



Procedure for Handling an Injury Incident at the Workplace

The Tennis Institute / We Are Tennis

1. Ensure Immediate Safety

- Assess the Scene: Quickly evaluate the area to ensure it is safe. If there is ongoing danger (e.g., fallen trees, electrical hazards, chemical spills), address it before attending to the injured person.
- Secure the Area: Prevent others from entering the scene if it poses a risk.

2. Administer First Aid

- Check Responsiveness: Determine if the injured person is conscious and responsive.
 - Provide First Aid: Administer basic first aid according to the nature of the injury and your training (e.g., applying bandages, icepacks, performing CPR). A first aid kit shall be available in clubhouse.
- ***HEAD INJURY*** In the event of a head injury, immediately notify parent/guardian & seek medical assistance (below).

3. Seek Professional Medical Help (if required).

- Call Emergency Services: If the injury is severe, call emergency services immediately 000 Triple Zero for Ambulance.
- Arrange Transportation: If professional medical help is not immediately available, arrange safe transportation to the nearest medical facility. Prior to this – contact key personnel (parents/Kylie/Sean).

4. Notify Key Personnel

- Inform Supervisor/Manager: Report the incident to your immediate supervisor or manager (Kylie 0411 225 461 / Sean 0402 424 482)
- Notify Safety Officer: If applicable, inform the workplace safety officer or health and safety representative. (Kylie 0411 225 461)
- Notify Parent/s: Contact student's parents if not on site.

5. Document the Incident

- Complete Incident Report: Fill out an **incident report form** with detailed information about the injury, the circumstances, and any immediate actions taken. The incident report form is located in folder.
- Collect Witness Statements: Gather statements from witnesses to the incident to provide a comprehensive account. Provide photos/screenshots of information immediately to Sean / Kylie via text message. (Kylie 0411 225 461 / Sean 0402 424 482)

6. Investigate the Incident

- Conduct Investigation: Perform a thorough investigation to determine the cause of the incident and identify any contributing factors.
- Review Safety Procedures: Assess if existing safety procedures were followed and whether they need updating or improvement.

7. Implement Corrective Actions

- Address Findings: Based on the investigation, implement corrective actions to prevent recurrence of similar incidents.
- Update Training: Provide additional training to employees if needed to address identified safety gaps.

8. Follow-Up

- Monitor Injured Person: Check on the injured person's recovery and provide support as needed.
- Review Incident: Review the incident and response to ensure procedures were followed and identify areas for improvement.

9. Report to Regulatory Authorities

- Compliance: Ensure compliance with any legal requirements for reporting workplace injuries to relevant regulatory bodies

10. Maintain Records

- Documentation: Keep all records related to the incident, including medical reports, investigation findings, and corrective actions, for future reference and compliance.