



## D1.1.27 Health, Safety and Wellbeing (HSW) Incident Management Procedure

March 2023

---

### Purpose

This procedure provides the minimum standard for managing work related health, safety and wellbeing (HSW) incidents and near miss events across all entities of the Uniting Church in Australia, Queensland Synod (UCAQ).

### Scope

This procedure applies to all entities across UCAQ and their respective workers.

### Aim

This procedure aims to ensure all entities across UCAQ and their respective workers can fulfil their Work Health and Safety obligations. It runs concurrently with and does not replace incident management procedures that are required under other regulations.

### Procedure

#### 1. Overview

The incident management procedure includes reporting, classification, notification and recording for all HSW incidents and near miss events. It also includes specified investigation methodologies that identify the causes of incidents, the implementation of corrective and preventative actions and the dissemination of shared learnings across UCAQ.

#### 2. Responsibilities

##### 2.1. All workers

- Will verbally report and record all incidents and near miss events
- In the event of an incident or unsafe situation, will take actions that are reasonable and practical to protect their own safety and the safety of other persons.
- Will participate in incident investigations as required and contribute to the development of corrective and preventative actions.

##### 2.2. All supervisors

- Will ensure the effective implementation of this procedure and associated processes for reporting, recording, investigating and managing incidents including assigning employees to achieve process steps.
- Will provide instruction and training to their workers regarding their responsibilities and requirements in this procedure.
- Will ensure all incidents and near misses are recorded and reported to the Synod Health & Wellness Coordinator no later than the next business day after an incident.
- Will actively support injured workers to return to their substantive role as soon as medically possible.



- Will ensure the workloads of team-based Rehabilitation and Return to Work Coordinators (RRTWCs) are managed to facilitate early intervention of injured employees.
- Will ensure regulators are informed of all notifiable incidents
- Will review and approve investigation reports, develop and implement corrective and preventative actions and communicate as applicable.

Will consult, review and monitor effectiveness of corrective and preventative actions in conjunction with affected workers.

- Will comply with any enforcement notices issued by the regulator (e.g. improvement or prohibition notices) and provide these records to Synod Health & Wellness Coordinator - as per section 5 - develop corrective and preventative actions)
- Will report Class 1 incidents as soon as practicable to their supervisor, the Synod Health & Wellness Coordinator and the General Secretary.

### 2.3. Principal Contractors

- Will notify the UCAQ representative with management and oversight of their contract of all incidents and near miss events as soon as possible after the event and no later than the end of the day/shift
- Will inform the regulator of notifiable incidents and advise the UCAQ representative (including reference number from Worksafe Qld)
- Will provide copies of all investigation reports to the UCAQ representative
- Will develop and implement corrective and preventative actions in consultation with the UCAQ representative with management and oversight of their contract
- Will comply with any enforcement notices issued by the regulator (e.g. improvement or prohibition notices) and provide these records to Synod Health & Wellness Coordinator - as per section 5 - develop corrective and preventative actions)
- Will comply with all reasonable requests from the UCAQ representative with management and oversight of their contract

### 2.4. Synod Health and Wellness Coordinator

- Will lead investigations into Class 1 incidents and provide reports as soon as practicable to the General Secretary and Strategic Risk Manager.
- Will support supervisors during reporting and investigation process.
- Will review and approve investigation reports, develop and implement corrective and preventative actions and communicate as applicable.
- Will consult, review and monitor effectiveness of corrective and preventative actions in conjunction with UCAQ and affected workers.
- Will support UCAQ to comply with any enforcement notices issued by the regulator (e.g. improvement or prohibition notices).

## Process

Process tasks may be undertaken by a variety of roles across UCAQ. This will depend on the size of the workplace, division of tasks and local responsibilities, availability of workers to undertake process tasks, and practicality at the time of the incident. Workplaces are to determine the most appropriate person to conduct the following tasks in the process.

### 1. RESPOND

#### Immediate response to a Health safety and wellness (HSW) incident or near miss event

THIS DOCUMENT IS UNCONTROLLED WHEN PRINTED.



Anyone in proximity to, or involved, is to:

- Immediately cease associated activities
- Ensure the safety of yourself
- Protect others from harm if safe to do so
- Control hazards if safe to do so (e.g. turn of power supply to equipment)
- Seek first aid assistance or request medical attention if required
- Advise your immediate supervisor and the Synod Work Health and Safety Team (WHS).

### Secure the incident scene

Where there is a potential for the incident or near miss event to be a notifiable incident ensure that the scene remains secure and undisturbed to preserve all evidence and allow an investigation to occur.

A notifiable incident may include a fatality, life threatening injury, hospitalisation or a dangerous incident or dangerous electrical event.

The scene is to remain undisturbed until otherwise advised by the regulator, police or WHS.

An incident scene may be disturbed to:

- Save life, relieve suffering or prevent injury or property damage; or
- Allow an authorised person to remove a deceased person.

## 2. REPORT, CLASSIFY, NOTIFY

### Report (Internal reporting)

- Verbally report (and then follow up with an email notification) all incidents and near miss events (including electrical and asbestos events) to your immediate supervisor or to WHS as soon as possible after the event but no later than the end of the day/shift
- If your supervisor or WHS are unavailable, then you need to notify an alternate supervisor.

### Classify the incident or near miss event

Classify the incident or near miss according to the outcome of the incident and the treatment provided:

- **Class 1** - Fatality or life-threatening injury or illness
- **Class 2** - Hospital admission
- **Class 3** - Injury or illness requiring medical treatment or assessment by a medical practitioner (General Practitioner – not requiring hospital admission)
- **Class 4** - Injury or illness requiring no more than first aid
- **Class 5** - Near Miss or incident with no injury/illness
- **Dangerous incident**
- The supervisor needs to verbally report (followed up by confirmatory email) class 1 and class 2 and all dangerous incidents to the Synod Health & Wellness Coordinator and the General Secretary, if not already done.

### Notify (external reporting)

The relevant supervisor, will immediately report all '**notifiable incidents**' as defined by the *Work Health & Safety Act 2011 (Qld)* to the Health & Safety Regulator. [Notify Workplace Health and Safety Queensland or the Electrical Safety Office | WorkSafe.qld.gov.au](#)



If you are uncertain as to whether an incident or near miss event is notifiable, please contact:

- The Synod WHS Team (Phone 07 3377 9870 / Email [health.safety@ucaqld.com.au](mailto:health.safety@ucaqld.com.au)), for assistance; or
- The regulator (Worksafe Queensland) Phone 1300 362 128

If reporting an incident or near miss to the regulator:

- Follow any instructions provided by the regulator
- Obtain a reference number for the regulator and provide to WHS.
- If the regulator advises the incident or near miss is not reportable, record this advice, and the date and time of conversation.

It is important to note that an incident may need to be reported to another body other than the regulator. All electric shocks and suspected shock are also to be reported to the relevant energy provider (e.g. Energex or Ergon etc.) and emergency services attendance at or instances of aggression to a child or parent at a UEL service may need to be reported to UEL Management and the regulator via the National Quality Agenda IT Systems portal (NQAITS).

### 3. RECORD AND REVIEW (Quick assessment)

All incidents and near miss events must be recorded in the Synod WHS incident reporting system no later than the next business day after the incident or near miss event occurs.

This includes:

- Providing accurate and concise details of the incident, including associated sub-forms
- Assigning an incident reviewer

For all asbestos related incidents:

- Immediately submit a report to WHS, record on the site Asbestos and Built Environment Material Information Register and notify Synod Health and Wellness Coordinator. This will serve as a record of an incident, manage notification requirements and log incident management actions.
- Record the incident in the Synod WHS incident reporting system
- Manage asbestos containing material (ACM) incidents in accordance with the local Asbestos Management Plan.

All workers compensation claims are required to have a related Synod WHS incident reporting system incident number recorded.

Review of incident and near miss reports are to be undertaken as soon as possible but no later than:

- **48 hours -Class 1, Class 2 and all dangerous incidents; or**
- **Five (5) working days for class 3, class 4 and class 5 incidents**

The Synod Health & Wellness Coordinator is to:

- Review the accuracy of the incident report information with the relevant supervisor.
- Advise the UCAQ entity on information collected during an investigation.
- Assist UCAQ entity in the consultation with involved persons (e.g. the injured or affected worker, immediate supervisor etc.) to clarify details if and as required
- Assist UCAQ entity with identification of incident cause/s (hazards identified) and record their details.



- Consult with UCAQ entity on recording implemented/planned controls (actions) to prevent recurrence of same incident.

#### 4. INVESTGATE

##### Determine the level of investigation

The incident classification determines the minimum level of investigation:

- **Class 1** - Detailed investigation
- **Class 2** - Standard investigation
- **Class 3 - quick assessment**
- **Class 4 - quick assessment**
- **Class 5- quick assessment**
- **Dangerous Incident** - Standard investigation

All levels of investigation will be conducted and reported in a method that clearly identifies what has happened, how the incident occurred and recommendations to prevent a recurrence.

Incident investigations for all levels of investigation are to be recorded in the Synod WHS incident reporting system.

- A quick assessment is required to be completed by the Synod Health & Wellness Coordinator (SHWC) or appointed assessor for all incident types as the basis for further investigations.
- A copy of the full investigation report is to be attached to the incident record or a case note referencing location within the Synod's record management systems (SharePoint folder location).

##### Quick Assessment

The quick assessment process is conducted by the SHWC or appointed assessor. (see Quick Assessment template)

##### Standard Investigation

**A standard investigation** will be conducted by the relevant UCAQ entity with the assistance of the Synod Inspection, Assurance and Support Team.

After the incident has been investigated a copy of the report will be submitted to the Synod's General Counsel, leadership of the UCAQ entity involved and the Synod Health and Wellness Coordinator. A notification will be provided to the Synod's Audit and Risk Committee.

- The investigation will focus upon determining causation, and will undertake incident causal analysis and upon completion will provide advice as to causation
- A written report outlining the following, will be provided to the relevant Executive manager:
  - A brief description of the incident
  - When did the incident occur?
  - Who were the parties involved/ names of staff members?
  - Where did it happen?
  - What was the incident type? (e.g. fall for height / slip and fall/ electrical shock etc)
  - Was anyone injured?



- What were the injuries sustained?
- Photographs of incident site/area
- Witness statements (if available)
- Copy of position description of injured worker and advice from manager as to system of work etc.
- Immediate actions taken to make the site/ business areas safe
- Any suggestions/ recommendations as to further safety actions that need to be taken, to prevent the incident happening again.

#### Detailed Investigation

A detailed investigation will be conducted by the Synod Inspection and Assurance Team and be guided by Synod's General Counsel in conjunction with the assistance of theUCAQ entity.

A detailed investigation will follow Incident Cause Analysis Method (ICAM) investigation principles.

After the incident has been investigated a copy of the report will be submitted to the Synod's General Counsel, leadership of theUCAQ entity involved and the Synod Health and Wellness Coordinator. A notification will be provided to the Synod's Audit and Risk Committee.

The investigation will focus upon determining causation, will undertake incident causal analysis and upon completion will provide advice as to causation

#### **5. CORRECTIVE and PREVENTATIVE ACTIONS**

The investigation identifies and provides corrective and preventative action recommendations to prevent a similar event from occurring again.

The relevantUCAQ entity is to:

- review the final incident investigation report
- consult with relevant workers (including contractors) in the development of corrective and preventative actions
- identify and approve corrective and preventative actions based on hierarchy of controls.
- ensure that corrective and preventative actions are recorded, tracked and reviewed through to completion.

This includes:

- assigning a person responsible for implementing the action
- assigning specific time frames for completion, in consultation with the responsible person
- recording the approved corrective and preventative actions in the incident record
- development of a corrective action plan if required
- regularly reviewing the progress of implementation to ensure timely completion
- control measures are regularly monitored to verify they are effective and to check that additional hazards have not been created as a result



- updating the incident in the synod WHS incident system

It should be noted and highlighted that this includes the responsibility for the recording, tracking and review of actions through to completion.

During the investigation, the personnel assigned to investigate are to determine any necessary further actions to prevent re-occurrences. Corrective/preventative actions or control measures are to be carried out as soon as possible and determined in consultation with relevant workers and/or their supervisors.

Ideally for each cause/contributing factor identified during the investigation there should be a corrective/preventative action to counter it.

Recording and implementation of control measures involves establishing and recording; selected and agreed, control measures to eliminate, substitute, isolate or manage through administrative controls and/or the use of Personal Protective Equipment (PPE) such as gloves, face masks and hard hats.

## **6. COMMUNICATE, Evaluate and Finalise**

The UCAQ entity will ensure corrective actions have been reviewed no later than three months following implementation.

The UCAQ entity is also to confirm that all actions have been completed prior to the finalisation of the WHS incident investigation/review including:

- the outcomes of the investigation/risk assessment are finalised
- any escalation requirements have been addressed
- any HSW incident learnings have been communicated with the workplace
- communication of incident review outcomes and learnings to relevant workers

The Health and Safety Team shall facilitate the issue of appropriate communication to share lessons learnt following an incident investigation. Lessons learnt may be communicated via emails and notices. If an incident has been investigated under Legal Professional Privilege, information related to the incident or investigation will not be released to an external party without authorisation by Legal Counsel.

### **Incident Trend analysis**

Incident data will be reviewed and collated by the Synod Health & Wellness Coordinator. This information will be collated and reported monthly to the Executive Leadership Team of the Office of the Synod and quarterly to the Synod Audit and Risk Committee. This will help to facilitate greater understanding as to the identification, prioritisation and management of Synod wide Health, Safety and Wellbeing related risks.

### **Training**

- induction training for new workers will include an overview of the Synod incident management process
- workplace (local) induction and training is to inform workers of local incident management processes used to support the implementation of this procedure including:
  - Verbal reporting of incidents to supervisors
  - Not disturbing the scene of a notifiable incident
  - Incident classification, recording and review of incidents (causation, work system review etc.)
  - Investigation and corrective action processes

THIS DOCUMENT IS UNCONTROLLED WHEN PRINTED.



- Additional training will be created for areas that have a high frequency of incident reports.

## Related Documents

- *Synod Wide Work Health and Safety (Policy Statement)*
- *Critical Incidents and Issues Escalation Policy*
- *Incident/Hazard/Near Miss Report Form (Tool)*
- *Quick Assessment (Tool)*
- *Standard Investigation (Tool)*
- *RRTWC Role/PD (Tool)*
- *Incident Reporting flow chart (Tool)*

## Related Legislation

- *Work Health & Safety Act 2011 (Qld)*
- *Work Health & Safety regulation 2011 (Qld)*
- *Work Health & Safety Codes of Practice*
- *Workers' Compensation and Rehabilitation Act 2002 (Qld)*
- *Workers' Compensation and Rehabilitation Regulation 2014 (Qld)*
- *Electrical Safety Act 2002 (Qld)*
- *Electrical Safety regulation 2013 (Qld)*
- *Fire and Emergency Services Act 1990*
- *Building Fire Safety Regulation 2008 (BFSR)*

## Definitions

Term	Meaning
Contractor	Any authorised service providers/individuals who are not direct workers of a UCAQ entity. Contractors include subcontractors and employees of subcontractors.
Control or Corrective / Preventative action	An action taken to eliminate, control or minimise HSW risk so far as is reasonably practicable. A corrective action must have an assigned responsible party, have been consulted upon with key stakeholders, have a specific solution identified and have an agreed timeframe for implementation. Actions should be regularly reviewed to ensure their effectiveness.
Critical Incident	<p>A Critical Incident is any actual or threatened incident, the consequences of which are potentially major or severe that requires on-going management, typically of an emergency nature.</p> <p>A critical incident may cause significant stress, injury or death to a worker, student, visitor guest or contractor. Some examples of incidents that may reach the threshold of criticality include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Emergency requiring on-going management</li><li>• A threat or actual serious injury, serious illness or death of someone to whom UCAQ holds a duty of care</li><li>• Severe distressing or disturbing behaviour</li><li>• Physical assault, threats, attack or allegation of sexual misconduct</li></ul>





Term	Meaning
	<ul style="list-style-type: none"> <li>• Natural or other disaster e.g. cyclone, earthquake, flood, fire, subsidence.</li> <li>• Fire, riot, bomb-threat, explosion, gas, chemical hazard or environmental hazard</li> <li>• An outbreak of a serious health concern such as rapidly spreading viral or bacterial infection, pandemic or epidemic</li> </ul> <p>See C1.3 Critical Incidents and Issues Escalation Policy for further information</p>
Dangerous Incident	<p>A dangerous incident is 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> <ul style="list-style-type: none"> <li>• An uncontrolled escape, spillage or leakage of a substance</li> <li>• An uncontrolled implosion, explosion or fire</li> <li>• An uncontrolled escape of gas or steam</li> <li>• An uncontrolled escape of a pressurised substance</li> <li>• Electric shock</li> <li>• The fall or release from height of any plant, substance or thing</li> <li>• 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 / legislative requirements.</li> <li>• The collapse or partial collapse of a structure</li> <li>• The collapse or failure of an excavation or any shoring supporting an excavation</li> <li>• The inrush of water, mud or gas in workings, in an underground excavation or tunnel</li> <li>• Any other event prescribed under legislative regulation; but does not include an incident of a prescribed kind</li> </ul>
Dangerous electrical event	<p>A dangerous electrical event includes:</p> <ul style="list-style-type: none"> <li>• when a person, for any reason, is electrically unsafe around high voltage electrical equipment, even if the person doesn't receive an electric shock or injury</li> <li>• significant property damage caused by electricity or something originating from electricity such as a fire caused by electricity</li> <li>• unlicensed electrical work</li> <li>• unsafe electrical work</li> <li>• unsafe electrical equipment or electrical equipment that doesn't have electrical equipment safety system approval markings.</li> </ul>
Detailed Investigation	<p>An investigation guided by the Synod's General Counsel and conducted by the UCAQ entity with the assistance of the Synod Inspection, Assurance and Support Team.</p>
Fatality	<p>A Death resulting from an incident.</p>
Emergency	<p>A serious, unexpected, and often dangerous situation requiring immediate action</p>



Term	Meaning
First Aid Treatment	Is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers?
Hazard	A hazard is something with the potential to cause harm. It may include hazardous or dangerous substances, physical hazard such as working at heights, manual tasks, environmental hazards and psychosocial hazards such as fatigue, stress and bullying.
HSW investigation	An investigation conducted by a member of the Synod WHS or Inspection, Assurance and Support Teams.
Hierarchy of Control	<p>A step-by-step approach to eliminating or reducing workplace hazards. It ranks controls from the most effective level of protection to the least effective level of protection. Five rungs of the Hierarchy of Controls:</p> <ul style="list-style-type: none"><li>• elimination,</li><li>• substitution,</li><li>• engineering controls,</li><li>• administrative controls and</li><li>• personal protective equipment.</li></ul> <p>The hierarchy is arranged beginning with the most effective controls and proceeds to the least effective.</p>
Hospital Admission	Admission of a Person to a Hospital as an Inpatient for medically necessary and appropriate care and treatment of an illness or injury.
Incident Cause Analysis Method (ICAM)	<p>Incident Cause Analysis Method (ICAM) investigations are the primary investigation method used for significant health, safety (personal and process), environmental, operational and security incidents.</p> <p>This is the preferred investigation method for all actual or potential Class 1 incidents. The aim of this method is to identify factors which have contributed to the event and to provide recommendations that should prevent recurrence.</p>
Incident/Health & Safety Incident	<p>An unplanned event which resulted in harm to people, damage to property or loss to a process. This includes electrical and asbestos incidents.</p> <p>(see also <i>Work related HSW incidents</i>)</p>
Injury	Any physical or mental damage to the body caused by exposure to a hazard.
Medical practitioner	A person registered as a medical practitioner with the Medical Board of Australia as able to practice.
Near Miss	An unplanned event that did not result in an injury or illness to people, danger to health and/or damage to property but had the potential to do so.
Notifiable incident	<p>A 'notifiable incident' needs to be reported to the regulator and includes:</p> <ul style="list-style-type: none"><li>• an incident that results in the death of a person</li><li>• an incident that results in a 'serious injury or illness', or</li></ul>



Term	Meaning
	<ul style="list-style-type: none"><li>a 'dangerous incident' that exposes someone to a serious risk, even if no one is injured.</li></ul> <p>'Notifiable incidents' may relate to any person—whether they are a worker, visitor or member of the public.</p>
Notification	The act of informing the regulator immediately of an event after becoming aware a notifiable incident arising out of the conduct of work in the workplace.
Quick assessment	<p>A concise assessment of the facts of a health and safety incident. A quick assessment is undertaken with a view to quickly establishing:</p> <ul style="list-style-type: none"><li>key facts</li><li>draw conclusions about what caused the incident</li><li>make recommendations about corrective actions and</li><li>if required, identify the need for a more detailed level of investigation.</li></ul> <p>From these facts, the quick assessment should produce a verified description of the incident, including what happened, where, how and why it happened, as well as make some recommendations for corrective and/or preventative actions.</p>
Recording /record	Keep an account of the incident in a permanent form.
Regulator	A person or body appointed by government to supervise a particular industry or activity such as Work Health and Safety Queensland, Electrical Safety Office and Queensland Fire and Emergency Services.
Rehabilitation and Return to Work Coordinator (RRTWC)	<p>RRTWC - worker who is appropriately qualified and nominated to assist with workplace rehabilitation and return to work for injured/ill staff. To perform the role of a RRTWC effectively, an individual should have, or be able to quickly acquire the following knowledge, skills and abilities:</p> <ul style="list-style-type: none"><li>Knowledge of the workers' compensation system (e.g. legislative requirements and the responsibilities of employers and injured employees.</li><li>Knowledge of the rehabilitation process, including the legislated <a href="#">Standard of Rehabilitation</a>.</li><li>The ability to communicate effectively with, and to facilitate the assistance of, medical practitioners, allied health professionals, line managers, injured employees and others.</li><li>Excellent written communication and numeracy skills.</li><li>A good understanding of the department's systems and culture, including work practices and job requirements.</li></ul>
Reporting/report	Verbally telling a supervisor of an HSW incident or hazard.
Risk	The possibility that harm (death, injury or illness) might occur when exposed to a hazard.



Term	Meaning
	For example, the hazard is an uneven pathway. The risk is the likelihood that a person will sustain an injury through a slip/trip/fall caused by the uneven pathway.
Risk Assessment	<i>A systematic process that involves identifying, analysing and controlling hazards and risks.</i>
Serious Electrical Incident	The <i>Electrical Safety Act 2002</i> (Qld) defines a <b>serious electrical incident</b> as an incident involving electrical equipment if, in the incident <ul style="list-style-type: none"><li>• a person is killed by electricity</li><li>• a person receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor; or</li><li>• a person receives a shock or injury from electricity at high voltage, whether or not the person is treated for the shock or injury by or under the supervision of a doctor.</li></ul>
Serious injury or Illness	A serious injury or illness of a person is defined in <a href="#">Work Health and Safety Act (Section 36)</a> as: <ul style="list-style-type: none"><li>• an injury or illness requiring the person to have: immediate treatment as an in-patient in a hospital, or</li><li>• the amputation of any part of his or her body, or</li><li>• a serious head injury, or</li><li>• a serious eye injury, or</li><li>• a serious burn, or</li><li>• the separation of his or her skin from an underlying tissue (such as degloving or scalping)</li><li>• a spinal injury, or</li><li>• the loss of a bodily function, or</li><li>• serious lacerations, or</li><li>• medical treatment (treatment by a doctor) within 48 hours of exposure to a substance.</li></ul> It includes any other injury or illness prescribed under a regulation.
Standard Investigation	HSW investigation process that involves the collection of information relating to one or all the following areas regarding an HSW incident: <ul style="list-style-type: none"><li>• Procedures and processes (management systems)</li><li>• Environment;</li><li>• Equipment (plant, machinery and tools),</li><li>• People</li><li>• Organisational culture</li></ul> These elements guide the investigator to identify the conditions, actions or deficiencies in each of these areas that may have been contributing factors to the incident.
Supervisor	a person who supervises activities, workers or people, especially workers or students.
Work related health safety and wellbeing incident	<ul style="list-style-type: none"><li>• an illness contracted by a person to which work, a workplace or a workplace activity was a significant contributing factor; or</li></ul>



Term	Meaning
	<ul style="list-style-type: none"><li>the recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if work, a workplace or a workplace activity was a significant contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration</li></ul>
Worker	<p>Is a person that carries out work in any capacity for UCAQ, including work as:</p> <ul style="list-style-type: none"><li>an employee; or</li><li>a ministry agent or pastor; or</li><li>a contractor or subcontractor; or</li><li>an employee of a contractor or subcontractor; or</li><li>an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or</li><li>an outworker; or</li><li>an apprentice or trainee; or</li><li>a student gaining work experience; or</li><li>a volunteer; or</li><li>a person of a prescribed class.</li></ul> <p>A person is also a worker if the person is an individual who carries out work for UCAQ.</p>
Workers' Compensation	<p>UCAQ employees who sustain work-related injuries or illness can lodge a workers' compensation claim for costs, including medical, hospital, rehabilitation, wages and lump sum payments. WorkCover Queensland assess all claims for compensation, in accordance with the <i>Workers' Compensation and Rehabilitation Act 2003 (Qld)</i>.</p>
Workplace	<p>A location where work is, or is to be, performed by a worker for, or on behalf of UCAQ. Examples include, but are not limited to:</p> <ul style="list-style-type: none"><li>- Office of the Synod</li><li>- Presbytery Offices</li><li>- Churches, halls and other locations where congregational activities are being conducted</li><li>- A Uniting Church in Australia Property Trust (Q) operated school</li><li>- An off-site work location</li><li>- An approved flexible work location</li><li>- Service run under the auspices of Uniting Early Learning including Family Day Care and In-home Care locations</li><li>- Alexandra Park Conference Centre</li><li>- A vehicle supplied by UCAQ for use by a worker in the performance of their duties</li></ul>



## Revisions

Document number		D1.1.27			
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
1.0	21.02.2023	Executive Director - Strategic Resources and Assurance	01.03.2023	Strategic Risk Manager	Health and Wellness Coordinator
Next scheduled review		01.03.2025			