
Incident Notification Process

A serious injury or illness is one that requires a person to have:

- medical treatment within 48 hours of exposure to a substance
- immediate treatment as an in-patient in a hospital, or
- immediate treatment for a serious injury or illness such as a serious head injury, a serious burn or a spinal injury and a number of other injuries listed in the model WHS Act.

Notify SafeWork NSW immediately on 13 10 50 for serious incidents involving injury or illness. For incidents that are not immediately life threatening – e.g. exposure to specific substances, notify SafeWork NSW within 7 days using the online form or phone 13 10 50 and notify your insurer – electronically, in writing or verbally (in person or by phone) of workplace injuries within 48 hours.

You must also:

- provide first aid and make sure the worker gets the right care
- take care not to disturb the incident site until an inspector arrives. You can help an injured person and ensure safety of the site.
- record it in the [WHS register of injuries](#).
- notify Icare within 48 hours

What incidents need to be notified?

A 'notifiable incident' under the work health and safety legislation relates to:

- the death of a person
- a serious injury or illness of a person
- a potentially dangerous incident

Examples of these incidents are available in the [Incident notification fact sheet](#).