Reporting and Investigating

No-one can hope to find out the truth without investigation. – George F. Richards

What it is

Sharing, recording, and examining all health and safety information related to hazards, risks, near-hits, and incidents to prevent further harm and maximise the learning and ongoing improvement of workplace health and safety.

Why do it

Information about hazards, risks, near-hits, and incidents provides the basis for learning and improvement. Information recorded is used to identify potential risks to the health and safety of the crew. It provides opportunities for workers to engage in promoting a safe and healthy workplace and creates an open culture where everyone shares and contributes in a responsible manner to their own health and safety and that of their fellow workers.

How to do it

- Develop clear reporting and investigation policies and processes
- Involve workers in the development of policies and processes
- Train all workers on the value of, and process for, reporting and investigating
- Keep the reporting process easy to use
- Act on reports and feed back to the crew the positive steps taken to improve workplace health and safety because of the reporting
- Provide positive feedback to those who report information
- Celebrate the success and value of the reporting process
- Investigate all near-hits and incidents to identify all contributing factors
- Involve workers in investigations
- Use investigation outcomes to improve health and safety systems and processes.

Track it

Use the following checklist to track whether your reporting and investigating practices are on track or need action.

In our crew/team, we...	Seldom	Sometimes	Always
Report all hazards, risks, and near hits			
Use near-hits as an opportunity to improve health and safety			
Look for contributory factors to incidents			
Encourage each other to report hazards, risks, and near-hits			
	Urgent action required	Action required	On the right track

Remember...

By reporting and investigating risks, near hits and incidents, we can continue to improve the way we do things and prevent further harm.