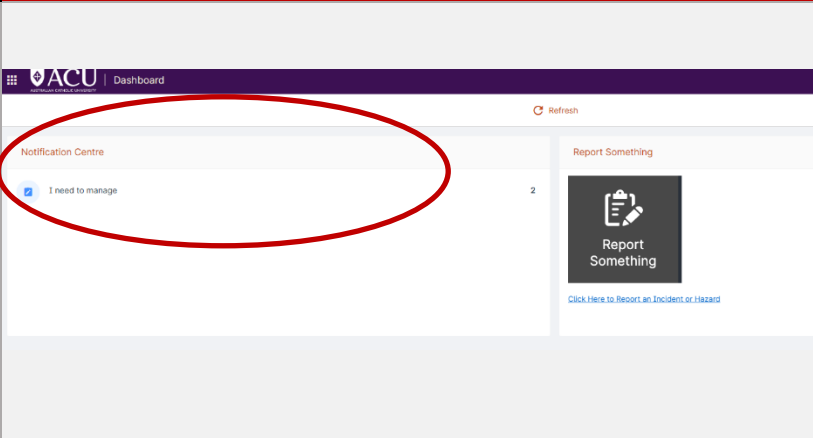
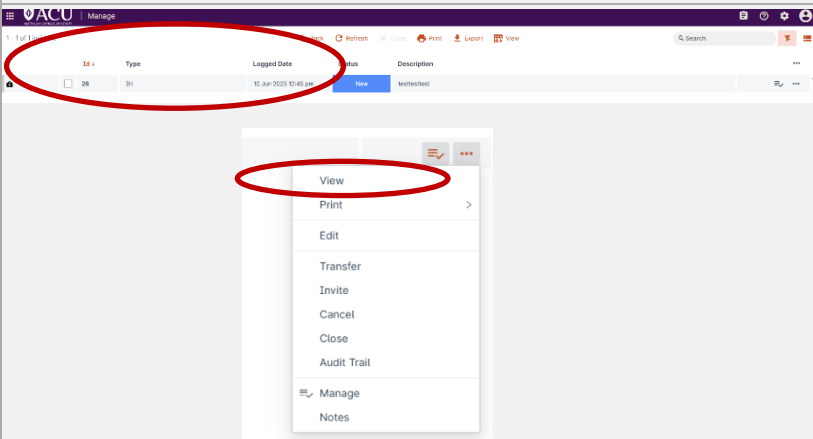
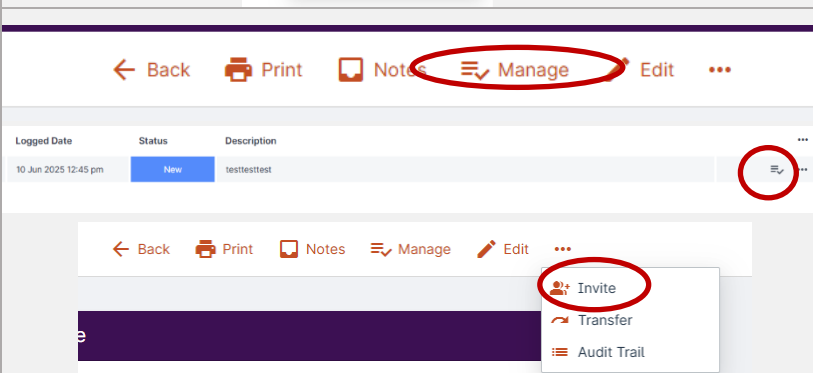


Developing an Action Plan for an Incident (including near miss and injuries)

When developing an Action Plan, which reduces the risk of further injury, you should consult with everyone that will be developing or applying Control Measures (treatments), as their support is needed to ensure that these measures are applied.

When making decisions about these Control Measures (e.g., using trolleys to move heavy items, placing visibility strips on steps or using non-hazardous chemicals), it is always important to ask, 'Will these corrective actions prevent an incident?' If the answer is 'yes', then you are on the right track and if the answer is 'no', alternative controls should be considered.

What appears on screen	Instructions
	<p>Step 1:</p> <p>When an incident has been assigned to you to review and develop an Action Plan, you will be notified by:</p> <ul style="list-style-type: none"> Email notification (from donotreply@riskware.net.au) outlining the incident details and guidance on how to investigate and resolve; A prompt action within the riskware 'Home Page' tab; and Email reminders about the deadlines which you have set within your Action Plan. <p>Click on 'I need to manage'.</p>
	<p>Step 2:</p> <p>Select the incident you'd like to work on. All tasks requiring your action will appear here.</p> <p>You can either select the incident directly or click the three dots on the right-hand side and choose 'View'.</p> <p>It is recommended to review the details of the incident before completing the Action Plan.</p>
	<p>Step 3:</p> <p>When you're ready to manage the report and begin the Action Plan, select 'Manage' from the top menu.</p> <p>Alternatively, you can access it from the page mentioned in Step 2 by clicking the icon next to the three dots.</p> <p>If you'd like other staff members to view the incident and help complete the Action Plan, click the three dots on the right-hand side and select 'Invite'.</p>

What appears on screen

Instructions

1 STEP 1 - Initial Response 2 STEP 2 - Initial Rating 3 STEP 3 - Action Plan 4 Safety Team

STEP 1 - Initial Response

* Enter the immediate action you took after being notified.

0/2000

* Can this risk be eliminated?

☐ No ☐ Yes

Please upload any photos or attachments

Click or drag files to this area to upload

Save Draft Cancel Next >

Step 4:

Enter the controls which were implemented after you were notified of the incident. The controls should prevent a further incident from occurring.

Select whether the risk can be eliminated and upload any photos or attachments that may be relevant. Click on Yes if the risk can be eliminated through implementing controls such as working from ground level instead of from a ladder to eliminate the risk of falling or using a non-hazardous chemical instead of a hazardous chemical.

Click to move to the next page.

✓ STEP 1 - Initial Response 2 STEP 2 - Initial Rating 3 STEP 3 - Action Plan 4 Safety Team

STEP 2 - Initial Rating

* Rate the risk before controls

	Consequence					
	Insignificant	Minor	Moderate	Major	Catastrophic	
Likelihood	Almost Certain	Medium (3)	Medium (9 - 10)	High (30)	High (90 - 300)	High (90 - 300)
	Possible	Low (0.3)	Medium (0.9 - 1)	Medium (3)	Medium (9 - 10)	High (30)
	Rare	Low (0.03 - 0.1)	Low (0.03 - 0.1)	Low (0.3)	Medium (0.9 - 1)	Medium (3)
	Likely	Medium (0.9 - 1)	Medium (3)	Medium (9 - 10)	High (30)	High (90 - 300)
	Unlikely	Low (0.03 - 0.1)	Low (0.3)	Medium (0.9 - 1)	Medium (3)	Medium (9 - 10)

Save Draft Cancel < Previous Next >

Step 5:

Rate the level of risk associated with the incident which involves taking into consideration the possible **consequences** of someone being exposed to an incident and the **likelihood** of this occurring.

In assessing likelihood, it is important to consider the nature of the risk in addition to past incidents, frequency of task/activity, number of people exposed, etc.

Click on the relevant ratings to determine the overall level of risk, e.g. Moderate Consequence x Moderate Likelihood = Moderate Risk. The choice of control measures should be guided by the Risk Rating.

Click to move to the next page.

✓ STEP 1 - Initial Response ✓ STEP 2 - Initial Rating 3 STEP 3 - Action Plan 4 Safety Team

STEP 3 - Action Plan

In managing this risk / hazard / incident, please outline what controls will be implemented

Action Plan

Action Type	Description	Assigned to	Due Date	Status	Progress	...
Select + Add button to enter details						

* Please select the contributing factors

☐ Environmental Factors ☐ Human Factors

Save Draft Cancel < Previous Next >

Action Plan

- * Select the action type
- ☐ 1. Elimination
 - ☐ 2. Substitution
 - ☐ 3. Engineering Controls
 - ☐ 4. Administrative Controls
 - ☐ 5. PPE
 - ☐ 6. Other

Step 6:

Select 'Add' to being drafting the Action Plan.

Select the Action Type based on the Hierarchy of Controls (the more effective controls are listed first):

1. **Eliminate** - removing the risk.
2. **Substitute** - sourcing a less hazardous alternative.
3. **Engineering Controls** - sourcing mechanical aids, barriers, guarding, ventilation, etc, to manage the risk.
4. **Administrative Controls** - using signage, procedures, training, etc.
5. **Personal Protective Equipment (PPE)** - involves the use of clothing or equipment such as safety glasses, gloves, etc. to mitigate the risk though the hazard still exists.
6. **Other** - no controls are available or required.

What appears on screen

Instructions

* Describe the task

Clearly describe the task so that the person responsible understands what needs to be done.

0/2000

* Select who is responsible

Select a Person



* Enter the target completion date

Select date



Status

To Do



To Do

Doing

Done

Progress



0%

25%

50%

75%

100%

* Please select the contributing factors

☒ Environmental Factors

☐ Human Factors

Please select one or more environmental factors

- ☐ Air quality & Ventilation (ventilation issues / dust, fumes & gases, indoor air quality issues)
- ☐ Temperature (hot & cold internal temperatures)
- ☐ Noise
- ☐ Lighting
- ☐ Surface conditions (slippery / uneven surfaces)
- ☐ Biological (presence of mould / mildew / exposure to bloody or bodily fluids / infectious pathogens)
- ☐ Ergonomics (poor workstation design, seating, equipment)
- ☐ Outdoor conditions
- ☐ Chemical
- ☐ Manual Handling
- ☐ Fire
- ☐ Infrastructure hazards (stairwell / footpath / car park)
- ☐ Uncategorised
- ☐ Equipment Fault / Failure

* Please select the contributing factors

☐ Environmental Factors

☒ Human Factors

Please select one or more human factors


- ☐ Improper use of equipment
- ☐ Fatigue
- ☐ Inadequate Safe Work Practice / Risk Assessment
- ☐ Inadequate or delayed first aid response
- ☐ Lack of supervision
- ☐ Not following safe work procedures
- ☐ Stress
- ☐ Poor task design or Workload
- ☐ Inadequate training
- ☐ Unauthorised performance of tasks
- ☐ Failure to prepare for emergencies
- ☐ Inadequate safety signage / barricade
- ☐ Working Alone
- ☐ Other

Step 7:

Outline the specific action required to manage the incident, providing clear and detailed guidance so the person responsible understands exactly what needs to be done.

Select the person responsible and enter the Target Completion Date. If assigning the task to another staff member, contact them to confirm they can complete it by the specified date. Once the Action Plan is submitted, all assigned individuals will receive notifications and reminder emails.

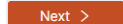
Set the task status to “To Do”, “Doing”, or “Done”. If implementation of the proposed controls has already begun, enter the percentage completed.

Click  to include this task in the Action Plan.

Repeat the above steps for each relevant task that needs to be added.

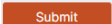
Step 8:

Select any Environmental Factors and/or Human Factors that contributed to the incident occurring.

Click  to move to the next page.

Step 9:

After completing all required information, the final page will prompt a member of the Safety and Wellbeing team to determine whether the incident is a notifiable event. Please leave this section blank, as it will be completed by the team.

Click  to finalise the Action Plan. You will receive a confirmation email once the plan has been submitted and you may be contacted by the person who logged the report for more information about the resolution.