

# RSHQ Integrated Incident Response Program Overview

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Lionel Smith



**Resources Safety & Health**  
Queensland

# Discussion

- Why change?
- RSHQ Vision
- Centralised incident reporting
- Incident management methodology
- Incident analysis (Preventative and mitigating controls)
- Stakeholder engagement



# Drivers

## Why

- Being a data driven regulator, supporting industry in achieving zero serious harm
- Outdated incident management system
- Supporting organisations to become HROs

## What

- End to end workflow
- Improved methodology – focus on corrective actions and controls
- Sharing knowledge and learning

## How

- Microsoft Dynamics
- Online Industry account – self service
- Data analytics



# Vision

- New incident management methodology across RSHQ
- Data entered once – used multiple times
- Improved data quality and governance
- Data leading to knowledge sharing – emerging trends and lead indicators
- Partner with industry to HRO – the safety conversation / high trust



# Centralised incident reporting

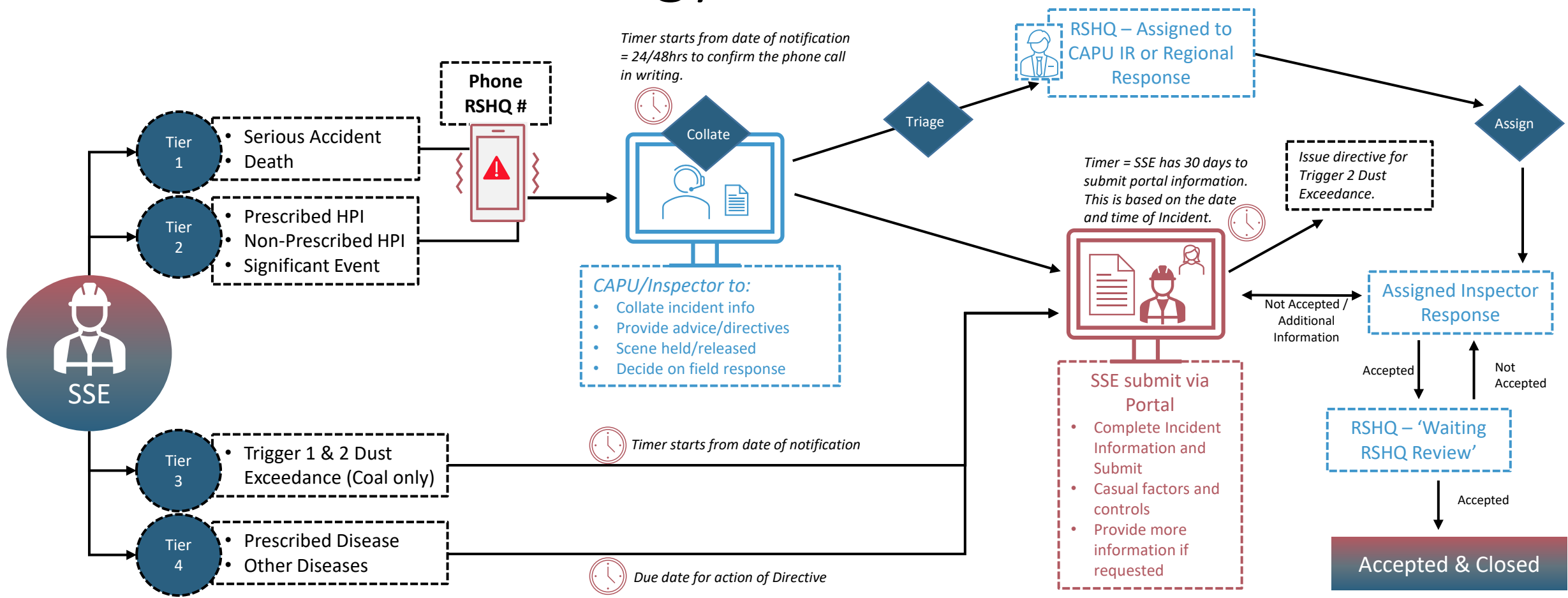
Tier	Incident Type	Call?	Notification Process
1	Serious Accident Death	Yes	Call the emergency number, then the primary information needs to be entered by the mine within 24/48 Hours.
2	High Potential Incidents (incl. non-prescribed)	Yes	Call emergency number, then the primary information needs to be entered by the mine within 48 Hours.
3	Trigger 1 &2 Dust Exceedance (Coal only)	No	Enter through portal and populate Primary Information
4	Prescribed Disease Other Diseases	No	Enter through portal and populate Primary Information



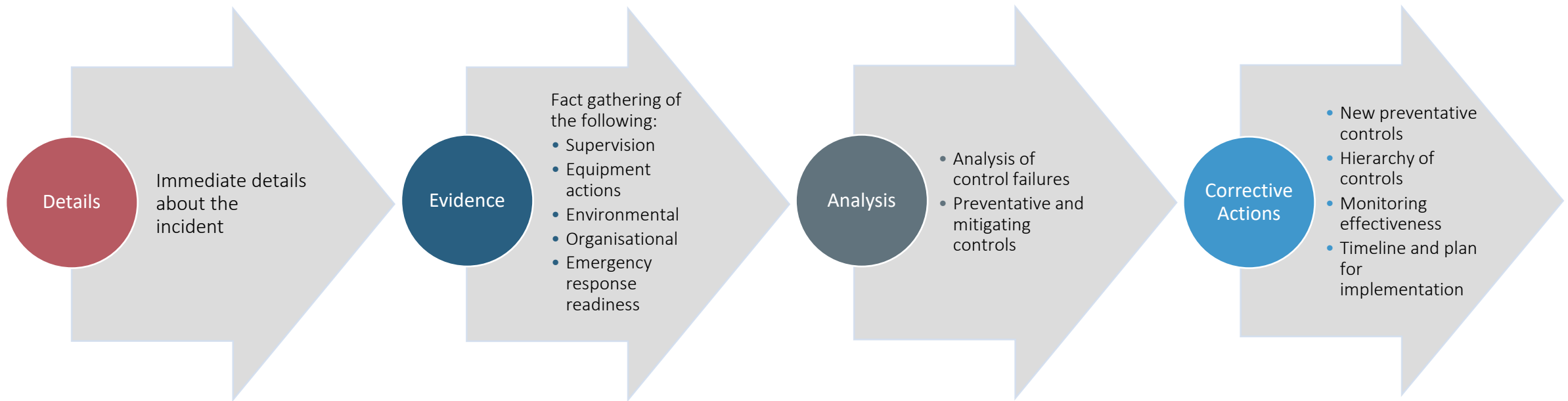
# Incident Methodology

Process External Portal RSHQ D365

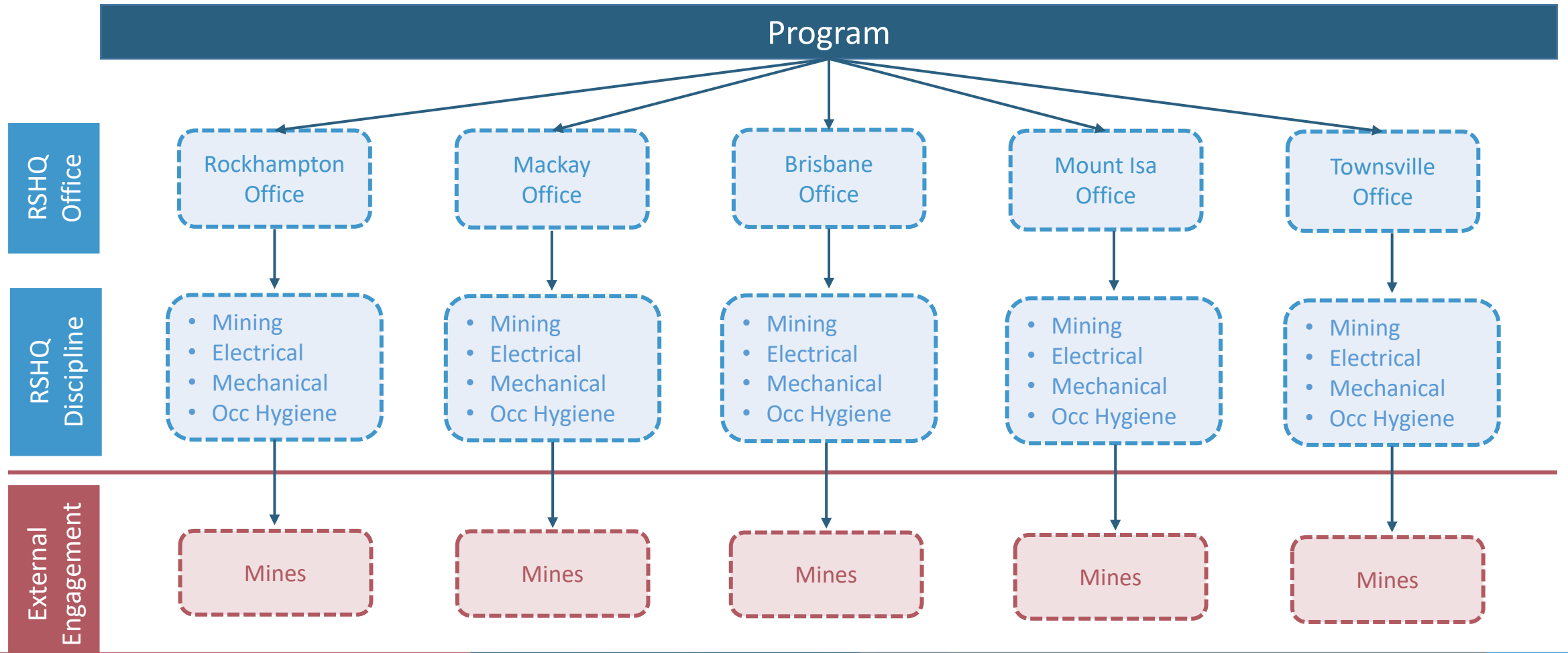
24 hours to complete Death Reporting  
 48 Hours to complete SA/Prescribed HPI  
 72 hours to complete Dust Reporting (if called in)  
 Timers stop when the info submitted by SSE



# Future – safety conversation



# Hub & Spoke approach





# Incident Investigation Focus

## Causation

- The Facts
- What caused the event to occur

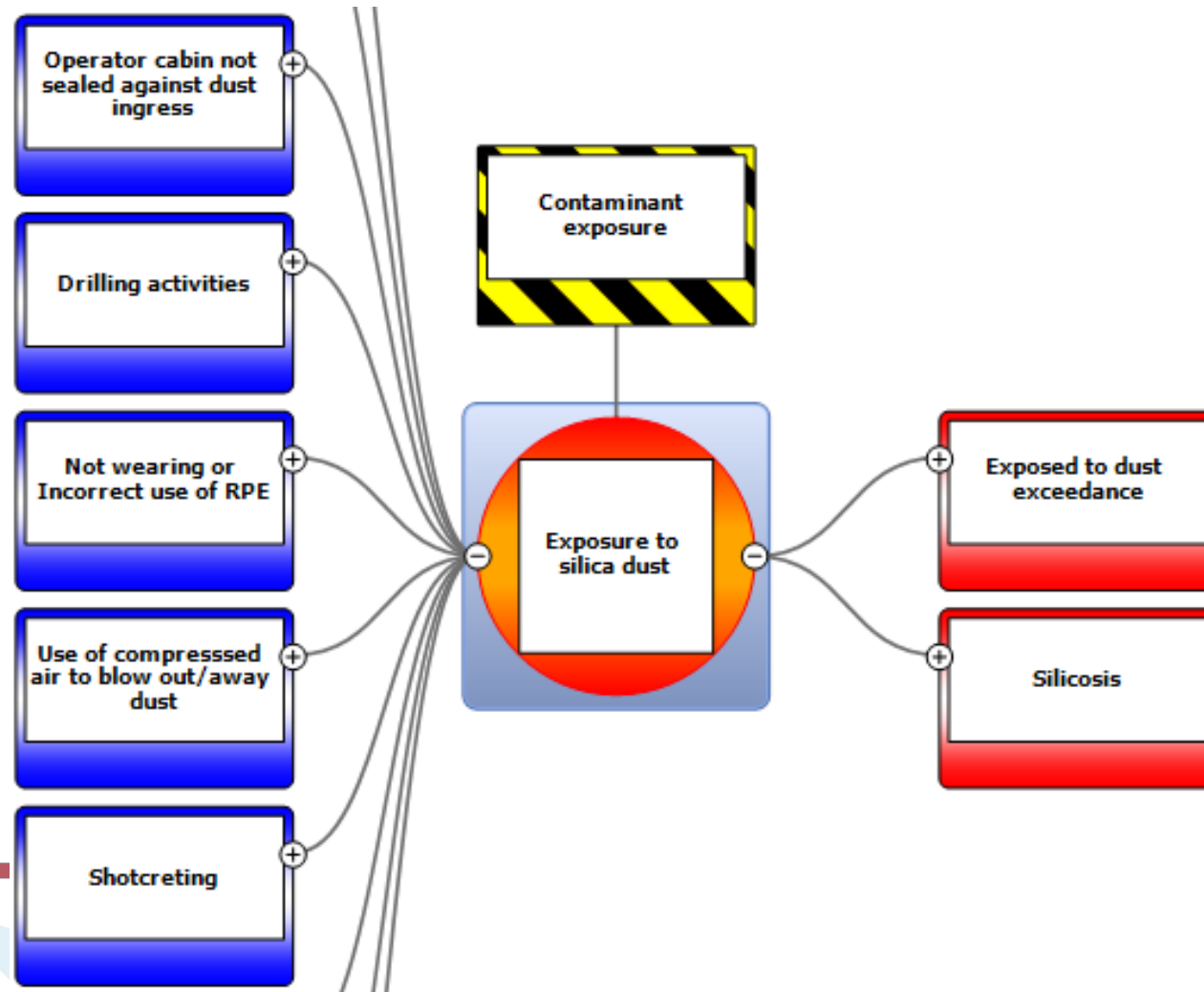
## Controls

- Preventative
- Mitigating
- Answers selected from a list



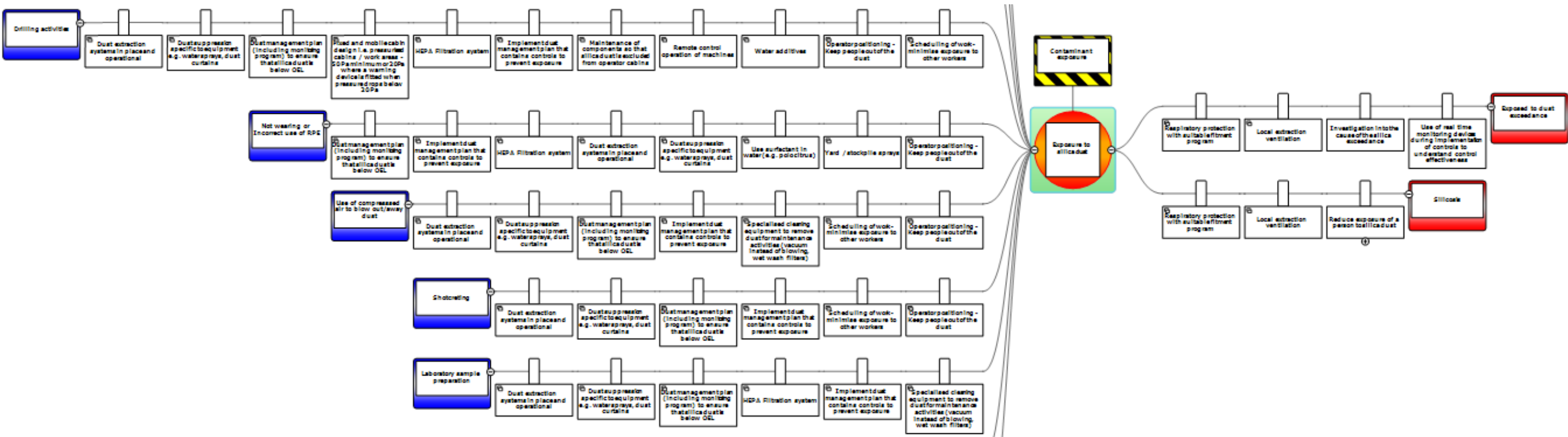
# Workshop output – cause and outcome example

## Exposure to silica dust



# Workshop output – cause, controls outcomes

## Exposure to silica dust example



Questions?

Thank you



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