Incident Management

Even with strong controls, incidents can happen. A prompt response helps protect people, prevent escalation, preserve evidence and meet legal reporting timeframes.

Stop work, check for danger and get help. Notify your supervisor or manager immediately. Report all hazards, near misses and incidents in INX.

Primary Risks & Hazards to Spot



- **Wet work**
- **Mopping, scrubbing and spill response**



- **Working with or near electrical equipment**
- **Working at heights with ladders, access equipment or ceiling work**



- **Using chemicals**

Social Infrastructure & Citizen Services

Where might this happen in our work environment?



Wet work: mopping, scrubbing or responding to spills.



Chemical use: using chemicals during cleaning work.



Equipment and height work: vacuum cleaners, polishers, extension leads, lighting, ladders, access equipment or ceiling work.

Where else?

What could slow down our incident response?

What can we check to protect?

1. **Have we stopped and checked?**
   Stop work immediately. Check for danger to yourself and others.

2. **Does anyone need urgent help?**
   Administer first aid or call emergency services if required.

3. **Who do we notify and what next?**
   Notify your supervisor / manager immediately. Use the one-page Ready Reckoner for step-by-step actions after an incident.

Who will you notify, and where is the Ready Reckoner?

Social Infrastructure & Citizen Services

Your safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who is your HSW Business Partner?

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.