

Council Incident Reporting and Information System (CIRIS)

User guide

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Strategic Alignment

Consultation and Distribution Record					
Consultation Process	n/a	'a			
e	Contacts identified for each service				
Stakeholders	n/a	n/a			
Distribution	Available via MyNL				

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1.0 How do I register as a CIRIS user?

Before carrying out any tasks on CIRIS you need to be registered as a user. User roles are defined as:

Input	Requires only to input incident details onto the system
Manager	Will be identified as a responsible person in the case of an incident and will be required to comment on the circumstances of the incident and any actions to prevent a recurrence
View	Requires only to view incident details

In addition to being allocated a role, users are also given an access restriction. These are defined as:

Service	User can access incidents for the whole of the service in which they work
Section	User can access incidents for a specific section within the service in which they work
Workbase	User can access incidents only for a specific work location within a section

To register as a user, please email the following details to the Occupational Safety and Wellbeing Team at <u>healthandsafety@northlan.gov.uk</u>

- Forename and surname
- Network login (this is the username a user would type to access their computer)
- Email address and contact telephone number
- The service, section and premises in which you work
- Your designation
- The CIRIS role you require (input, manager, view)
- The access restriction you require (service, section, workbase)

You will be notified of your registration by return email.

Note for users in schools

CIRIS users in schools access the CIRIS system via Connect. New users must first contact the IT Service Desk to obtain a Connect username and password. The Connect username acts as the user's network login for CIRIS and should be forwarded to the Occupational Safety and Wellbeing Team, with the rest of the information outlined above, when requesting access to CIRIS.

2.0 How do I access CIRIS?

CIRIS can be found in the quick links on the Connect homepage.

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Selecting the CIRIS quick link will take the users to the Council Incident Reporting and Information System (CIRIS) page on Connect. The user should then select the **CIRIS Live System** link from the options on the right hand side of the page.



CIRIS can also be accessed using this link <u>CIRIS</u> (not available for users in schools). The link may be copied to a shortcut and held on a user's desktop.

Accessing CIRIS will bring the user to the CIRIS homepage.

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3.0 How do I input an incident?

From the CIRIS homepage, select **Incident – Create** from the top left of the menu bar.

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This will take the user to the first of up to 7 incident data input pages.

3.1 Page 1 – Incident details

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Information fields for this screen are as follows:

Service	The service with responsibility for managing the work activity
	being carried out at the time of the incident
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Section	The section of the service with responsibility for managing the
	work activity being carried out at the time of the incident
Type of incident	Select the definition that best describes the type of incident
	that occurred. Examples of types of incident are provided at
	Appendix 1.
Council property	Select the tick box if the incident occurred on council premises.
	This indicates council managed premises. It does not include
	council houses.
Building name, Number,	When the Council property tick box is selected, the Property
Sub premises, Street,	Search option must be used to complete these details.
Locality, Town, Postcode	Where the Council property tick box is not selected, the user
	has the option of using the Property Search or free typing to
	complete these details.
	The Sub premises field allows for sub premises within a
	premises to be identified e.g. Flat 1, 25 Anystreet, Motherwell.
	premises to be identified e.g. hat 1, 25 Anystreet, Mother well.
Date of incident	Date on which incident occurred. Use automatic calendar.
	Date format is DD/MM/YYYY
Time of incident	Time at which incident occurred. Time must be entered in 24
	hour clock format HH:MM

Date reported	Date on which incident was reported. Use automatic calendar. Date format is DD/MM/YYYY
Reported to	Name of the person the incident was reported to in the first instance
Designation	Job title of the person the incident was first reported to
Telephone number	Telephone number of the person the incident was reported to
Was anyone injured or involved	If a person was injured or involved in the incident then the tick box should be selected (box is ticked by default). Where more than one person was injured or involved, a separate report for each person must be completed. Ticking this box activates pages 2 and 3 of the CIRIS incident record. Note the requirement is to indicate if anyone was injured <u>or</u> involved. There should be very few circumstances when a person was not involved in an incident.
Allocate workbase	Select the premises from where the work activity that was taking place at the time of the incident is managed.

When the fields have been completed select **Next** to move to input page 2.

The CIRIS system attempts to prevent duplicate incidents being entered onto the system at this point. You will be presented with the screen below. If the list of incidents contains a duplicate of the incident you are entering, select **Cancel input**. Otherwise select **Continue**.



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3.2 Page 2 – Injured person's details

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The information requirements on this screen are straightforward. Use the **Search for a property** facility wherever possible to ensure consistency in data entry. The address details provided **must be the injured person's home address**, not their work address or the address of the incident location.

Complete the information as fully as possible, **including Date of birth**. Where Council employee is selected as the injured person's Status, a drop down list of Occupations will become available for selection.

If the injured person is a council employee and is a member of a trade union and has given their consent for the incident details to be provided to their union, select the appropriate trade union name from the Union drop down list.

3.3 Page 3 – Injury details

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Details of any injury suffered as a result of an incident are recorded on this page. To aid incident analysis, users should use the **Nature of main injury**, **Main body part injured** and **Kind of accident** drop down boxes to provide descriptions. The **Other please specify** options in these drop down lists should be used only by exception.

If no injury has been suffered e.g. as a result of a near miss, and the **No apparent injury** option is selected from the **Nature of main injury** drop down list, the **Main body part injured** drop down list defaults to **No part injured** and becomes unavailable for selection.

Where more than one body part is affected in an incident, the main site of injury should be identified using the **Main body part injured** drop down list. Other sites of injury can be identified from the tick boxes listed under the heading **Other body part(s) injured**.

If the **Kind of accident** selected from the drop down list is **Injured while handling**, **lifting or carrying**, a **Was injury a result of physical effort?** tick box will appear. If the injury occurred as a result of the application of physical effort in lifting, carrying, pushing, pulling, throwing or catching an object or person (either directly or via a piece of equipment such as a hoist), then the tick box should be selected.

If the **Kind of accident** selected from the drop down list is **Fall from height**, a **Height** (**Centimetres**) information box will appear. The height in centimetres (number only, cm, centimetres etc not required) from where the fall took place should be entered.

3.4 Page 4 – Incident description

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A description of the incident should be entered in the free text **Description** box. As full a description as possible should be provided.

Where a description is of some length, it may be typed in a MS Word document or similar and attached to the incident record – see section 6.0.

Is this accident reportable under RIDDOR? If the incident is reportable to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), then select the **Yes** button. Otherwise select **No**. Selecting Yes in response to the RIDDOR question will activate page 5 of the CIRIS incident record.

Further information on RIDDOR is available at <u>Appendix 2</u>.

Was any time lost more than 3 days? (relates to employees only) If the incident resulted in the affected employee being absent from work for more than 3 days, then select **Yes**.

Reason If the incident has been identified as a RIDDOR incident then this field is disabled. If the incident has been identified as not being a RIDDOR incident then a reason as to why must be identified. Choose from the following options in the drop down list:

Incident not work related	Incident occurred but did not arise out of or in connection with work. Consider if the incident happened as a result of the way a work activity was organised, the way equipment or substances were used, or if the condition of the premises or working environment contributed.
Minor injury	The injury is not reportable to the Health and Safety Executive as a specified injury
No injury	No injury was suffered as a result of the incident

Not reportable by NLC	The incident may have resulted in an injury that is reportable to
	the Health and Safety Executive, but reporting is not the
	responsibility of NLC. For example, a contractor is injured
	while carrying out work on behalf of NLC, or an employee of
	another employer is carrying out work on NLC premises e.g. an
	NHS employee working in NLC premises.

Assailant name This field will only be available if, on page 1, **Violent incident** has been selected from the **Type of incident** drop down list. The name of the perpetrator must be entered in this field. Use of initials or any sort of reference number is not acceptable.

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3.5 Page 5 – Witness details

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If there were any witnesses to the incident then their details should be entered on this page. The witness's home address details should be entered rather than their workplace address. Use the Find Address option to ensure consistency of data entry.

3.6 Page 6 – F2508 Report of an injury or dangerous occurrence

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This page becomes available for data entry if the incident has been identified as being reportable to HSE under RIDDOR by use of the option on page 4, **Incident description**. The information required reflects that of the HSE's F2508 RIDDOR form.

The first two data fields are set by default. If the incident did happen at the Civic Centre, then the **Did the incident happen at the above address?** option should be set to **Yes**.

Where did the incident	At someone else's premises
happen?	Elsewhere in your organisation
	In a public place
In which department or	Free text box. Provide a brief description to expand on the
where on the premises did	option selected above e.g. At someone else's premises – Cafe
the incident happen?	Gelato, Wishaw, In a public place – Corner Smith Street and
	Black Street, Glasgow
Was the injury	A fatality
	A major injury or condition
	An over 7 day injury to an employee or self employed person
	Dangerous occurrence
	Hospitalisation of a member of the public
	Occupational disease
Did the injured person	Become unconscious
	Need resuscitation
	None of the above
	Remain in hospital for more than 24 hours

Other data fields on this page are as follows:

Number of days in hospital	If the injured person was hospitalised, enter the number of days they remained in hospital, if known. Note that the unavailability of this information should not delay reporting. This information can be provided at a later date.
HSE reference number	This field will be completed by the Occupational Safety and Wellbeing Team after the incident has been reported to HSE. Note for school users. As schools report RIDDOR incidents to HSE, they should complete this field.
Date reported to HSE	Date on which the incident was reported to HSE. Use automatic calendar. Date format is DD/MM/YYYY

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3.7 Page 7 – Responsible manager



On this page, the name of the manager responsible for the work activity that was being carried out at the time of the incident will be noted. Use the **Responsible person** drop down list to identify the relevant manager. If the required manager's details are not on the list, contact the Occupational Safety and Wellbeing Team.

Other manager's who may have an interest in the incident can be identified by ticking the selection box beside their name in the **Other managers** list.

When the **Responsible person** and **Other managers** have been identified, select **Finish** to complete the incident record. The incident record is now awaiting the approval of the identified responsible person. They will receive an automated email informing them that an incident is awaiting their attention.

4.0 I've received an email from the CIRIS system. What do I do?

You have received an email from the CIRIS system because you have been identified as a **Responsible person** on an incident record. The email will be similar to the one below.



Each CIRIS incident is allocated a unique incident reference number. To view the incident details, click on the hyperlink in the email. The first page of the incident record will appear, as in the screen shot below.

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Service Housing and Social Work	Headquarters - Personnel
Type of Incident Personal injury incident	
OCATION DETAILS	
Council Property Yes	
Scott House Merry Street Property Details	
Motherwel	
Incident status identifies	Click on the page tabs to
where the incident is in	review the incident
the approvals process	details
32211	Scott House
Was anyone injured or involved? Yes Allocate Workbase	Merry Street
	Motherwell ML11JE
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	12:30 19/05/2014

You have been emailed by the system either as a result of a new incident being entered on the CIRIS system, or as a result of an incident you have previously approved being rejected by the Occupational Safety and Wellbeing Team for further comment.

Incident status categories are as follows.

Current status	Meaning
Awaiting Manager Approval -New	This is a new incident that is awaiting review and approval for the first time.
Awaiting Manager Approval - Comments	This is an incident you have previously approved. However, the incident has been rejected by the Occupational Safety and Wellbeing Team. The reason for rejection should be addressed and the incident re- approved.

Where an incident has been rejected, the reason for the rejection can be viewed in the incident **Action history.**



Using the scroll bar to the right of the screen, scroll down until the **Action history**, **Diary** and **Attachments** tabs are visible. Select the **Action history** tab to display the progress of the incident through the approval process.

You may wish to change or add details to the incident record, either as a result of comments made by the Occupational Safety and Wellbeing Team or as a result of your review of the incident details. This can be done by selecting the **Edit** option from the **Available actions** drop down menu. Selecting this option makes the incident "live" for editing. Move through the incident record screen by selecting the **Next** button.

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When you have amended or added the information, move though the incident record to page 7, **Responsible person** and select the **Finish** button to save the changes you have made to the incident record.

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To approve an incident, hover over the **Available actions** tab to the top right of the screen. From the drop down list, select **Manager approval**.

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In the **Action to prevent re-occurrence** box, type what action has been taken to investigate the causes of the incident and to prevent the incident happening again. Consider:

- How did the incident happen , was any equipment involved?
- What activities were being carried out at the time?
- Was there anything unusual or different about the working conditions?
- Were there adequate safe working procedures and were they being followed?
- What was the agent that caused the harm and how did it cause harm?
- Was the risk known, and if so, why wasn't it controlled?
- If the risk wasn't known, why was this?
- Did the way work was organised or arranged have an effect?
- Was maintenance and cleaning adequate?
- Were the people involved competent?
- Did the workplace layout have an effect?
- Did the nature of any materials or workpieces have an effect?
- Did difficulty using plant or equipment have an effect?
- Was safety equipment available and was it sufficient?
- Were there any other factors that may have had an influence e.g. weather, personal relationships, deliberate malicious acts?

You may also wish to consider reviewing any risk assessments relating to the work activity.

When you have completed your actions to prevent re-occurrence, selecting **Approve** will submit the incident to the Occupational Safety and Wellbeing Team for approval.

Where a description is of some length, it may be typed in a MS Word document or similar and attached to the incident record – see section 6.0.

5.0 I need to approve an incident butI don't have the CIRIS email. Whatdo I do?

Managers can view any incidents awaiting their attention at any time. From the CIRIS homepage, hovering over the **Incidents** tab will list the options available to you. Select **Manager approval** to view a list of incidents awaiting your attention.

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If you have any queries or issues regarding the system please	contact your Service Health & Safety unit.		
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Finance & Customer Services Fiona Duddy	Senior Health & Safety Officer	Tel. 01698 302863	
Environmental Services Jack Daly Housing & Social Work Services David Glassford	Business Intelligence Manager	Tel. 01236 632426 Tel. 01698 332287	
Housing & Social Work Services David Glassford Learning & Leisure Services Allison Bell	Senior Health & Safety Officer Senior Health & Safety Officer	Tel. 01236 812403	
Culture NL Allison Bell	Senior Health & Safety Officer (Learning & Leisure Services)	Tel. 01236 812403	
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6.0 I have additional information I want to attach to an incident.How do I do this?

You can attach additional information to a CIRIS incident record either as a note in the incident diary, or as a document type attachment. Opening the incident record and using the scroll bar to the right of the screen will reveal the **Action History**, **Diary** and **Attachments** tabs.

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To enter a diary note, select the **Diary** tab. Select **New Diary Entry** to access the incident diary.

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Complete the **Short Description** and **Notes** text boxes and select **Update** to save the diary entry.

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Details of any diary entries are displayed on the screen

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To attach a document to the incident, select the **Attachments** tab then select **Attach New Document**. Attachments can be any document e.g. a letter, guidance note, email, photograph etc. Click on **Attach New Document**.



From the **Category** drop down, select the option that best describes the type of document you are attaching. In the **Description** box, enter a brief description of the document. The **Attach Document** button is selected as default, indicating that an electronic document is to be attached. If the document to be referenced is a hard copy document, select **Hard Copy Reference**. For electronic documents, browse to locate your document. Select the **Document Type** from the drop down list and select **Save Document**.

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Selecting the **Attachments** tab will display a list of documents attached to the incident.

7.0 I have been asked to return an action plan relating to a health and safety report. How do I find the report?

Health and safety reports can generally be divided into routine audit/inspection reports, and others. Locating both types of report follows largely the same process.

From any page in CIRIS, select **Property** and **Workbase Management** from the top toolbar.

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Locate the premises for which you require a report using the search boxes.

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Use the + sign beside the required property to expand the property details.

Select the **Workbase Attachments** tab or **Audit Attachments** tab to locate the report you require

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8.0 How do I find a specific incident?

To find a specific incident, from any page in CIRIS, select **Incidents** and **Search** from the top toolbar.



Enter the information you have in the search fields and select **Search**. A list of incidents matching your search criteria will be displayed.

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9.0 An employee involved in an accident has asked for a copy of the accident report. How can I provide this?

CIRIS can provide a printed version of the accident record, equivalent to an entry in the BI510 Accident Book. To print an accident record, search for the incident using the process described in part **8.0 How do I find a specific incident?**. Open the incident record and from the **Available Actions** drop down menu, select **Print**.



The incident record will be displayed for printing.

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	ACCIDENT RECOP 1. About the person wh				
	Address Occupation	11 Hill Road Motherwell ML1 1AB Cleansing Area Manager			
	Other Status 2. RESPONSIBLE PERSON D	FTAILS			
	Name	David Glassford Scott House Merry Street			
	Address	Motherwell ML11/E			
	Occupation	Senior Health and Safety Officer			
	3. ABOUT THE ACCIDENT				
	When did it happen?	08/01/2020 at 01:00 Scott House Merry Street			
	Where did it happen?	Motherwell ML1 1JE			
	How the accident happened. Give the cause if you can.	Jane fell from a chair.			
	If the person who had the accident suf	Terd an injury, say what it was			
	Nature of injury Other	Burn or Scald			
	The main body part injured Other body part(s) injured Other	Ankle - Right			
	Kind of accident Other	Fall from height			
	How high was the fall	10 (centimetres)			

Appendix 1 Types of incident

Type of incident	Example
Dangerous occurrence	An incident reportable to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Schedule 2 of the regulations lists specific incidents that would be categorised as a dangerous occurrence. These are incidents with a high potential to cause death or serious injury, but which happen relatively infrequently.
Estate management	Housing Operations use only. Used to record instances of anti- social behaviour e.g. graffiti, vandalism, littering, noise nuisance. In all instances where this option is selected, the Reason option selected on page 4 must be Incident not work related .
Fire alarm false activation	Used to record unwanted fire alarm signals e.g. as a result of a system fault, an accidental activation or a malicious activation.
Fire incident – damage only	Used to record a fire incident where no person was injured. The fire may have occurred in council premises, council vehicles, tenants' homes, supported accommodation etc.
lll health – non work related	Used to record an incident where a person suffers an instance of ill health at work that is not related to their work activity e.g. stroke, epileptic seizure, fainting.
lll health – work related	Used to record an instance of ill health that has arisen directly from the person's work activity e.g. hand-arm vibration syndrome, occupational dermatitis, carpal tunnel syndrome, blood-borne virus.
Near miss	An incident where no harm resulted, but which had the potential to cause injury or ill health (excluding incidents falling specifically within the definition of a dangerous occurrence) e.g. a person trips on a trailing cable but grabs a desk to prevent themselves falling, a heavy box falls from a high shelf and lands close to where an employee is standing.
Personal injury incident	An incident where the outcome is an injury to a person e.g. an employee trips on a trailing cable and falls resulting in a fractured wrist, a service user is scalded as a result of bath water being too hot.
Safety concern – no injury	An unsafe act or unsafe condition that has the potential to cause injury or ill health e.g. untrained employees carrying out a hazardous activity, a torn carpet in a busy corridor.

Type of incident	Example
Vehicle incident	An incident on the public highway involving a vehicle e.g. a council vehicle is involved in a collision with another vehicle, a council employee is struck by a vehicle while at work.
Violent incident	An incident in which an <u>employee</u> is abused, threatened or assaulted in circumstances relating to their work e.g. a teacher is physically assaulted by a pupil, an employee is verbally abused on the telephone by a member of the public.
	Where services wish to record violent incidents where a person other than an employee is the victim, then the Reason option selected on page 4 must be Incident not work related .

[return to Part 3.1 Page 1 – Incident details]

Appendix 2 RIDDOR reportable incidents

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) puts a duty on employers to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences.

RIDDOR requires deaths and injuries to be reported only when:

- there has been an **accident** which caused the injury
- the accident was **work-related**
- the injury is of a type which is **reportable**

In relation to RIDDOR, an **accident** is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work.

Injuries themselves, e.g. 'feeling a sharp twinge', are not accidents. There must be an identifiable external event that causes the injury e.g. a falling object striking someone. Cumulative exposures to hazards, which eventually cause injury (e.g. repetitive lifting), are not classed as 'accidents' under RIDDOR.

RIDDOR only requires accidents to be reported if they are **work-related** i.e. they happen out of or in connection with work. The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is work-related if any of the following played a significant role:

- the way the work was carried out
- any machinery, plant, substances or equipment used for the work or
- the condition of the site or premises where the accident happened

The following injuries are **reportable** under RIDDOR when they result from a work-related accident:

- the death of any person
- <u>specified</u> injuries to employees
- injuries to employees that result in them being absent from work, or unable to perform the full extent of their duties, for <u>more</u> than 7 days (not including the day of the accident but including weekends and rest days)
- injuries to non-employees e.g. a service user, which result in them being taken <u>directly</u> to hospital for treatment

Reportable specified injuries to employees include:

- fractures, other than to fingers, thumbs and toes
- amputation of an arm, hand, finger, thumb, leg, foot or toe
- any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes
- any crush injury to the head or torso, causing damage to the brain or internal organs

- any burn injury (including scalding), which:
 - > covers more than 10% of the whole body's total surface area or
 - > causes significant damage to the eyes, respiratory system or other vital organs
- any degree of scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space

RIDDOR also requires employers to report cases of certain **diagnosed reportable diseases** which are linked with occupational exposure to specified hazards. The reportable diseases and associated hazards are:

- Carpal Tunnel Syndrome where the person's work involves regular use of percussive or vibrating tools
- Cramp of the hand or forearm where the person's work involves prolonged periods of repetitive movement of the fingers, hand or arm
- Occupational dermatitis where the person's work involves significant or regular exposure to a known skin sensitiser or irritant
- Hand Arm Vibration Syndrome where the person's work involves regular use of percussive or vibrating tools, or holding materials subject to percussive processes, or processes causing vibration
- Occupational asthma where the person's work involves significant or regular exposure to a known respiratory sensitiser
- Tendonitis or tenosynovitis: in the hand or forearm where the person's work is physically demanding and involves frequent, repetitive movements

Dangerous occurrences are incidents with a high potential to cause death or serious injury, but which happen relatively infrequently.

Dangerous occurrences apply to all workplaces and include incidents involving, lifting equipment, pressure systems, overhead electric lines, electrical incidents causing explosion or fire, explosions, biological agents, radiation generators and radiography, breathing apparatus, diving operations, collapse of scaffolding, train collisions, wells and pipelines or pipeline works.

Where a dangerous occurrence is suspected, clarification must be sought from the Occupational Safety and Wellbeing Team.

[return to Part 3.4 Page 4 – Incident description]