

Developing an Action Plan for an Incident, including Injuries

When developing an Action Plan, which reduces the risk of a 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>1. Email</p> <p>A new OHS Incident has been logged by ABC, with ref: 53.</p> <p>Details are as follows:</p> <p>Date of OHS Incident: 14/04/2016</p> <p>Name of Person affected: ABC</p> <p>OHS Incident Description: I was carrying a box at the time and did not see the hazard on the floor.</p> <p>Location: Melbourne Campus, EA 16, James Brown Building</p> <p>Notification of this OHS Incident has also been passed onto the appropriate management groups.</p> <p>Please log into RiskWare as soon as possible to review the OHS Incident and ensure an Action Plan which details any corrective actions or resolutions that are developed as a result of this report.</p> <p>Guidance about investigating Incident Reports</p> <p>You should identify the root cause of the incident and also review your ability to obtain first aid support or the quality of this support (if it was sought/obtained). These learnings should be reflected in the controls (treatments) which are developed to reduce the risk of this incident reoccurring and to improve ACU's responses to incidents.</p> <p>Guidance about resolving Hazard Reports</p> <p>In some circumstances, you may choose to assign Task Requests to other people who may be able to support you to resolve the hazard.</p>	<p>2. Notification Centre</p> <p>Notification Centre</p> <p>You have 1 New OHS Incident.</p> <p>You have 1 New Hazard.</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 to action within the riskware 'Notification Centre'; and Email reminders about the deadlines which you have set within your Action Plan. <p>Click on 'New OHS Incident'</p>																																									
<p>53</p> <p>NEW - YOU NEED TO ENTER YOUR ACTION PLAN</p> <p>Date: 14/04/2016</p> <p>Type: Near Miss</p> <p>Status: New</p> <p>I was carrying a box at the time and did not see the hazard on the floor.</p> <p>Buttons: Invite, Print, Investigate, Transfer, Cancel</p>	<p>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>NOTE: All incidents shall be investigated by clicking on Investigate - also refer to the <i>Completing an Investigation (Quick Reference Guide)</i>.</p> <p>Click on Invite to allow other staff members to view the incident and assist in the action plan, if required.</p> <p>If the Action Plan needs to be managed by another employee, click on Transfer and select the assigned person and the reason for the transfer.</p> <p>Click on 'Enter Action Plan' to begin.</p>																																									
<p>Enter the immediate action you took after being notified of the incident:</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> relocated personnel barricaded the area displayed temporary signage notified key stakeholders monitored area 	<p>Enter the controls which were implemented after you were notified of the incident. These controls should prevent a further injury from occurring.</p> <p>Click Next to move to the next page.</p>																																									
<p>Rate the level of Risk (Consequence X Likelihood) at the time of this Incident.</p> <table border="1"> <thead> <tr> <th rowspan="2">Likelihood</th> <th colspan="5">Consequence</th> </tr> <tr> <th>Insignificant</th> <th>Minor</th> <th>Moderate</th> <th>Major</th> <th>Catastrophic</th> </tr> </thead> <tbody> <tr> <td>Almost Certain</td> <td>Moderate</td> <td>Moderate</td> <td>High</td> <td>High</td> <td>High</td> </tr> <tr> <td>Likely</td> <td>Moderate</td> <td>Moderate</td> <td>Moderate</td> <td>High</td> <td>High</td> </tr> <tr> <td>Moderate</td> <td>Low</td> <td>Moderate</td> <td>Moderate</td> <td>Moderate</td> <td>High</td> </tr> <tr> <td>Unlikely</td> <td>Low</td> <td>Low</td> <td>Moderate</td> <td>Moderate</td> <td>Moderate</td> </tr> <tr> <td>Rare</td> <td>Low</td> <td>Low</td> <td>Low</td> <td>Moderate</td> <td>Moderate</td> </tr> </tbody> </table>	Likelihood	Consequence					Insignificant	Minor	Moderate	Major	Catastrophic	Almost Certain	Moderate	Moderate	High	High	High	Likely	Moderate	Moderate	Moderate	High	High	Moderate	Low	Moderate	Moderate	Moderate	High	Unlikely	Low	Low	Moderate	Moderate	Moderate	Rare	Low	Low	Low	Moderate	Moderate	<p>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.</p> <p>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.</p> <p>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.</p> <p>Click Next to move to the next page.</p>
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What appears on screen

Identify and select all the Environmental Factors of the incident

- Appropriate tools/equipment unavailable
- 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

Please provide details:
The lighting levels between buildings is dull and it is difficult to identify variations in the ground level

Example →

Recommended control:
Install additional lighting on the corner of building XYZ

Identify and select all the Human Factors of the incident

- Equipment not used
- Equipment not used correctly
- Fatigue
- Inadequate first aid response
- Inadequate safe work procedures
- Inappropriate first aid response
- Lack of supervision
- Other
- Risk assessment inadequate
- Safe work procedures not followed
- Safe Work Procedures not known by new lecturer

Please provide details:
Safe Work Procedures not known by new lecturer

Example →

Recommended control:
Induction process for new staff to be reviewed and timeframe for completion established on commencement with ACU

Can this Risk be eliminated?

Yes No

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

Contributing Factor	Control Measure*
Identified Contributing Factor(s) that led to the incident	Start at the top of this list and select one or more controls you will put in place.
Environmental Factors Lighting	4 - Engineer
The lighting levels between buildings is dull and it is difficult to identify variations in the ground level	Install additional lighting on the corner of building XYZ IMPORTANT: ONE ACTION PER LINE ONLY PLEASE DO NOT COLLATE MULTIPLE ACTIONS IN ONE ENTRY

[Add another Contributing Factor/Control Measure](#)

Target Completion Date*	Person Responsible*	Actual Completion Date																																																	
Enter your anticipated date for completion	Who is responsible for implementing this Control?	Tick the checkbox when complete																																																	
<p>April 2016</p> <p>April 2016</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>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</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> </table>	M	T	W	T	F	S	S	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	1	2	3	4	5	6	7	8	<input type="text"/> <input type="button" value="Search"/> % Complete: <input type="text" value="0"/>	<input type="checkbox"/>
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What will be the level of Risk (Consequence X Likelihood) after the Control Measures are put in place:

	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) (max. 4 shifts)	Could result in permanent partial disabilities or injuries 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
Almost Certain	Moderate	Moderate	High	High	High
Likely	Moderate	Moderate	Moderate	High	High
Moderate	Low	Moderate	Moderate	Moderate	High
Unlikely	Low	Low	Moderate	Moderate	Moderate
Rare	Low	Low	Low	Moderate	Moderate

The information you should enter:

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

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

Click to move to the next page.

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.

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 Hierarchy of Control (the more effective controls are listed first):

- Eliminate** – removing the risk
- Substitute** – sourcing a less hazardous alternative
- Isolate** – isolating the hazard from personnel
- Engineering** – sourcing mechanical aids, barriers, guarding, ventilation, etc. to manage the risk
- Administration** – using signage, procedures, training etc.
- Personal Protective Equipment (PPE)** – involves the use of clothing or equipment such as safety glasses, gloves, etc. to mitigate the risk even though the hazard still exists
- Controls not required** – no controls are available or required.

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 receive a notification and reminders, by email.

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

Click to move to the next page.

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 likelihood will reduce due to the controls implemented. The Risk Rating numerical value must be lower than the previous 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.