



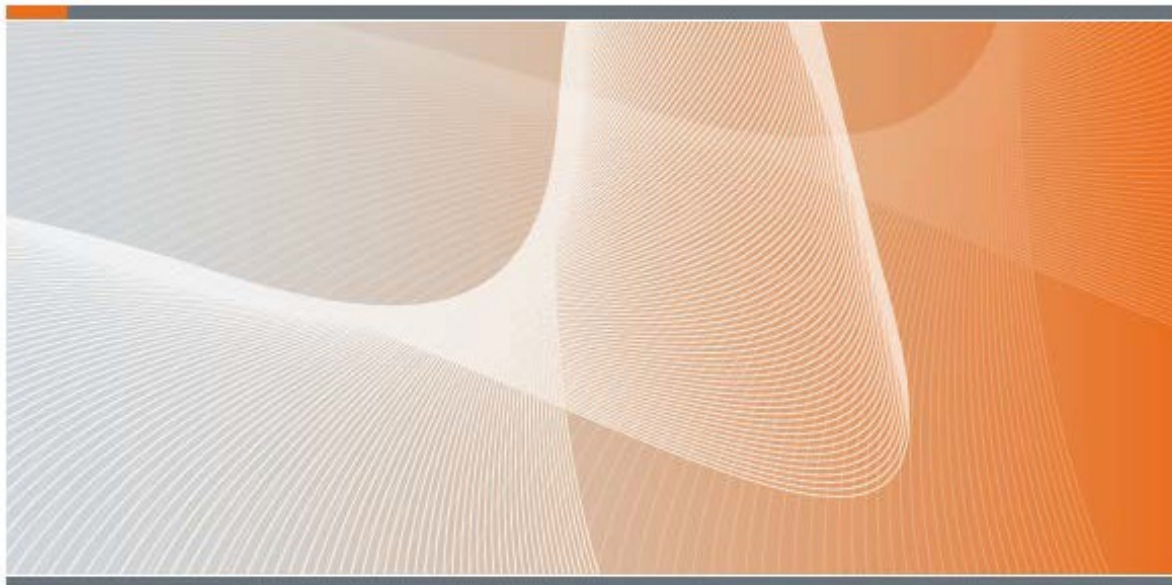
Australian Government

Department of Defence

Estate and Infrastructure Group

Estate & Infrastructure Group

Guidance for the Reporting and Managing of Work Health and Safety Incidents



Document review and approval

Revision history

Version	Author	Date Last Revised	Revision
1.0	DSPA	18 July 2014	First Release – Interim Document
2.0	DWHS	18 December 2018	Revision – Further clarification about notification timeframes, investigation and root causes. Alignment of terminology with WHS Branch terminology.
3.0	DWHS	12 July 2021	Addition of Role and Responsibilities, CFI Reporting Process and Estate Management Issue Events. Some paragraphs have been moved to assist with document flow.

Amendment

Proposals for amendment to this instruction should be forwarded to E&IGs Directorate of Work Health & Safety (DWHS) via E&IG.Safety@defence.gov.au.

Definitions

Approving Authority	The Approving Authority is the final person in the WHS event review process. They have the authority to mark the WHS event as Signed Off.
Event	Event is the Sentinel term for an incident. WHS incidents are recorded in the Sentinel Event module.
Event Investigator	The Event Investigator is the person assigned within Sentinel to review and assess the WHS event. The Event Investigator may be assisted by one, or more, Investigation Team Members.
Event Reporter	The Event Reporter is a person who is reporting the details of an incident into Sentinel. The Event Reporter can be the person who is directly involved in an incident (the Involved Person) or someone who is reporting an incident as a third party, on behalf of the Involved Person.
Event Supervisor	The person who is directly in control of the work or activity being performed when the incident occurred. In the majority of cases for E&IG staff, the Event Supervisor will be the PMKeyS Supervisor unless the work or activity being undertaken at the time the incident occurred is under the direct control of a different person. For example; if a worker is injured whilst away on an internal training course then the Event Supervisor will be the person in control of the course. The PMKeyS Supervisor will receive a FOR INFORMATION notification that their worker has been involved in an incident.
Incident	An incident is any unforeseen occurrence that results in, or could have resulted in, an injury or ill health that is caused by work-related employment in Defence, or as a result of a Defence undertaking. This includes incidents involving Defence workers, cadets and third parties, including contractors, visitors and the general public.
Notifiable Incident	<p>Notifiable incidents are defined in Part 3 of the WHS Act 2011 as incidents that have an Involved Person with a severity of:</p> <ul style="list-style-type: none">• Fatality;• Serious injury or illness; or• Dangerous incident. <p>These severity types are defined in further detail at Annex A.</p> <p>Note: <i>in the context of this instruction, 'notifiable incident' is as per the above legislated definition which does not have the same meaning as 'notifiable incident' applied under the Incident Reporting and Management Manual.</i></p>
Regulator	<p>Is the Commonwealth or State and Territory Statutory Authority:</p> <ul style="list-style-type: none">• Comcare – is the statutory authority responsible for workplace safety, rehabilitation and compensation in the Commonwealth jurisdiction.• State or Territory Regulator – is the State or Territory authority for work, health and safety, rehabilitation and compensation.

Reportable Incident	<p>WHS incidents that are not notifiable to Comcare, but are reportable to Defence. These incident types include:</p> <ul style="list-style-type: none"> • Minor injury; • Exposure; or • Near miss. <p>These severity types are defined in further detail at Annex A.</p>
Person Conducting a Business or Undertaking (PCBU)	<p>Under the WHS Act 2011, PCBU means the person conducting a business or undertaking. In the Department of Defence context the Commonwealth is the PCBU and the Department of Defence discharges the obligations of the PCBU on behalf of the Commonwealth.</p>
Officer of a PCBU	<p>Under the WHS Act 2011, an Officer of the PCBU means a person who makes or participates in making decisions that affect the whole or a substantial part of the business or undertaking. In Defence, an 'Officer' has been defined as:</p> <ul style="list-style-type: none"> • The Secretary Department of Defence; • The Chief of the Defence Force; • Group Heads; and • Service Chiefs.
Visitor	<p>A Visitor is any person/s who is not a Worker (see definition of Worker). Also, for the purposes of Sentinel:</p> <ol style="list-style-type: none"> 1) Any person without a DPN log-on is considered a visitor in Sentinel, even if they were working at the time. 2) Defence members, employees and contractors with a DPN log-on are considered 'visitors' if they are at a Defence controlled workplace when they are not on duty but are involved in an incident.
Workers	<p>A Worker is fully defined in Section 7 of the WHS Act 2011. For Defence purposes, it includes all ADF members, ADF cadets, APS employees, Defence contractors and respective subcontractors, work experience students and volunteers.</p>

INSTRUCTION

Purpose

1. The purpose of this document is to provide guidance for the reporting and management of WHS incidents involving E&IG workers (including contractors) and visitors that occur during the course of Defence related activities.

References

2. The following references have been used:
- A. [Work Health and Safety Act \(2011\)](#)
 - B. [Work Health and Safety Regulations \(2011\)](#)
 - C. [SafetyMan, Governance and Due Diligence, Work Health and Safety Incident Reporting Policy and Guidance](#)
 - D. [Communication Protocol between Defence and Comcare](#)
 - E. [Sentinel User Manual WHS Event Management](#)
 - F. [Base Services Contract Instruction – Reporting of WHS Incidents in Sentinel](#)
 - G. [Comcare Publication - Guide to WHS Incident Notification.](#)

Background

3. Section 38 of the WHS Act 2011 places a duty upon Defence as a person conducting a business or undertaking (PCBU) to ensure that all notifiable incidents are reported to Comcare immediately after becoming aware that a notifiable incident arising out of the Defence undertaking has occurred.

4. Comcare considers a PCBU has 'become aware' of the occurrence of a notifiable incident at the time that any of their employees holding supervisory or managerial roles become aware of the incident.

5. DEPSEC E&IG, as an Officer of the PCBU, has a duty to ensure that E&IG has processes for complying with any duty or obligation under the WHS Act. This includes the process for reporting notifiable incidents to Comcare.

6. Element 15 of the Defence Work Health and Safety Management System – Incident Management requires Defence to maintain systems for encouraging the reporting of incidents, and for developing and implementing corrective and preventive actions.

Reporting Incidents

7. Sentinel is the whole-of-Defence Work Health and Safety (WHS) Management Information System which is designed to improve the availability, timeliness and quality of WHS information.
8. Sentinel is the mandated incident reporting tool for the reporting of incidents involving E&IG workers (including contractors, third parties and visitors). An incident is referred to as a WHS Event within Sentinel.
9. Further detailed guidance for E&IG workers and Service Delivery Division (SDD) Base Services Contractors in the use of Sentinel for the reporting of WHS incidents involving Base Services Contractor personnel can be found by referring to the [Base Services Contract Instruction – Reporting of WHS Incidents in Sentinel](#).
10. Incident reporting via Sentinel or the [AE527 Sentinel Event Report \(Non-DRN Users\)](#) form is separate and distinct from making a Workers Compensation claim. Applications for workers compensation for APS personnel can be made by calling 1800 DEFENCE (1800 333 362) and requesting a Workers Compensation Pack for Employees. Claims for compensation for ADF personnel are administered by the Department of Veterans Affairs (DVA) and can be initiated via the [Claim for Compensation \(D2020\)](#) form.
11. A Defence Incident Record (DIR) is required for a WHS incident classified as a Fatality or Serious Injury. The [Defence Incident Record \(DIR\)](#) website provides further guidance. The DIR is separate to, but completed concurrently with, the Sentinel Event. The DIR may be attached to the Sentinel WHS Event to provide additional context.
12. Defence employees (ADF and APS) are also to complete the [AD088-Comcover Notification Record](#), where an incident involves a member of the general public or a contractor. For further information please refer to the [Defence Insurance Office website](#) or phone 1800 990 900.

Roles and Responsibilities

13. **All E&IG supervisors and staff:** All personnel are responsible for ensuring:
 - a. All incidents are reported in accordance with this E&IG Guidance, [SafetyMan](#) and Sentinel Guidance; and
 - b. Sentinel actions are completed promptly and within specified due dates.
14. **E&IG managers and directors:** Where an incident occurs under the sphere of their responsibility and/or influence, managers and directors, including Directors, Assistant/Deputy Directors, Base Managers, Product Directors, Project Directors and Project Managers are to ensure:
 - a. Notifiable incidents are reported to Comcare immediately by telephone. Comcare is to receive written notification within 48 hours of the incident, which is triggered by the Event Supervisor's completion of all the mandatory fields in Sentinel;
 - b. The site where the incident occurred is preserved (not disturbed until released); and
 - c. The event is effectively investigated by a competent person/team to identify root causes and corrective actions to prevent a reoccurrence.

15. **Zone WHS Teams** support the incident reporting process through provision of advice and ensuring accuracy of Sentinel Event reporting. This includes:

- a. Advising on the most appropriate classification of an incident and in particular whether the incident is notifiable to Comcare;
- b. Acting as an initial point of contact (Local Expert) for E&IG staff and contractors requiring assistance with entering Events into Sentinel;
- c. Validating Sentinel Events to ensure fields are correctly entered with adequate information, consistent with Defence E&IG policy;
- d. Ensuring Sentinel Events are correctly assigned to E&IG and the correct Business Unit within E&IG;
- e. Acting as a Competent Person to carry out investigations for E&IG notifiable incidents (where appointed) and maintaining oversight of contractor investigations as a member of the Sentinel Investigation Team;
- f. Identifying and sharing lessons learnt following a notifiable incident;
- g. Advising Approving Authorities, where requested, whether an investigation is adequate and whether the WHS Event can be closed or further action is required.

Sentinel WHS Event Roles

16. The live Sentinel system is only available to personnel with DPN access. Only limited contractor personnel will have access to the DPN to undertake the functions of Sentinel roles for WHS Event management. Consequently a deviation from Defence procedures is necessary whereby E&IG personnel, or contractors with DPN access, may perform a data entry role on behalf of the supervisor of the work/worker and the Event Investigator.

17. **Event Reporter:** An Event Reporter can be any Defence person or Contractor with a DPN logon. All DPN users have access to the Sentinel Kiosk to enter a WHS Event. The Event Reporter is the person tasked with submitting details of the WHS Event into Sentinel. It may be the affected worker (referred to as the Involved Person), their direct supervisor or a designated contractor representative. The Event Reporter should ensure that as much detail as possible is provided to describe the incident.

18. **Event Supervisor:** An Event Supervisor is the person who was in charge of the activity/work at the time the incident occurred and may or may not be the PMKeys Supervisor of the affected worker (Involved Person). The Event Supervisor is responsible for reviewing the Sentinel information, triggering written notice to Comcare, determining the actions required and appointing the Investigator/s. **The supervisor must not be the Involved Person or the Approving Authority.** Where the Event is notifiable, the Supervisor, Investigator and Approving Authority must not be the same person.

19. The Reporter must select an Alternate Workplace Supervisor when:
- the default Workplace Supervisor listed is incorrect;
 - the work or activity being undertaken at the time the incident occurred was under the direct control of a different person; or
 - A potential conflict of interest exists between the worker (Involved Person) and the default Workplace Supervisor, e.g. an allegation of bullying or harassment.

20. **PMKeys Supervisor:** The PMKeys Supervisor is the Involved Person's Supervisor as designated within the PMKeys organisational structure. The PMKeys Supervisor will receive a FOR INFORMATION notification advising that one of their workers has been involved in a WHS event. The PMKeys Supervisor should review the WHS Event Summary page then close and click the Complete button. No other action is required where the PMKeys Supervisor is not the Event Supervisor

21. **Event Investigator:** The Event Investigator is the Lead Investigator and is responsible for reviewing, assessing and assigning corrective or preventative actions. Investigation reports, and photographs, should be attached in Sentinel. This should include copies of any Corrective Action Plans.

22. **Event Investigation Team Member.** Sentinel allows for one or more team members to be added to the WHS Event. For notifiable incidents involving SDD contractors, a Defence staff member is to be included in the Investigation Team. Other investigation team members may be added as appropriate.

Note 1. - For notifiable incidents, the Lead Investigator or Investigation Team must include a member who holds unit of competency BSBWHS505A Investigating WHS Incidents or equivalent. This would usually be a member of the E&IG Zone Work Health and Safety Team.

Note 2. – A Sentinel WHS Event investigation is specific to WHS and does not replace other formal Defence investigations.

23. **Approving Authority:** The Approving Authority checks that actions have been taken to address the WHS Event (corrective actions) and closes out the WHS event within Sentinel. For notifiable incidents involving contractors, the Approving Authority is to be a Defence staff member. A list of Approving Authorities for Base Services Contractors (BSC) can be found at this [link](#). Refer to Annex C for further detail relevant to CFI-ID Projects.

24. **The Approving Authority** of a WHS Event in Sentinel **must not be the Involved Person, Event Supervisor or Event Investigator.**

Accessing Sentinel

25. Sentinel is available on the DPN and can be accessed through an icon on the desktop, or through the Defence Work Health and Safety Branch home page.

26. For visitors and staff within a Contractors' organisation, who do not have access to the DPN, the [AE527 Sentinel Event Report \(Non-DRN Users\)](#) form is to be completed and submitted to the Event Reporter, within the contractors' organisation, for input into Sentinel. The AE527 form can be accessed outside of the DPN through www1.defence.gov.au under menu path *About > Complaints and Incident Reporting*.

Sentinel WHS Event Reporting Process

27. The following is an overview of the process for submitting and managing a new WHS Event within Sentinel:

- a. The **Event Reporter** is to enter details of the incident into Sentinel. The details may be either be entered directly into Sentinel or transcribed from the [AE527 Sentinel Event Report \(Non-DRN Users\)](#). Event Reporters must provide a clear description of the incident, with as much detail as possible necessary for any reader to fully understand the incident. Notification should cover the “what, when, where and how”.
- b. The **Event Supervisor** will be notified by Sentinel, via email, to undertake the tasks associated with their appointment. For notifiable incidents, the Event Supervisor triggers automatic written notification to Comcare by finalising the “Event Additional Questions”. The Event Supervisor nominates the Event Investigator and, where applicable, members of the Event Investigation Team member. Once complete, Sentinel will notify the appointed Event Investigator to commence the investigation.
- c. The **Event Investigator** is to conduct their investigation of the incident, with a Defence staff member with appropriate competencies, including the identification of Corrective Actions (as required) and submit the investigation outcomes via Sentinel. Sentinel will then notify, via email, the relevant Approving Authority.
- d. The **Approving Authority** is to confirm the process has been followed; that the investigation was appropriate and that any Corrective Actions have been completed satisfactorily prior to signing off and closing the Event in Sentinel.

Capital Facilities & Infrastructure (CFI) Incident Reporting Process

28. Annex C outlines the process for the reporting of incidents which involve Capital Facilities & Infrastructure (CFI) project contractors. However, generally:

- a. The Sub-Contractor reports to their Prime Contractor through extant contractual processes, as defined by the Prime Contractor within the WHS Management plan/s.
- b. If the incident is a clear cut notifiable incident, the Prime Contractor, generally the WHS Officer, notifies Comcare by telephone as soon as possible.
 - (i) If guidance about the incident severity is required, the Prime Contractor is to report to the Project Manager / Contract Administrator (PMCA) for guidance immediately.
- c. Once Comcare has been verbally notified, the Prime Contractor is to advise the PMCA, complete the [AE527 Sentinel Event Report \(Non-DRN Users\)](#) form and submit the form to the PMCA, or Defence Project Management staff where the PMCA does not have DPN access, for input to Sentinel. Defence must provide the written report, through Sentinel, to Comcare within 48 hrs.
 - (i) The [AE527 Sentinel Event Report \(Non-DRN Users\)](#) form should be accompanied by any other available information e.g. photographs and contractor / sub contractor investigation reports.
- d. The PMCA is to advise the relevant CFI-ID Project Officer or Project Director immediately upon being notified of the incident by the Prime Contractor.
- e. The reporting individual in Sentinel (the PMCA or CFI Project Officer where the PMCA does not have DPN access) will place all information received in Sentinel urgently, noting the timeframe requirements.
- f. The nominated supervisor within Sentinel is responsible for submission of the written notification to Comcare.

29. The direction is that the written Sentinel report must get to Comcare urgently, within 48hrs.

Immediate Notification of Notifiable Incidents to Comcare

30. For notifiable incidents involving E&IG workers, the most senior manager in charge of the workplace or activity is responsible for ensuring immediate notification to Comcare. On a Base, this would normally be the Base Manager (BM) or Assistant BM. However, the unavailability of a manager should not prevent notification being made by next available E&IG supervisor/staff member.

31. WHS legislation requires that Comcare is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred. The following incidents are notifiable to Comcare:

- a. Fatality;
- b. Serious Injury/Illness; and
- c. Dangerous Incident.

32. If there is any doubt about whether an incident is notifiable, immediately seek advice from relevant [Zone WHS contacts](#). Zone WHS staff may consult with the Directorate of Work Health & Safety (DWHS) for a second opinion, if required. Where there is dispute over whether an incident is notifiable, the final determination shall be at the discretion of Zone WHS staff and/or DWHS. This policy extends to E&IG contractors as Defence is ultimately the PCBU for activities carried out under contract. In marginal cases, the preferred course of action is to notify Comcare of the WHS event to ensure that Defence has complied with statutory obligations.

33. The notification must be given by the fastest possible means. Notification in the first instance should be to Comcare by phone on 1300 366 979. Seek advice from Comcare regarding site preservation. Comcare may give advice to either continue preserving the site until a Comcare Inspector arrives at the site, or to release the site.

34. Initial notification must provide a clear description of the WHS event with as much detail as possible so that Comcare can assess what further action may be required. Notification should cover the “who, what, when, where and how”.

35. The name of the Comcare Inspector, Comcare Notification Number (if provided) and any site preservation requirements should be recorded for subsequent input into Sentinel.

Written Notification to Comcare within 48 Hours

36. Submission of written notification of the incident is required within 48 hours from the time of the initial notification. Therefore it is important that the Event is entered into Sentinel well within the required 48 hour reporting period to ensure statutory timeframes are met. The Sentinel Supervisor is responsible for submission of the written notification to Comcare as described in the following paragraph.

37. Sentinel automatically submits a copy of WHS events reported as notifiable to Comcare. To trigger automatic notification the following MUST occur:

- a. From “Supporting Info” page, Event Supervisor selects “Event Additional Questions” and answers YES to Question 31.1 “Did the event have at least one Involved Person with a severity of Fatality, Dangerous Incident or Serious Injury / Illness?” and
- b. The Event Supervisor completes all mandatory fields in the “Event Additional Questions” then finalise the “Event Additional Questions” form by selecting the “Finalise” button. A pop-up message will display advising that the notification will occur. Select OK to continue.

Notification if Sentinel Unavailable

38. In the case of a DPN or Sentinel Outage, if the written notification is going to exceed the 48 hour timeframe, the [Comcare notification form](#) is required to be submitted to Comcare. The Sentinel report should be raised once the outage is complete and a copy of the Comcare notification form is to be attached to the Sentinel WHS event.

Updating an Incident Notification

39. Where a notified incident is later determined to not be notifiable, DWHS (E&IG Regulator Relations) should be advised by Email: E&IG.regulatorrelations@defence.gov.au with reasons for the change. The Sentinel Event must be updated accordingly. Where verbal notification to Comcare has occurred, written notification must still be submitted before downgrading the incident severity.

Notification to State/Territory Regulators

40. As a PCBU in their own right, Contractors must comply with their relevant state / territory legislation, including continuing to notify their state / territory WHS Regulator of notifiable incidents within the legally required timeframes specified in their jurisdiction and in accordance with their own Safety Management System. Contractors must ensure that their Defence Sponsor is advised of such notification. Within E&IG this may be a Product Director, Project Director or Contract Manager.

Notification to Base Manager

41. The relevant Base Manager (BM) must also be notified of any notifiable WHS Events, including site preservation orders, which occur on a Base or Site for which they are responsible.

Site Preservation

42. The site of a notifiable incident must be preserved and not disturbed (unless the disturbance is for a prescribed reason, as defined within Annex B) until a Comcare Inspector arrives at the site or directs otherwise. Site preservation is the responsibility of the most senior manager in charge of the workplace or activity, or the person who makes the initial notification to Comcare if the manager is not available.

43. Even after Comcare has advised the site can be disturbed, the site should be preserved until released by the manager in charge of the workplace. This is to allow any internal investigators to examine the scene.

Note: Where the ADF is involved there are obligations under [Defence Incident Scene Initial Action and Preservation Manual \(DISIAPM\)](#) relating to initial action and preservation of a WHS event site.

Event Investigation

44. The intent of a WHS event investigation is to establish the reasons why an event happened and identify future preventative measures. Work health and safety event investigations do not apportion blame or determine liability. WHS event investigations are conducted as a fact finding activity.

45. WHS event investigations are categorised into three levels:

- a. **Level 1 investigation** is a fact finding investigation of simple or non-serious WHS events. These should be completed for all Defence reportable WHS events, e.g. minor injury, exposure or near miss.
- b. **Level 2 investigation** involves a detailed review of a serious injury or illness and dangerous incident events or other WHS events which may adversely affect capability, personnel, property or reputation to Defence. These should be completed for all Comcare notifiable serious injury or illness and dangerous incident events. The investigation team must include at least one member with the relevant investigation competency (usually Zone WHS staff); and
- c. **Level 3 investigation** is an in depth analysis of a serious or complex work health and safety event where there is likely to be a systemic cause. Level 3 investigations must be led by a person with formal qualification and experience in work health and safety and root cause analysis. Any incident involving a fatality will require a Level 3 investigation.

46. For further guidance on the levels of investigation please refer to [Work Health and Safety Event Investigation Policy Guidance - Levels of Investigation](#).

47. Comcare may initiate an investigation of a notifiable incident. This does not exempt E&IG from conducting our own thorough investigation.

48. The minimum considerations for an investigation of an E&IG WHS event, including Level 1 investigations, are as follows:

- a. Background of the incident;
- b. Investigation methodology used;
- c. Factors considered by the investigation;
- d. Findings;
- e. Root cause/s;
- f. Any risk/hazard controls failed or were inadequate;
- g. Any risk/hazard controls which worked; and
- h. Recommendations to prevent a similar occurrence including lessons learnt.

49. All documentation relating to an investigation including (not limited to); photographs, investigation reports, hygienist reports and witness statements, must be attached to the Sentinel WHS event.

Recording Root Cause/s

50. A root cause is a fundamental, underlying, system-related reason why an incident occurred that identifies one or more correctable system failures. Sentinel has provision to record root causes under the "Analysis" tab. Event Investigators are to enter one or more root causes.

Sharing Lessons Learnt

51. Following a notifiable incident, WHS legislation requires that relevant risk control measures are reviewed to ensure they are effective. This obligation extends beyond the work area where the incident occurred, to all areas of the organisation. The Zone WHS investigation team member is to ensure that recommendations are assessed for applicability to other areas of E&IG and/or Defence, and lessons learnt are shared. Where a requirement to share lessons learnt has been identified, the Lessons Learnt template can be utilised and forwarded to E&IG.regulatorrelations@defence.gov.au for DWHS approval and dissemination.

Contractor Investigations

52. Where in control of the work activity, contractors are usually responsible for investigating incidents and providing an investigation report. For SDD BSC notifiable incident investigations, the E&IG staff member who is nominated as an investigation team member is to assess that the contractor investigation is completed to a standard commensurate with a Level 2 investigation. The E&IG investigation team member is to subsequently provide a recommendation to the Approving Authority that the investigation is adequate and the WHS event can be closed, or otherwise. The recommendation should be recorded in the "Investigation Summary" field of the Sentinel WHS event "Investigation" tab.

Comcare Activities

53. Comcare may initiate a compliance intervention into any E&IG-related WHS Event. The [Communication Protocol between Defence and Comcare](#) describes the process for such interventions.

54. The Work Health and Safety Branch, Defence People Group (WHSB, DPG) is Comcare's initial point of contact for all Defence related activities. Upon receipt of a Comcare activity, WHSB will log the activity and forward to the relevant Group or Service for action.

55. DWHS, via E&IG.regulatorrelations@defence.gov.au, is the principal point of contact for E&IG related Comcare activities. DWHS works with Service Delivery Division (SDD), Infrastructure Division (ID) and WHSB to coordinate E&IG actions in response to Comcare activities. The [E&IG Procedure for Comcare Activities](#) provides further guidance about this process.

Estate Management Issue (EMI) Events

56. Sentinel allows for Events to be marked as an EMI where an E&IG product or service has been identified as a potential causal factor to an incident or the incident has occurred in a common area.

57. Another Group or Service may request E&IG support or information to contribute to the investigation of an EMI incident. E&IG should assist other Groups and Services with such requests, however, the incident should not be handed over to E&IG for management nor should the business unit be changed to E&IG unless an E&IG worker is involved in the actual incident. The level of E&IG assistance will vary according to the request of the involved Group or Service and privacy considerations for the injured person. Levels of support include and not limited to:

- a. Technical investigation where a failure of E&IG infrastructure, plant or equipment has potentially contributed to an incident. Such investigation would normally be undertaken by an appropriate technical expert engaged by the EMOS.
- b. Exposure to other Groups or Services' personnel due to release of a substance or biological agent as a direct result of an activity being undertaken by E&IG. For example, overspray from weed spraying reaches personnel, a gas line is struck during excavation exposing personnel or food poisoning related to dining in a mess. In this scenario, the EMOS or MSP delivering the service or product should assist through conducting an investigation and making the results available to the Lead Investigator of the relevant Group or Service.

- c. Incident in a common area. The E&IG representative would usually be a member of the E&IG Zone Work Health and Safety Team, after consultation with the relevant Base Manager. Any such investigation by the E&IG representative should focus on those aspects over which E&IG had management or control. Joint investigations between the other Group or Service and E&IG can be beneficial, especially where the condition or design of the common area is initially considered to be a significant causal factor.
- d. Incident in a Resident Unit where actions of an E&IG contractor have caused injury or exposure to Resident Unit personnel. The contractor undertaking the work should carry out an investigation and make the results available to the Lead Investigator of the relevant Group or Service.
- e. Incident in Living-In Accommodation. Where the Injured Person is staying in living in accommodation at a Defence base, the owning Group or Service may indicate the Event is an EMI. An initial assessment should be undertaken to determine whether the delivery of E&IG services was potentially a contributing factor. If yes, the EMOS or MSP delivering the service should conduct an investigation and make the results available to the Lead Investigator of the relevant Group or Service.

58. The requesting Group or Service should determine at their discretion whether an E&IG representative will have access to the Sentinel Event and/or be added as a Sentinel investigation team member for visibility.

59. Recommendations for E&IG arising from other Groups and Services investigations into EMIs must be duly considered and outcomes of corrective actions communicated back to the point of contact.

Reporting Radiation Event Details

60. WHS events involving radiation exposure must be reported via Sentinel or the [AE527 Sentinel Event Report \(Non-DRN Users\)](#) form and must be reported within 24 hours

61. The Radiation Event Details section, in the Event Additional Questions Supplementary Information page, provides fields for the recording of details about events involving radiation.

62. Sentinel automatically notifies the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) and the Defence Radiation Safety and Environment (DRSE) should an accident involve a radiation source requiring notification to ARPANSA as defined as a Radiation Accident within the [Defence Radiation Safety Manual, Chapter 3](#).

63. Further detailed guidance on the reporting and notification of radiation events can be found by referring to the [Defence Radiation Safety Manual – Chapter 3](#).

Sentinel Training

64. Most Defence workers may have little or no reason to access Sentinel as part of their role. It is recommended these users who may need to use Sentinel as a one-off, or infrequently view the [Introducing Sentinel](#) guidance document and use the resources available on the [Support Resources for Sentinel Users page](#), should they need to log a report, or complete a task or role in Sentinel.

65. Work health and safety specialists, including DWHS staff, Zone WHS staff and E&IG staff in a WHS compliance role, may require higher levels of security permissions and specialist system access within Sentinel. [Sentinel Training for Specialist System Access](#) intranet site details the training pathways to be followed before specialist access will be granted.

66. **The Sentinel system is not to be used as a ‘test system’.** All WHS events entered into Sentinel are auditable. Access to the Sentinel training environment can be requested through the ICT services icon on the DPN desktop.

Sentinel Quick Reference Guides (QRGs)

67. A series of [QRGs](#) have been developed for the use of Sentinel. All users of Sentinel have access to the [QRGs](#), which are available on the Defence WHS Br intranet and internet sites.

Sentinel Support

68. [Zone WHS](#) staff should be contacted for assistance with entering a WHS event into Sentinel in the first instance.

69. Alternatively, where the support is beyond the expertise of Zone WHS staff, or where Zone WHS staff are unavailable, the Sentinel Business Support team can be contacted on 1800 220 820 (Select Option 1) or email: whs.sentinel@defence.gov.au.

70. The following services are requested by raising a job via the ICT Service Request Catalogue (SRC) using the ICT Services icon on the DPN Desktop (select ‘Log a Job Online’ and type Sentinel into the ‘Search’ field) or by contacting 133 272:

- a. Sentinel Specialist Access;
- b. Sentinel Training Environment Access; and
- c. Modification of an existing Sentinel WHS Event.

Annexes:

- A. Work Health and Safety Act 2011 (Cth) Definitions
- B. Site Preservation – Prescribed reasons for disturbance
- C. CFI – WHS Incidents Involving Project Contractors

Annex A
WHS Act 2011 Definitions

Severity	Definition
<p>Fatality - (Notifiable to Comcare and reportable to Defence)</p> <p>WHS Act - Section 35-36</p>	<p>An incident resulting in a work-related death of any person including a member of the public, a contractor or a worker, whether or not it occurred at a workplace, will be notifiable if it arises out of the conduct of the employer's undertaking. It is also notifiable if it arises out of work performed by an employee in connection with their employer's undertaking.</p>
<p>Serious Injury or Illness - (Notifiable to Comcare and reportable to Defence)</p> <p>WHS Act - Section 36</p>	<p>To mean an injury or illness requiring the person to have:</p> <p>(a) immediate treatment as an in-patient in a hospital; or</p> <p>(b) immediate treatment for:</p> <p style="padding-left: 20px;">(i) the amputation of any part of his or her body; or</p> <p style="padding-left: 20px;">(ii) a serious head injury; or</p> <p style="padding-left: 20px;">(iii) a serious eye injury; or</p> <p style="padding-left: 20px;">(iv) a serious burn; or</p> <p style="padding-left: 20px;">(v) the separation of his or her skin from an underlying tissue (such as degloving or scalping); or</p> <p style="padding-left: 20px;">(vi) a spinal injury; or</p> <p style="padding-left: 20px;">(vii) the loss of a bodily function; or</p> <p style="padding-left: 20px;">(viii) serious lacerations; or</p> <p>(c) medical treatment within 48 hours of exposure to a substance.</p>
<p>Dangerous Incident - (Notifiable to Comcare and reportable to Defence)</p> <p>WHS Act - Section 37</p>	<p>To mean an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:</p> <p>(a) an uncontrolled escape, spillage or leakage of a substance; or</p> <p>(b) an uncontrolled implosion, explosion or fire; or</p> <p>(c) an uncontrolled escape of gas or steam; or</p> <p>(d) an uncontrolled escape of a pressurised substance; or</p> <p>(e) electric shock; or</p> <p>(f) the fall or release from a height of any plant, substance or thing; or</p> <p>(g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or</p> <p>(h) the collapse or partial collapse of a structure; or</p> <p>(i) the collapse or failure of an excavation or of any shoring supporting an excavation; or</p> <p>(j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or</p> <p>(k) the interruption of the main system of ventilation in an underground excavation or tunnel; or</p> <p>(l) any other event prescribed by the regulations.</p>
<p>Exposure – (Reportable to Defence)</p>	<p>Where an exposure and or potential exposure to a substance/material including workplace hazards or exposure to a traumatic event has occurred that does not result in any immediate effects, and does not fall within the Dangerous Incidents definitions for immediate or imminent exposure.</p>
<p>Minor Injury - (Reportable to Defence)</p>	<p>Any minor injury that did not result in a fatality, Serious Injury or Illness or a Dangerous incident, that was a direct result of either a Defence undertaking and or occurred in a Defence controlled workplace.</p>
<p>Near Miss - (Reportable to Defence)</p>	<p>An Incident where no person is injured, but could have been injured, resulting in Serious Injury or Death but where the risk to a person's health that was not immediate or imminent and the incident does not fall within the definitions of a Dangerous Incident.</p>

Annex B

Duty to Preserve Incident Sites

Duty Section 39 of the *WHS Act 2011* notes the requirements for preservation of a site at which a notifiable incident has occurred.

'Prescribed reasons' can include one of the following circumstances to take action for an incident site to be disturbed:

- (i) To assist an injured person
- (ii) To remove a deceased person
- (iii) To make the site safe or to minimise the risk of a further Notifiable Incident
- (iv) To facilitate a police investigation
- (v) A Comcare Inspector has given permission. A direction that a scene may be disturbed may be given in person or by telephone.

Capital Facilities & Infrastructure – Infrastructure Division

WHS Incidents involving Project Contractors

Sentinel Role	Role Description
Complete AE527 Sentinel Event Report (Non-DRN Users) form	<p>The Sub-Contractor reports to their Prime Contractor through extant contractual processes defined by the Prime Contractor within the WHS management plans.</p> <p>If guidance is required, the Prime Contractor is to report to the Project Manager / Contract Administrator (PMCA) for guidance immediately. The PMCA is to discuss with the designated CFI project team to receive guidance.</p> <p>If the incident is notifiable, the Contractor notifies Comcare by telephone immediately and completes the AE527 Sentinel Event Report (Non-DRN Users) form and submits to Defence Project Management staff for input to Sentinel.</p>
Event Reporter	The PMCA, or Defence CFI Project Management staff where PMCA does not have DPN access, upload the AE527 Sentinel Event Report (Non-DRN Users) form into Sentinel.
Event Supervisor	<p>The PMCA, or Defence Project Management staff where PMCA does not have DPN access.</p> <p>IMPORTANT: The PMCA / PM staff must complete and <u>finalise</u> the Sentinel Event Additional Questions within 48 hours of the initial notification to trigger written notification to Comcare.</p>
Event Investigator	<p>Contractor investigates the incident using their extant WHS incident management and investigation processes.</p> <p>The PMCA, or Defence Project Management staff where PMCA does not have DPN access, assumes the Sentinel role of Event Investigator for data entry purposes. The PMCA copies the executive summary from the contractor’s investigation report into the “Investigation Summary” and attaches the report to the Sentinel Event, enters root causes and completes all mandatory fields.</p>
Event Investigation Team Member	<p>The PMCA, or Defence Project Management staff where PMCA does not have DPN access, adds additional members of the investigation team.</p> <p>The AD ID WHS (DWHS) is to be included in the investigation Team to oversee the investigation.</p>
Approving Authority	Relevant CFI Branch Project Director CFI – List of Sentinel Approving Authorities