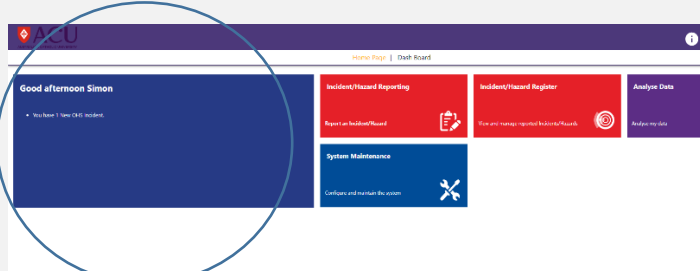
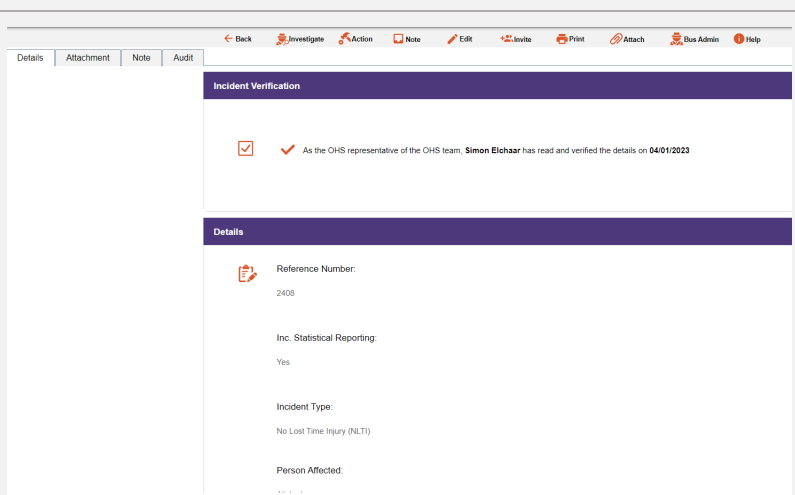


# Developing an Action Plan for an Incident, including Injuries

When developing an Action Plan, which reduces the risk of further injury, you should consult with everyone that will either 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	The information you should enter
<p><b>1. Email</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>A OHS Incident has been transferred to you to manage by Simon Management. Ref : 2408. You are required to develop a riskware Action Plan which details the actions (controls) that will be taken to manage any risks of illness or injury that may be associated with the report.</p> <p>The report was originally lodged by Alisha Lama on the 15/12/2022</p> <p><b>Details are as follows:</b></p> <p>Description - While opening the glass ampoule during medication preparation, author sustained a small cut on third finger of Left hand. Superficial wound with slight bleeding. Immediately put under running water and dressing attended by staff RN with thanks. Bleeding stopped and no pain felt.</p> <p>Located at: Orfite, Royal North Shore Hospital, ward BE (Haematology ward), In the treatment room.</p> <p>Simon Elchaar has added the following transfer notes: Complete for screenshot to put in riskware guide</p> <p>Please log into riskware as soon as possible to review the OHS Incident and ensure all associated tasks are completed. To view this OHS Incident <a href="#">click here</a> (login with your network user ID and password).</p> <p><b>Quick Reference Guides</b> (<a href="http://www.acu.edu.au/292327">http://www.acu.edu.au/292327</a>) are available to support you to develop your Action Plan: access from the WHS section of the HR website or the Action Planning section of riskware.</p> <p>If you require further advice about completing the Action Plan please contact WHS staff, within HR, for advice about completing the plan by visiting Service Central.</p> <p>Please update your Action Plan, once it is 100% complete to avoid being sent reminders.</p> <p>Regards</p> </div> <p><b>2. Riskware Home Page</b></p> 	<p><b>Step 1:</b></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"> <li>Email notification (from <a href="mailto:donotreply@riskware.net.au">donotreply@riskware.net.au</a>) outlining the incident details and guidance on how to investigate and resolve;</li> <li>A prompt action within the riskware 'Home Page' tab; and</li> <li>Email reminders about the deadlines which you have set within your Action Plan.</li> </ul> <p>Click on 'New OHS Incident'.</p>
	<p><b>Step 2:</b></p> <p><b>Action</b> : Before you develop your Action Plan, you should view the details of the incident and complete an investigation which identifies the root cause of the incident.</p> <p><b>NOTE:</b> All incidents shall be investigated by clicking on <b>Investigate</b> - also refer to the <i>Completing an Investigation (Quick Reference Guide)</i>.</p> <p>Click on <b>Invite</b> to allow other staff members to view the incident and assist in the Action Plan, if required.</p>

## What appears on screen

## The information you should enter

Enter the immediate action you took after being notified of the incident:

**Response** - You should record the immediate steps you took after being notified of the incident. You need to be thorough in recording factual and relevant details.

**Step 3:**

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

Click to move to the next page.

Rate the level of Risk (Consequence X Likelihood) at the time of this Incident:

		Consequence				
		Unlikely to result in an injury	Minor injury or illness not resulting in lost work day	Could result in injury or illness resulting in Lost Time Injury (LTI)	Could result in permanent partial disabilities or illness resulting in hospitalisation of multiple persons	Could result in death, permanent total disabilities or severe injuries affecting multiple persons
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	>90% expected to occur in most circumstances, each month	Almost Certain	Medium (3)	Medium (9-10)	High (30)	High (90-300)
	60 - 90% Very likely/probably occur at least once (between 1 month and 1 year)	Likely	Medium (0.9-1)	Medium (3)	Medium (9-10)	High (30-300)
	40 - 59% might occur sometime (between 1 and 5 years)	Possible	Low (0.3)	Medium (0.9-1)	Medium (3)	Medium (9-10)
	10 - 39% Possible but not likely and could occur at some time between 1-20 years	Unlikely	Low (0.03-0.1)	Low (0.3)	Medium (0.9-1)	Medium (3)
	Conceivable but extremely unlikely	Rare	Low (0.03-0.1)	Low (0.03-0.1)	Low (0.3)	Medium (0.9-1)

**How to use the Risk Matrix Table**  
**Step 1:** Rate the consequences (severity) of the incident  
**Step 2:** Rate the likelihood of the incident occurring or reoccurring

**Step 4:**

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. Hover over the rating squares to view the numerical value, which is associated with each rating. The choice of control measures should be guided by the Risk Rating.

Click to move to the next page.

Identify and select all the Environmental Factors of the Incident

Appropriate tools/equipment unavailable  
 Please provide details: No gloves  
 Recommended control: Use of gloves

- Chemical exposures
- Equipment Failure
- False alarm activated
- Fire hazard
- Gas dust fumes
- Hot or cold internal temperatures
- Infrastructure hazardous e.g. footpaths, stairwells
- Lack of ventilation
- Lighting
- Noise
- Repetitive tasks
- Surface gradient
- Uncategorized
- Weather conditions

**Step 5:**

Select any Environmental Factors that contributed to the incident occurring. For each factor selected, enter more details and recommended control(s).

Identify and select all the Human Factors of the Incident

Equipment not used  
 Equipment not used correctly  
 Please provide details: Glass ampoule not handled properly  
 Recommended control: Gloves, proper administrative guidance around using this tool

- Fatigue
- Inadequate safe work procedures
- Inappropriate first aid response
- Lack of supervision
- Other
- Risk assessment inadequate
- Safe work procedures not followed
- Stress
- Task design not appropriate
- Time pressures
- Training not adequate
- Unauthorised performance of task(s)
- Unaware of how to obtain first aid support
- Unprepared for emergencies
- Warning signage/barricades not erected
- Working alone
- Working or learning stresses

**Step 6:**

Select any Human Factors that contributed to the incident occurring. For each factor selected, enter more details and and recommended control(s).

Click to move to the next page.

## What appears on screen

## The information you should enter

Can this Risk be eliminated?

Yes  No

**Eliminate** - Wherever possible you must eliminate the Risk. This is the most preferable solution

**Step 7:**

Start thinking about your options for managing the risk. 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.

Start at the top of this list and select one or more controls you will put in place:

Contributing Factor*	Control Measure*
<p>Identified Contributing Factor(s) that led to the incident</p> <p>Environmental Factors ▾</p> <p>Appropriate tools/equij ▾</p> <p>No gloves</p> <p>+ X ABC ✓</p>	<p>Start at the top of this list and select one or more controls you will put in place.</p> <p>-- Select a Hierarch ▾</p> <p>Use of gloves</p> <p>+ X ABC ✓</p>

**Step 8:**

The 'Contributing Factor' to the incident will be pre-populated from the information which you have already entered into riskware. You should now identify Control Measure(s) and enter a description into *riskware* which describes how the risk is managed. Higher level controls should be chosen to manage significant risks.

Use the dropdown menu, under 'Control Measures', to select Control Measure(s), based on the Heirarchy of Control (the more effective controls are listed first):

1. **Eliminate** - removing the risk.
2. **Substitute** - sourcing a less hazardous alternative.
3. **Isolate** - isolate the hazard from personnel.
4. **Engineering** - sourcing mechanical aids, barriers, guaring, ventilation, etc. to manage the risk.
5. **Administration** - using signage, procedures, training, etc.
6. **Personal Protective Equipment (PPE)** - involves the useof clothing or equipment such has safety glasses, gloves, etc. to mitigate the rish though the hazard still exists.
7. **Controls not required** - no controls are available or required.

Target Completion Date*	Person Responsible*	Actual Completion Date																																																	
<p>Enter your anticipated date for completion</p> <p>January 2023</p> <p>January 2023</p> <table border="1"> <tr><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td><td>S</td></tr> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table>	M	T	W	T	F	S	S	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	<p>Who is responsible for implementing this Control?</p> <p>ACU Management</p> <p>Search</p> <p>% Complete: 10 ▾</p>	<p>Tick the checkbox when complete</p> <p><input checked="" type="checkbox"/></p> <p><b>Date Completed:</b> 06/01/2023 3:26 PM</p> <p><a href="#">Change Date</a></p>
M	T	W	T	F	S	S																																													
26	27	28	29	30	31	1																																													
2	3	4	5	6	7	8																																													
9	10	11	12	13	14	15																																													
16	17	18	19	20	21	22																																													
23	24	25	26	27	28	29																																													
30	31	1	2	3	4	5																																													

**Step 9:**

Enter the Target Completion Date and the name of the staff member who will be responsible for implementing each control. If you allocate this responsibility to another staff member, you should contact this person to confirm that they can complete these actions by the Target Completion Date. Once the Action Plan is submitted, any person who has been assigned an action will receie a notification and reminders, by email.

If you have started to implement the proposed controls, enter the % complete.

Click [Next](#) to move to the next page.

## What appears on screen

## The information you should enter

What will be the level of Risk (Consequence X Likelihood) after the Control Measures are put in place:

		Consequence					
		People	Unlikely to result in an injury	Minor injury or illness not resulting in lost work day	Could result in injury or illness resulting in Lost Time Injury (LTI)	Could result in permanent partial disabilities or illness resulting in hospitalisation of multiple persons	Could result in death permanent total disabilities or severe injuries affecting multiple persons
		⊕ Insignificant	○ Minor	○ Moderate	○ Major	○ Catastrophic	
Likelihood	>90% expected to occur in most circumstances, each month	○ Almost Certain Medium (3)	Medium (9 - 10)	High (30)	High (90 - 300)	High (90 - 300)	
	60 - 90% Very likely/probably occur at least once (between 1 month and 1 year)	○ Likely Medium (0.9 - 1)	Medium (3)	Medium (9 - 10)	High (30)	High (90 - 300)	
	40 - 59% might occur sometime between 1 and 5 years	○ Possible Low (0.3)	Medium (0.9 - 1)	Medium (3)	Medium (9 - 10)	High (30)	
	10 - 39% Possible but not likely and could occur at some time between 1 - 20 years	⊕ Unlikely Low (0.03 - 0.1)	Low (0.3)	Medium (0.9 - 1)	Medium (3)	Medium (9 - 10)	
	Conceivable but extremely unlikely	○ Rare Low (0.03 - 0.1)	Low (0.03 - 0.1)	Low (0.3)	Medium (0.9 - 1)	Medium (3)	

**How to use the Risk Matrix Table**  
**Step 1:** Rate the consequences (severity) of the incident.  
**Step 2:** Rate the likelihood of the incident occurring or reoccurring

### Step 10:

Reassess the Risk Rating, accounting for the new risk controls which you are developing. In most cases the consequence will remain the same but the likelihoods will reduce due to the controls implemented. The Risk Rating numerical value must be lower than the previous Risk Rating (prior to consideration of controls).

Click on the relevant ratings to determine the overall level of risk e.g. Moderate Consequence x Rare Likelihood = Low Risk (100). Hover over the risk square to view the numerical value.

Click on the  button 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.