 – Not Significant
2 - Medical Treatment, Counselling, or Moderate Property Damage	2 - Minor
3 - Lost Time, Restricted Capacity at Work-Ministry or Home, or Significant Property Damage	3 - Moderate
4 - Serious Harm, Permanent Disability, Long-term Psychological Impairment, or Major Property Damage	4 - Major
5 - One of more Fatalities or Destroyed Building	5 - Severe

- **Full Investigation:** triggered when Actual Outcome >2 AND Potential Consequence >3
- **Simple Investigation:** triggered when Actual Outcome = 2 AND Potential Consequence =1 and <=3
- **No Investigation:** this status is applied when Actual Outcome <2 AND Potential Consequence <1

Vehicle Accidents

All vehicle accidents and incidents involving diocesan vehicles are to be reported – refer to the **Vehicle Accident Report Form** and the **Diocesan Use of Vehicles Guide**.

Incident Management Flowchart



NOTES:

1. The internal investigation process is managed via the workflow in Risk Manager
- see the Incident Reporting and Investigation Policy
2. External notifications are overseen by the Diocesan Manager
- see the Notifiable Events Policy