



TOOLBOX TALK

Incident and Near Miss Reporting

The reporting of all incidents and near misses is important so ServiceFM can take actions to prevent incidents from happening again, or in the case of a near miss, stop an incident from happening.

What to do if an incident occurs

If you are involved in an incident, workers should take the following actions:

- Protect their own health and safety
- Protect the health and safety of others
- If necessary, provide aid to any injured person involved in the incident
- If necessary, call for the designated first aider
- If necessary, call emergency services by dialling 000
- If applicable, take essential action to make the site safe or to prevent further incident.

What incidents do I need to report?

All types of incidents must be reported to ServiceFM:

- Hazards
- Near Miss
- Injuries or illness
- Fatality
- Motor Vehicle Incident
- Behavioural incident (bullying, harassment, customer feedback)
- Environmental and Property
- Security and IT breaches

NOTE: If a hazard can be safely corrected it may not need to be reported. For Example, if a box is in a walkway and it can be safely moved quickly, this does need to be reported as the hazard is removed.

How can I report an incident?

Incidents can be reported the following ways:

- **Rapid Global Incident**
 - Use the QR code on your site (in cleaners' room)
 - Use the Rapid Induct App to report
- **Incident Report Form**
 - Available in Site Manual
- **Email directly to safety@servicefm.com.au**



When should I report the incident?

Incidents should be reported within 24 hours of them happening. Extra details about the incident can always be added after the first report.

The work area and all persons should be made safe before reporting the incident.

It's such a simple choice!

Report near misses and incidents! It could save a future incident, further danger or even your life.

