

# Incident and Investigation Report

## General Incident Information

**ID No:** 1299253 **Incident Date:** 12 Sep 2022

<b>Title of Incident:</b>	3 yr old stuck in ramp - part 2	<b>Event Type:</b>	Near Miss
<b>Site:</b>	PSR Pools:Keith Spry	<b>Incident Category:</b>	Injury Illness
<b>Location:</b>	Teaching Pool	<b>Main Contractor:</b>	Unassigned
<b>Reporting Line:</b>	Keith Spry Operations 10689		

## Details of the Incident

**Details of Incident:** Parent came to me (LG) very upset. She had witnessed another child asking for help. She was venting to me (LG) about how the interaction between herself and other instructors (Swimwell). Saying that when she went over to ask for help the instructors didn't help. Asking for help to grab a child, then asked for a pole as she was told it (wasn't their job) and turned their backs on her. Father of the child ended up getting in the water. Both her and the father were extremely upset as the child has previous anxiety around water. They were wanting to know what we where going to do about this so it doesn't happen again. I encouraged them to write and lay a complaint about what happened. She also wanted to have a chat with Supervisor, so I handed her over to Supervisor to take over.

**Immediate action undertaken:** After talking with the parents went and talked Supervisor

<b>Hazard Source:</b>	Near, on, or in water	<b>Key Person Involved:</b>	Public	<b>Other People Involved:</b>	Parent bystander/family friend of child involved
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## Consequence Assessment

<b>Actual Safety Consequence:</b>		<b>Consequence description:</b>	
<b>Risk Rating:</b>		<b>Potential Consequence:</b>	
		<b>Likelihood of reoccurring:</b>	

### Environment

<b>Sub Category:</b>	
<b>Abatement Notice Issued:</b>	No
<b>Issued Date:</b>	
<b>Description of Impact:</b>	
<b>Complainant Details:</b>	

### Security

<b>Sub Category:</b>	
<b>External Regulation:</b>	
<b>Internal Policy:</b>	
<b>External Agency Notified:</b>	
<b>Notification Date:</b>	

### Vehicle

<b>Sub Category:</b>	
<b>Describe Vehicles/Public Involved:</b>	

## Injury Details

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Injured Person	Injury Type	Part of Body	Severity	Treatment

## Investigation Details

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**Investigator:**  **Date Completed:**

**Background/ Introduction:**

**Events leading up to the incident:**

**Full Incident Description:**

**Post Incident Response:**

**Investigation Findings:**

**Key Learnings:**

**Other Observations:**

**Summary of Recommendations:**

**Date Closed:**

**Signature:**

## Causation Analysis

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Category	Factor	Description

## Corrective Action Details

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Action Title	Description	Date Due	Person responsible	Date Closed

## Photos attached

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Caption	Attached Photos
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