1. Overview
2. Use this guideline to assist with conducting a Level 2 Incident Investigation, recording the investigation and closing out of the incident in SkyTrust.
3. WHS P007 - Incident / Hazard Reporting and Investigation Protocol provides the strategic direction on investigating Level 2 Incidents.
4. A Level 2 incident is an incident that is *notifiable to the regulator* or *of a ‘serious nature’* and the investigation should be conducted by a suitably trained ICAM Investigator.
5. SkyTrust has a number of training modules in Investigation located on SkyLearn by accessing the ‘[SkyLearn’](https://skytrust.co/app/Skylearn.asp) icon on the top right of the screen.
6. When an incident is reported by a staff member or student on SkyTrust a notification will be sent to the WHS Team. If an incident is deemed to be Level 2 the WHS Manager will engage an ICAM trained Investigator/s to conduct the investigation.
7. This relates to investigating incidents reported by staff and students.
8. ICAM trained investigators will be appointed by the WHS Team and the investigation will be recorded in the ICAM Register. The Skytrust Investigation will be completed by the WHS Team with the ICAM Investigation Brief attached.
9. ICAM Investigation documents are located in WHS F023 ICAM Level 2 Investigation Brief.
10. Scope
11. This guideline, the Incident Investigation Level 2 (ICAM) & SkyTrust Close-Out Guideline is to be utilised by University staff who are allocated the task of conducting an incident investigation.
12. This guideline is only to be used for Level 2 Incident Investigations.
13. The above procedures will not apply if an investigation has been instigated to obtain legal advice.
14. Guideline
15. ***Investigation Process – What to do and What information to gather***

The steps in the table below are required to be completed to conduct an ICAM investigation, these processes would be completed and all information then uploaded and recorded in the SkyTrust Incident Investigation. The WHS Team will manage and record the investigation outcomes in Skytrust on behalf of the Investigator/s.

An ICAM Investigation Toolkit and Guide is available from WHS Manager to assist with steps of the process.

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| ***Use the WHS F023 ICAM Level 2 Investigation Brief*** | |
| ***What to Do*** | ***What Information to Gather*** |
| ***Cover Sheet*** | * *Complete all sections* * *ICAM Reference number is to be supplied by WHS Manager upon allocation of investigation* |
| ***Contents*** | * *Complete all sections* * *Add all items at completion of investigation* |
| ***Complete Investigation Plan*** | * *Complete all sections* * *Add all items gathered in the investigation* |
| * ***Complete the Analysis and Identification of Key Evidence - PEEPO*** | * ***P-People*** *– Who are the key people involved and what information / evidence do you require from each person – take a statement and record* * ***E-Environment*** *– What photos/observations/reviews/inspections are required of the scene or scenes* * ***E-Equipment*** *– What equipment was involved in the incident that requires review – testing, inspection or operation* * ***P-Procedures*** *– What procedures are relevant that require review* * ***O-Organisation*** *– What relevant policies, training, supervision, governance* |
| * ***Take Statements -*** *Speak to the injured person of person reporting the incident* | * *Make initial contact with the injured person and first ask them if they are ok and offer any support* * *Tell them that you are conducting the investigation and that you require a written statement to be obtained. Determine a suitable location and time to take this and also inform the person’s supervisor of the intent* * *If the person is unwilling contact the WHS Manager* * *Makes some notes if required and retain as contemporaneous notes of the investigation* * *Take the statement and use the questions below as a guide:*  1. *Tell me what happened? Let the person freely tell you the version of the event uninterrupted.*   ***Use the probing questions below to establish further details:***   1. *What do you think caused the incident?* 2. *Was Equipment Failure a factor?* 3. *Was human error a factor?* 4. *What do you think could be done to prevent this type of incident occurring again?* 5. *Could you fully describe the work and conditions in progress leading up to the incident?* 6. *Could you fully describe the incident sequence from start to finish?* 7. *Did you notice anything unusual prior to, or during the incident (sights, sounds, smells etc.)?* 8. *What was your role in the incident sequence?* 9. *What conditions influence the incident (weather, time of day, equipment malfunctions etc.)?* 10. *How did people influence the incident (actions, emergency response etc.)?* 11. *Were there any witnesses?* 12. *Any other comments about the incident?* |
| * ***Statements -*** *Speak with any witnesses* | * *This is done using the same questions and recorded the same way in the Statement* |
| * ***Take Photos -*** *Visit the location of the incident* | * *Make observation of the location where the incident occurred* * *Take photos and document in the photos section of the brief form* |
| ***Obtain other documents if required*** | * *Obtain any training records if applicable (eg: training records to confirm the person was authorised to use the power tool)* * *Attached documents to the Investigation Brief and record in the PEEPO analysis* |
| ***Complete Investigation Outcome Report*** | * *Complete all sections* * *Summarise the PEEPO information gathered* |
| ***Identify any causes of the incident*** | * *Using the 5 x ‘Why’s’ you can identify the Root Cause/s of the incident, this can be done multiple times and recorded in the Root Cause and Key Findings section* |
| ***Determine any Remedial or Corrective Actions and an Implementation Plan*** | * *After reviewing the information gathered make any determinations on what action/s are required* * *Make the recommendations and allocate a primary and support person responsible for the action. This may not be possible to determine and WHS Team can assist* |
| ***Sign the investigation*** | * *When the investigation is completed sign off on the report and forward to Section to sign off as complete. You can use the mouse to sign the box for signature.* |
| ***Ask WHS for help*** | * *If you get stuck or need assistance contact the WHS Team for help* |

1. Skytrust Close-out
2. ***Investigation record keeping and Skytrust Close-out***

At the completion of the investigation the Investigation Brief document is to be forwarded to the WHS Manager. The Brief will be attached to the investigation in Skytrust. At the completion of the Management Review and Acceptance of the recommendations the WHS Manager will record and allocate the recommendations as actions within the Skytrust Investigation.

In SkyTrust there are Investigation Training Guides located in SkyLearn the icon on the top right of the screen. These guides assist in general investigations and uploading / recording investigation information in the Incident Report.