WHS DOCUMENTS & TEMPLATES

DOC-NIP-TPL · Notifiable Incident Procedure

Product Overview

For: Australian businesses of any size: managers, supervisors, WHS advisers and the people who will take the call when something serious happens

Version 1.0 · 15 November 2026

A clear procedure for the incidents that must be reported to the regulator: recognise them, look after people, preserve the site, notify immediately, and keep the record, with a record form to fill in as it happens.

The procedure explains what is notifiable in plain words (a death, a serious injury or illness, or a dangerous incident, with examples), what to do straight away, how to preserve the site and what may still be done, how to notify the regulator (who, when, how, what to give, written notice and the reference number), other notifications such as the insurer and the police, what happens after, and the five-year record.

The Notifiable Incident Record (Word and PDF) records the incident, why it is notifiable, the notification, every action taken to preserve the site, the release, the other notifications and the follow-up.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

What is included

Item	File
Notifiable incident procedure: what is notifiable, straight away, preserving the site, notifying the regulator, other notifications, records	02_TEMPLATE/Notifiable Incident Procedure.docx and .pdf
Notifiable incident record: the incident, why it is notifiable, the notification, the site, other notifications and follow-up	02_TEMPLATE/Notifiable Incident Record.docx and .pdf
How to Use This Template: how to complete and adapt it, the law in brief, state and territory notes, records and every placeholder	01_START_HERE/How to Use This Template.pdf
Read Me First, Product Overview, Permitted Use Terms and Version Information	01_START_HERE/ (PDF)

Who it is for

- Businesses that want everyone to know what to do in the first hour after a serious incident
- Managers and supervisors who may have to notify the regulator
- WHS advisers updating an incident procedure

File formats

- Word (.docx), editable, with your logo and business name in the header

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Notifiable Incident Procedure · Buy the full editable version:
training.oranaskillscentre.com/documents/notifiable-incident-procedure

How to Use This Template

How to complete, adapt and keep the notifiable incident procedure

1 What this template is for

When someone is killed or seriously hurt, or something dangerous happens, people need to know exactly what to do: look after the injured, keep the site as it is, and tell the regulator immediately. This procedure sets that out in order, so nobody has to work it out under pressure, and the record form captures what was done as it happens.

2 How to use it

Step	What to do
1	Name your notification officer and a back-up who can be reached at any hour, and fill in the placeholders, including your regulator and its number from the notes.
2	Check the list of notifiable incidents for your state or territory in the notes below, and add any extra categories to section 2.
3	Add your other notifications to section 6, such as an electrical safety regulator where yours requires it.
4	Have the owner or chief executive approve the procedure, then brief every supervisor and manager on it.
5	Put the regulator's number and the first steps where supervisors will see them: in vehicles, site offices and first aid kits.
6	Practise it: walk through a scenario once a year with the people who would take the call.
7	After any notifiable incident, complete the record, keep it for at least five years, and review the procedure.

Make it work, not just exist

- Make sure the notification officer's phone answers at night and on weekends, and that the back-up knows they are the back-up.
- Keep a printed copy of section 3 and the regulator's number in every site office, vehicle and first aid kit: phones go flat.

3 Who does what

Who	What they do
Notification officer and back-up	Decide whether an incident is notifiable, notify the regulator, and keep the record
Supervisors	Make the area safe, get help, preserve the site, and call the notification officer
Chief executive or owner	Approves the procedure, contacts families, and makes sure the business cooperates with the regulator
Workers	Report straight away, keep away from the site, and give their account

4 The law, in brief

The WHS laws require a business to notify the regulator immediately after becoming aware that a notifiable incident has happened arising out of its work: the death of a person, a serious injury or illness, or a dangerous incident. Notice is given by the fastest possible means, by phone or in writing (including electronically), and in writing within 48 hours

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Notifiable Incident Procedure · Buy the full editable version:
training.oranaskillscentre.com/documents/notifiable-incident-procedure

YOUR LOGO
Right-click > Change Picture

[Company name]

WHS DOCUMENTS & TEMPLATES · DOC-NIP-TPL

Notifiable Incident Procedure

What must be notified to the regulator, what to do straight away, preserving the site, notifying, and keeping the record

1 Purpose

Some incidents must be notified to the WHS or OHS regulator immediately, and the site left undisturbed so it can be inspected. This procedure makes sure **[Company name]** recognises those incidents, looks after the people involved, preserves the site, notifies the regulator without delay and keeps the record. It applies at all our workplaces, and wherever our work is done.

2 What is notifiable

An incident arising out of our work is notifiable if it results in any of the following. If you are not sure, treat it as notifiable and call the regulator to check.

Type	What it covers (examples)
Death	The death of any person: a worker, a contractor, a visitor or a member of the public.
Serious injury or illness	An injury or illness that needs treatment as an in-patient in a hospital, or immediate treatment for an amputation, a serious head injury, a serious eye injury, a serious burn, the separation of skin from the tissue beneath it (degloving or scalping), a spinal injury, the loss of a bodily function, or serious lacerations; or medical treatment within 48 hours of exposure to a substance.
Dangerous incident	An incident that exposes anyone to a serious risk from an immediate or imminent exposure, even if nobody is hurt: for example an uncontrolled escape, spill or leak of a substance, gas or steam; a fire or explosion; an electric shock; something falling or released from a height; the collapse, overturning or failure of plant that must be authorised; the collapse of a structure, an excavation or its shoring; an inrush of water, mud or gas; or the interruption of the main system of ventilation in an underground excavation or tunnel.
More, in some jurisdictions	Some states and territories list more, such as certain work-related infections, injuries in remote places, or a sexual assault incident, and Victoria has its own definitions. Check the list for **[Jurisdiction]** in How to Use This Template.

3 Straight away

Step	What to do
1	Make the area safe, if you can do so without putting yourself or others at risk. Stop the work nearby.
2	Give first aid. Call 000 for an ambulance, the fire brigade or the police.
3	Tell your supervisor straight away. The supervisor tells **[Notification officer]** by phone, at any hour.
4	Keep people away from the area, and start preserving the site (section 4).
5	**[Notification officer]** decides whether the incident is notifiable, using section 2, and notifies the regulator immediately if it is (section 5).

Someone has died or is seriously hurt

Call 000. Look after the injured. Keep everyone else away. Do not move or clean up anything except to help the injured or make the area safe. Call **[Notification officer]**.

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Notifiable Incident Procedure · Buy the full editable version:
training.oranaskillscentre.com/documents/notifiable-incident-procedure

WHS DOCUMENTS & TEMPLATES · DOC-NIP-TPL

Notifiable Incident Procedure

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. A clear procedure for the incidents that must be reported to the regulator: recognise them, look after people, preserve the site, notify immediately, and keep the record, with a record form to fill in as it happens.

What the full product contains

- **Notifiable incident procedure: what is notifiable, straight away, preserving the site, notifying the regulator, other notifications, records**
  02_TEMPLATE/Notifiable Incident Procedure.docx and .pdf
- **Notifiable incident record: the incident, why it is notifiable, the notification, the site, other notifications and follow-up**
  02_TEMPLATE/Notifiable Incident Record.docx and .pdf
- **How to Use This Template: how to complete and adapt it, the law in brief, state and territory notes, records and every placeholder**
  01_START_HERE/How to Use This Template.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

https://training.oranaskillscentre.com/documents/notifiable-incident-procedure

Instant download after purchase. · Orana Skills Centre · 1800 231 173 · bookings@oranaskillscentre.com

© 2026 Orana Skills Centre. All rights reserved. · v1.0