

ACCIDENT, INCIDENT & NEAR MISS REPORTING

Report it. Learn from it. Prevent it.

Reporting accidents, incidents and near misses helps keep everyone safe and prevents the same thing happening again. Everyone has a responsibility to report.

-  **BE SAFE**
-  **LOOK OUT FOR OTHERS**
-  **SPEAK UP**
-  **MAKE A DIFFERENCE**

1. WHAT DO WE MEAN?



ACCIDENT

An unplanned event that results in injury, ill health or damage.



INCIDENT

An unplanned event that could have caused injury, ill health or damage.



NEAR MISS

An event that did not cause injury or damage, but had the potential to do so.



A near miss reported today could prevent an accident tomorrow.

2. WHY REPORT?

-  Protects you, our team, our clients and the public
-  Helps identify hazards and risks
-  Allows us to learn and improve our systems
-  Helps prevent future injuries and damage
-  It is a legal requirement



Health and Safety law requires us to record and investigate accidents, incidents and certain near misses.

3. WHAT SHOULD BE REPORTED?

Report all accidents, incidents and near misses, including:

-  Slips, trips and falls
-  Contact with cleaning products or chemicals
-  Faulty equipment or damaged tools
-  Verbal abuse, threats or aggressive behaviour
-  Transport or driving incidents
-  Hazards, unsafe conditions or dangerous situations
-  Damage to property or equipment



If in doubt, report it!

4. HOW TO REPORT – IT'S QUICK AND EASY

1 MAKE SAFE



If it is safe to do so, make the area safe. Provide first aid if trained and required. Call 999 in an emergency.

2 REPORT



Inform your supervisor as soon as possible. You can report in person, by phone or message.

3 COMPLETE REPORT



Complete an Accident, Incident or Near Miss Report Form (paper or digital) with as much detail as possible.

4 INVESTIGATION



Your supervisor will review and investigate as needed to find out what happened and why.

5 FEEDBACK & ACTION



We will take action to prevent it happening again and share learning where appropriate.



Reports are treated seriously and confidentially. No blame. No judgement. Just learning and improvement.

5. WHAT NOT TO DO

-  Do not ignore accidents, incidents or near misses.
-  Do not assume someone else will report it.
-  Do not leave the scene (unless it is unsafe) without informing your supervisor.
-  Do not alter or remove anything involved in an incident.
-  Do not worry about getting in trouble – we want to prevent it happening again.



Failing to report could put you and others at risk. It may also be a breach of company policy and the law.

6. REMEMBER

-  Report all accidents, incidents and near misses.
-  Act quickly and keep others safe.
-  Give facts – not guesses or blame.
-  Help us learn and improve.
-  Together we can make every site safer.



You play a vital role in keeping our team, our clients and the public safe.

7. KNOWLEDGE CHECK

1. Why is it important to report incidents and near misses?

- a) To get someone in trouble
- b) To help prevent future accidents
- c) Because it is optional

3. What is the first thing you should do after an accident?

- a) Go home
- b) Make the area safe and help
- c) Start cleaning up

2. What should you report?

- a) Only accidents that cause injury
- b) Accidents, incidents and near misses
- c) Only if your supervisor asks

4. Who should you report to?

- a) A colleague
- b) Your supervisor
- c) The client



If you are unsure – ask your supervisor. Your safety and the safety of others comes first.

8. TRAINING RECORD

By signing below, I confirm that I have read, understood and will follow the content of Module 17 – Accident, Incident & Near Miss Reporting.

Employee Name: _____ Date: _____

Employee Signature: _____

Trainer Name: _____ Date: _____

Trainer Signature: _____



This training does not replace site-specific instructions or risk assessments. Always follow site rules and ask if you are unsure.