

Recording and reviewing health and safety events

Table of Contents

Table of Contents	2
Policy statement and principles	3
What	3
Why	3
How	3
References	3
Definitions	3
Immediate actions following an incident	5
Notifications to WorkSafe NZ	6
Managing information requests from WorkSafe NZ	6
Reporting a health and safety event	7
Special Case - Employee suspected suicide or serious self-harm	7
What to put into your report?	7
Initial review of the incident report	7
Conducting a health and safety review	8
Health and Safety Review Classification Table	8
Tier One (Nationally sponsored health and safety reviews)	9
Tier Two (District or Service Centre Led)	9
Roles and responsibilities in H&S review teams	10
Completed Health and Safety Reviews	10
Supervisor led reviews	10

Policy statement and principles

What

Our business purpose is to ensure everybody can be safe and feel safe. Proactively reporting supports [our strategy's](#) prevention mindset and allows Police to continually learn through informed insights supported by a just culture.

This policy outlines the Police approach to reporting and reviewing work-related health and safety incidents, both injury and near miss events.

Why

Work-related accidents, incidents, deaths, injuries, and near misses can be warnings of uncontrolled or poorly controlled risks. This policy ensures Police has a robust system in place to learn from these events, identify the root cause, and put in place controls to eliminate or mitigate risks so far as reasonably practicable. The aim of this policy is to prevent the same risk from causing harm in the future.

The policy also serves to address NZ Police obligation under the [Health and Safety at Work Act 2015](#), [Accident Compensation Act 2001](#) and associated regulations with respect to recording, reporting, and reviewing risks to employees and others.

How

This policy outlines Police expectations of how employees record incidents and near miss events, and the process for reviewing those events.

When a health and safety incident or near miss occurs in the workplace, a health and safety review is how we determine what went wrong and how we can prevent it happening again. A review identifies whether our controls are effective and where we can make improvements to our health and safety systems.

A health and safety review is different to the criminal investigations carried out by Police in their everyday work. Health and safety reviews are not designed to find culpability, instead they look for opportunities to better control risks.

References

- [Health and Safety at Work Act 2015](#)
- [WorkSafe](#)
- [Incidents and Recovery](#)

Definitions

Term	Description
Corrective actions	Actions to be taken to address the causes of a health and safety event to prevent the same or similar event reoccurring. These actions should focus on both surface and root causes.
Health and safety event	Incorporates health and safety incidents and near misses.
Health and safety incident	<p>An unplanned or unexpected event that results in harm (death, physical injury, mental injury, or illness) to a person and occurs because of Police work activities.</p> <p>For clarity, this includes:</p> <ul style="list-style-type: none"> - Harm to NZ Police employees, detainees, members of the public, contractors, and visitors to NZ Police sites - Pain and discomfort associated with work activities - Psychological harm arising from work. <p>It also includes these events, whether or not they arise from work:</p> <ul style="list-style-type: none"> - Suspected employee or detainee suicide or homicide - Suspected employee or detainee self-harm requiring admission to hospital for immediate treatment.
Health and safety review	The process used to identify the system level causes (root causes) of an adverse event so they can be addressed, and appropriate controls put in place. There are three types of health and safety reviews: Supervisor, District Team, and PNHQ-led.
Just Culture	Just Culture is a fair, measured, and consistent model used to assess human performance issues (mistakes and errors in relation to the performance of work tasks). It identifies the behaviours that produced an undesirable result, what drove those behaviours (often systemic causes of failures), and an appropriate resolution. Just Culture balances the need for a non-punitive learning environment with the need to hold persons accountable for their actions. Just Culture builds trust and enables an organisation to focus on prevention of incidents first by removing the fear of reporting, and then by involving those who perform the tasks in creating the solutions.
Near Miss	<p>An unplanned or unexpected event that occurs because of Police work activities and, underslightly different circumstances, could have resulted in harm to a person but did not. Includes “loss only” incidents where damage was caused to Police property, but no people were harmed (e.g., minor car crashes where no occurred).</p> <p>An unplanned or unexpected exposure to a harmful substance or disease (for example contaminated blood) is considered a near miss if it does not ultimately result in an injury or illness.</p>
Notifiable event	Certain types of events must be notified to WorkSafe NZ, including all workplace deaths and serious injuries as detailed in the document “What is a notifiable event?”
Root cause	Underlying causes of an event that explain why a surface cause exists. These are often referred to as system level causes because they originate in system weaknesses that are controlled by the organisation and management. For example, if driver error was the surface cause, the root cause could be training, fatigue management, vehicle choice, and procedural failures.
Surface cause	Surface-level problems that led to an incident or near miss. These are usually the most easily observable cause of a health and safety event and are often attributed to individuals’ actions. For example, driver error.

Immediate actions following an incident

The priority following a health and safety event is to mitigate any further harm. [TENR](#) is the applicable dynamic risk management framework.

Apply [First Aid](#) and seek help to ensure the injured person receives the appropriate medical treatment. Consider the possibility of unseen harm:

- psychological harm - contact a [Wellness Advisor](#) for assessment and support
- [head injury](#) or smoke inhalation - if suspected, you must obtain an assessment by a Health Practitioner
- illness or disease - prevent cross-contamination and obtain an assessment by a Health Practitioner

Police employees involved in a health and safety incident or near miss should verbally advise their supervisor as soon as possible following the event. Refer to [Incidents and Recovery](#) for further follow-up and support actions to take, including what to do if someone has been hurt.

Notifications to WorkSafe NZ

Supervisors are responsible for ensuring potentially [notifiable events](#) are referred to the [District Health and Safety Advisor](#) immediately. District Health and Safety Advisors will consult with the Manager Health and Safety as required to triage the incident and refer it to WorkSafe where appropriate.

-

 [Determine if H&S Event is Notifiable - 2023](#)

130.92 KB

If a District Health and Safety Advisor is not available, the DCC can make the notification but must ensure the Health and Safety Advisor and Director Safer People or Manager Health and Safety is advised that the notification has been made within 24 hours of the notification.

For each notifiable event, the District Health and Safety Advisor, in consultation with those responsible for initiating a review (refer to [Health and Safety Review Classification Table](#)), will complete a Health and Safety Review Decision Form to record the reason for the selected review type and who is responsible for conducting the review.

-

 [H&S Event Review Decision - 2023](#)

126.39 KB

Safer People will hold and manage a central register of all notifiable events.

Managing information requests from WorkSafe NZ

In some cases, WorkSafe will request further information in response to a notifiable event. Contact will usually be made to the designated Police person listed in the notification. In the event they don't contact the designated Police person in the notification, WorkSafe NZ should be referred on to the Director Safer People or Manager Health and Safety. No response is to be provided to WorkSafe until instructed by Director Safer People or Manager Health and Safety.

The Director Safer People or Manager Health and Safety will provide instruction on what information is pertinent to WorkSafe's request. Consideration will be given to:

- What information is relevant to the request
- Who will be the most suitable group or individual responsible for coordinating and supplying information
- Who should be involved and notified internally.

Reporting a health and safety event

All health and safety events are to be [reported in MyPolice](#) as soon as possible after the event, and in all cases within 48 hours of the event occurring. This should be done by the employee involved, or by their supervisor in the event the employee is unable to enter the report.

If the health and safety event relates to non-employees (i.e. members of the public, detainees, contractors, etc.) please complete the [Incident Report for Non-Police Persons](#) and forward to your [District Health and Safety Advisor](#), requesting that they enter the event into MyPolice.

Special Case - Employee suspected suicide or serious self-harm

The following events are to be reported to a [Wellness Advisor](#) who will record the event and arrange for any support required:

- Any suspected employee suicide
- Suspected employee self-harm requiring admission to hospital for immediate treatment.

What to put into your report?

Employees must provide sufficient information relating to the event to facilitate any reviews taking place. Reports should be as honest and accurate as possible. The description of the event should include details such as:

- What happened?
- How did the event occur?
- What injuries were suffered, or could have been suffered?
- What losses occurred (e.g., damage to vehicle, building, equipment etc.)?
- Who was involved (avoid using names, use QID or PRN)?
- Why did the event happen the way it did?
- Where did the event occur?
- What treatment was required?
- What is the worst credible outcome (injury/illness) that could have occurred?

Helpful tip: If the incident has been submitted using the Debrief / Lessons identified form, either [on your computer](#) or via CheckPoint, then use the confirmation email to copy the recorded details into the relevant parts of the MyPolice incident report.

Initial review of the incident report

The supervisor will receive a notification when a direct report submits an incident or near miss report and will then be required to complete a [Supervisor led review](#). In cases involving high levels of actual or potential harm, they must contact the District Health and Safety Advisor to determine whether further review is warranted.

The Supervisor will process the incident report and record the results of the review within five days in accordance with the [MyPolice workflow](#), engaging with the District Health and Safety Advisor and other SME as required.

If an employee became **injured or ill** during the event, they must provide copies of any ACC medical certificates to their supervisor and the relevant [District or Service Centre inbox](#). Refer to the Return to Work Guide if they require time off work. Further information can be found at [Return to Work](#), or contact a [RTW Advisor](#).

Conducting a health and safety review

When a health and safety event occurs in the workplace, a health and safety review is required to identify how we can stop similar events from happening again. It is used to identify and control risk in our workplace and make improvements to our health and safety systems. Health and safety reviews may happen alongside other processes such as a critical incident investigation or an IPCA investigation.

All health and safety events require a review. However, the type and extent of review will vary depending on the worst credible outcome that could have resulted from the event, and the potential learning opportunities.

Reviews of health and safety events can be:

- Tier One (Nationally sponsored)
- Tier Two (Led by a District or Service Centre)
- Tier Three (Supervisor led)

For significant H&S events, the Health and Safety Review Decision Form may be used to record the reason for the selected review type and who is responsible for conducting the review.

Health and Safety Review Classification Table

Tier	Criteria	Process	Responsibilities
One	<p>Incidents or near misses with actual or potential for:</p> <ul style="list-style-type: none"> - Severe or major consequences* such as fatality or life altering consequences, or - Significant organisational level learning, or - National interest. <p>May include:</p> <ul style="list-style-type: none"> - Notifiable Incidents - Critical Incidents - Suspected employee or detainee suicide or serious self harm 	<p>National level structured health and safety review involving:</p> <ul style="list-style-type: none"> - Formation of review team, including a senior manager as the review team leader, a facilitator trained in causation review methodology and subject matter experts as necessary. - Follow accepted root cause analysis methodology such as Taproot® or ICAM to identify causation and corrective actions. - Review report to be submitted for national approval, tasking and monitoring via the national recommendations database. 	<p>Initiation:</p> <p>Safer People will triage all Notifiable Events and escalate recommendations to the District Commander (or equivalent) as necessary.</p> <p>District Commander (or equivalent) to bring a recent event to the attention of AC District (or equivalent) and Director Safer People who will decide if a Tier One review is required.</p> <p>Managing:</p> <p>Director Safer People, in consultation with, AC Districts (or equivalent) and District Commander (or equivalent) will appoint review team.</p> <p>Tracking:</p> <p>Health and Safety Governance Group will monitor completion of the review and actions that have gone through the appropriate escalation process.</p>

Two	<p>Incidents or near misses with actual or potential for:</p> <ul style="list-style-type: none"> - Moderate consequences*, or - District-level learning or interest. <p>Operational debriefs with a significant focus on health, safety, or wellness</p> <p>Incidents linked to our critical risks</p>	<p>District or Service Centre level structured health and safety review involving:</p> <ul style="list-style-type: none"> - Follow recognised incident cause analysis method such as ICAM to identify causation and develop recommendations for preventative actions - Health and Safety Advisor to assist District-assigned lead to facilitate the review - Input from additional SMEs as required - Recommended actions tracked to completion via District tasking system. 	<p>Initiation: Work Group Manager or H&S Advisor may bring a recent event to the attention of the District Commander and Manager Health and Safety who will decide if a Tier Two review is required.</p> <p>Managing: District Commander (or equivalent) will assign to Work Group manager.</p> <p>Tracking: District H&S Committee will monitor completion of review and actions. DLT (or equivalent) will monitor a summary of review actions. National H&S Committee will track by exception (i.e., nil reviews, overdue actions).</p>
Three	<p>All incidents and near misses with actual or potential:</p> <ul style="list-style-type: none"> - Minor or negligible consequences* - Local interest - Identifying emerging trends 	<p>Incident reporting and review via MyPolice, as outlined in this policy.</p>	<p>Initiation: All employees.</p> <p>Managing: Employee and Supervisor or Manager.</p> <p>Tracking: H&S Advisor, Safer People Data Insights Analyst, and local H&S Committee.</p>

* Consequences as defined in the [Risk Rating Matrix](#)

Tier One (Nationally sponsored health and safety reviews)

A health and safety event will be considered for nationally sponsored review when the criteria outlined in the [Health and Safety Review Classification Table](#) are met, or at the direction of the New Zealand Police Executive.

Once a nationally sponsored review has been deemed appropriate, the Director Safer People, in consultation with, AC Districts (or equivalent) and District Commander (or equivalent) will appoint a team to conduct the review.

The outcome of the review and corrective actions must be reported through the appropriate H&S Governance channels.

Tier Two (District or Service Centre Led)

A Health and safety event will be considered for District or Service Centre level review when the criteria outlined in the [Health and Safety Review Classification Table](#) are met, or in the following circumstances:

- A person affected by our work is seriously injured, or a serious failure in our procedures has exposed a person to a risk of serious injury or death, but a nationally sponsored review is deemed not necessary.
- Following an adverse interaction with WorkSafe (for example, if we receive an enforcement notice from a WorkSafe Inspector)
- The District or National Health and Safety Committee directs a review take place using a team approach
- At the direction of the District Commander (or equivalent).

Once a District or Service Centre level review has been deemed appropriate, the District Commander (or equivalent) assigns a senior employee to lead a District or Service Centre H&S review team.

The outcome of the review and corrective actions must be reported to the District or Service Centre Health and Safety Committee.

Roles and responsibilities in H&S review teams

The make-up of H&S review teams will vary depending on the incident. However, the following roles should be taken into consideration when deciding who should be involved:

Role	Responsibility	Person
Management/ supervision	Responsible for assigning the team, ensuring the review is carried out and findings are actioned/risks mitigated	Manager or supervisor in charge of the team, person, or area where the incident occurred
Facilitator/ health and safety expert	Provides oversight Advises on health and safety best practice and requirements under the Act Advises on root cause approach Reports back to national Safer People team	Usually the District Health and Safety Advisor , or a more senior person from Safer People if required, who is trained and competent in systematic root cause analysis
Worker representation	Ensures the review is carried out as per the chosen methodology process and in good faith, reports back to H&S committee, and engages as appropriate	Trained Health and Safety Representative
Review sponsor	Ensure the team has access to the resource and people available to successfully complete the reviews. Sets Terms of Reference (ToR) for the review in consultation with AC Districts (or equivalent) and Director Safer People	Tier 1: AC Districts (or equivalent) and Director Safer People Tier 2: District Commander (or equivalent) or a nominated member of the leadership team

In addition to the above, the reviewer will also consult with operational or technical experts who can advise on operational matters. For example, WFM specialists, Fleet Management, Wellness Advisors, crash scene investigators, etc.

Completed Health and Safety Reviews

Upon completion of a health and safety review, recommendations are consulted on with the affected workgroup prior to being submitted through the appropriate escalation channels for endorsement.

Corrective actions are then assigned to the applicable workgroup leader for actioning.

For Tier One reviews corrective actions will be tracked in the Recommendation database and monitored by HSGG.

For Tier Two reviews corrective actions will be monitored by the district Health and Safety Committee. If corrective actions remain unresolved and present a risk of harm to our people or the public, then escalate them using the [District H&S Issue Resolution template](#).

Lessons learned from these reviews must be entered into the [Lessons Learnt](#) and communicated through [Health and Safety Committees](#) using the District H&S Issue Resolution template.

Supervisor led reviews

All other health and safety reviews are led by the supervisor of the person reporting the incident/near miss. This is appropriate when:

- any injuries suffered were minor
- the likelihood of a repeated incident involving the same mechanism of injury is low
- the root cause of the event is immediately identifiable and controlled.

The supervisor must discuss the event with the staff member and ensure they receive any support they may need - refer to [Incidents and Recovery](#). The discussion should cover:

- What happened, who was involved, and what actions were taken
- The conditions within which the event occurred
- How risk was assessed, what control measures applied, and what was the actual or credible potential harm involved
- What led to the incident and what could be done by whom to prevent it in future?

Health and safety reviews of events with low actual or credible potential harm, can be included as part of a debrief (refer [Debrief policy](#)), provided that a summary of the findings is notated in the MyPolice incident record. Control measures and action plans should be included where appropriate.
