

Reporting early Responding to incidents

Early report. Early fix.

The risk

When discomfort, pain or dangerous situations aren't reported early, they can't be addressed. When risks and hazards become invisible, they cannot be controlled and the same injuries happen over and over again.

Why this matters

Early, honest reporting gives you the chance to fix issues before someone is hurt.

Your role as a leader

How you respond to an incident report is important. When incidents, near misses or discomfort are met with blame, silence or with no visible follow-up, kaimahi (workers) become reluctant to report. A calm, no-blame response builds trust and helps kaimahi (workers) feel safe to speak up again next time.

What this looks like in practice:

- Respond calmly and thank kaimahi (workers) for reporting.
- Focus on what happened and if kaimahi (workers) are okay, not who is at fault.
- Act on reports quickly or explain what will happen and when.
- Close the loop so kaimahi (workers) know their report led to action.
- Ensure that kaimahi (workers) know what, when, who and where to report to.



Barrier-busting

Here are some common barriers that stop kaimahi (workers) from reporting early and what you as a leader can remove:

- **Fear of blame or getting in trouble:** be clear that reporting is about learning and prevention, not fault.
- **'It wasn't serious enough':** reinforce that near misses and small aches matter and should be reported.
- **'Nothing changed last time':** follow up and show what action was taken, even if it was small.
- **Reporting feels time consuming:** make reporting easy and support kaimahi (workers) to do it in the moment.
- **They don't know where or how to report:** make sure they know where and how to report.

Ask the team

Use these questions to open up a **kōrero** (conversation) about what your team is really experiencing:

1. How do you decide if you need to report something?
2. What makes reporting feel harder when something almost goes wrong?

Commitment

Complete this commitment with your team or with individuals eg, **'This week I/we will report any discomfort or near misses the same day'**.

This week I/we will...

Continue the kōrero (conversation):

Follow up regularly to focus on using the right help by asking curious questions such as **'If you have reported something recently, what would help make reporting feel safer or easier next time?'**



Other resources

- **The importance of reporting** quick reference card
- **The importance of reporting** micro card
- **Move Well: Skills for kaimahi** elearning
 - Reporting
 - Conversations that matter
 - Communicating my safety
- **Move Well: Focus on leaders** elearning
 - Conversations that matter
 - Injury reporting and data collection
 - Applying the learning - coaching guide