

Complete an Incident Investigation and Action Plan (Supervisor)

As a Supervisor or assigned Responsible ECU staff member, reported incidents to Staff or Students under your control will be assigned to you to investigate and to create action plans to address the identified causes with the aim of preventing similar occurrences in the future.



It is the Assigned Person/Supervisor's role to complete both the Investigation and Action Plan in Riskware. The Incident report will not close unless this has been completed and all tasks on the action plan are completed.

Reminder notifications will be sent to prompt completion of the Action Plan within Riskware.

To complete the Investigation and Action Plan within Riskware, follow the instructions from page 2. If you wish to take notes for the investigation when meeting with stakeholders or in discussion with investigation team members prior to completing the forms online in Riskware, the investigation and action plan key items to consider which will need to be entered are as follows:

- Sequence of Events that led to the incident
- Sequence of Events following the incident
- Tasks being performed at the time of the incident
- Contributing factors (what contributed to the incident occurring?)
- What control measures can be implemented to prevent a similar future occurrence?
- Take photos where relevant, these can be uploaded into Riskware. Any further documentation which is collated as part of your investigation can also be uploaded into Riskware (refer to page 4 of this information sheet for information on uploading attachments).

For further details on incident reporting and investigation please refer to the Incident Reporting and Investigation Guideline available from the [Health and Safety website](#).

Completing the Investigation and Action Plan within Riskware

1. You will receive an email notification advising that you have been assigned an incident to manage. The email will provide details of the reported incident, the person who reported the incident and a link directly to the incident within Riskware.

Dear Paige NEWTON,

A new incident report ref # 123 has been lodged by Adrienne SEERY.

Details are as follows:

Confidential Status: No

Person Affected: Benjamin KNOX

Description: There is a loose brick near one of the outside tables, roughly 10 meters from the external lift of level 1, building 34.

Date: 19/12/2022

Location: Joondalup, Outside level 1, building 34.

All incidents at ECU require investigation and this is the responsibility of the involved person's Supervisor or ECU staff member with direct responsibility for the person involved / injured at the time of the incident. The investigation should be completed in consultation with the affected person and the area Health and Safety Representative.

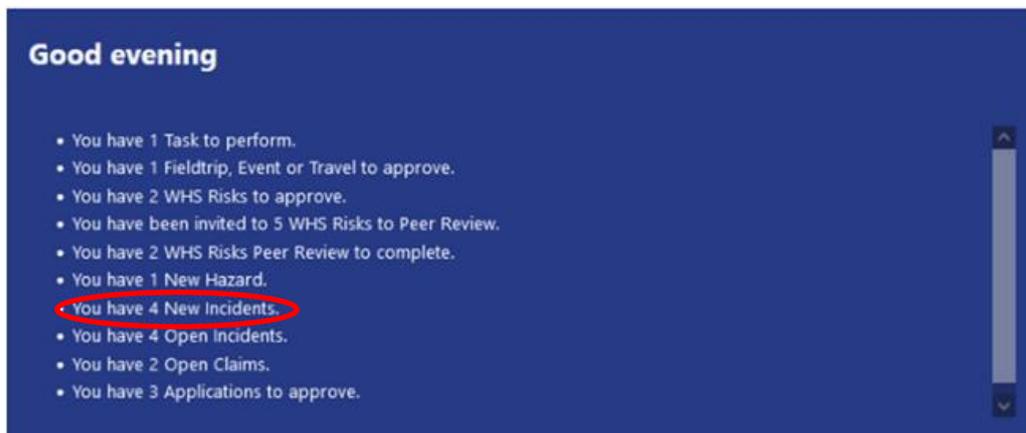
As the Supervisor or ECU Responsible person for the involved person, please click here as soon as possible to review the incident, conduct the investigation and ensure all associated tasks are completed.

If the incident report has been assigned to you in error, please contact the Safety and Employment Relations Team.

Regards,

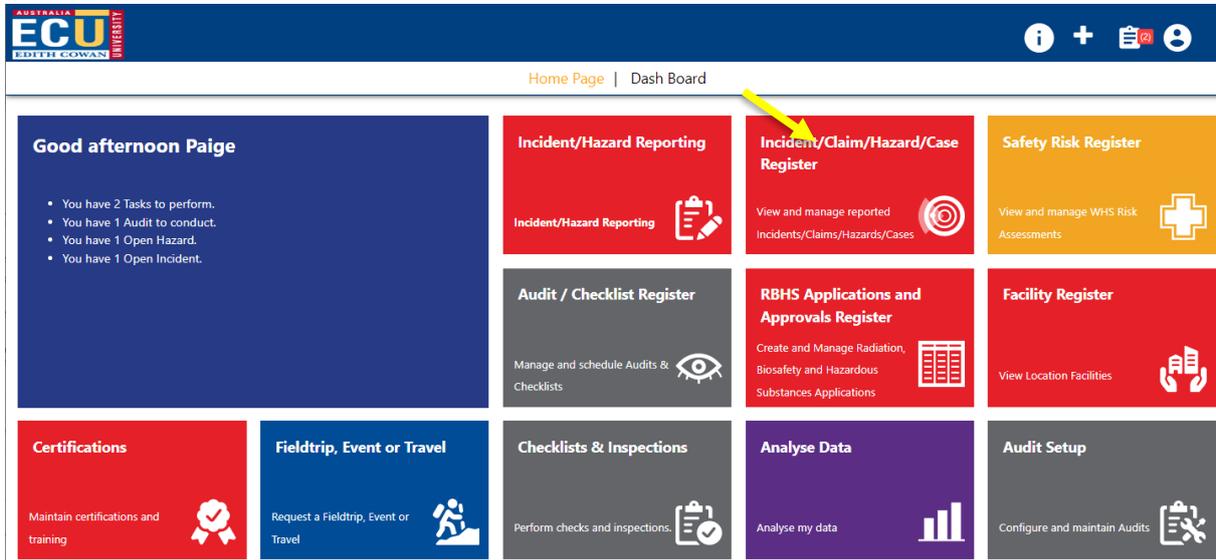
Safety and Employment Relations Team | Human Resources Services Centre | ECU |
Phone: + 61 8 6304 2302 | Email: whs@ecu.edu.au | Web: <http://work.health.and.safety>

2. A notification will also appear in the Notification Centre on your Riskware home page.



3. To view the incident report and investigate it either:
 - a. Click on the link in the email notification which will open the incident report details in Riskware
 - b. Click on the link in the Notifications Centre on your Riskware home page which will open the 'Assigned Incidents/Hazards' tab of the Incident/Hazard Register.
 - c. Navigate directly to the 'Assigned Incidents/Hazards' tab of the Incident/Hazard Register

To navigate to the 'Assigned Incidents/Hazards tab', from the Riskware home screen choose **Incident/Hazard Register** in the My Tools section.



This will open the Incident/Hazard Register. Your view of the items within the register will depend on your level or security and your position in the organisational hierarchy.

Select the "Assigned Incidents/Hazards" tab from the top of the screen. This will display a list view of all incidents and hazards that you are responsible to manage.

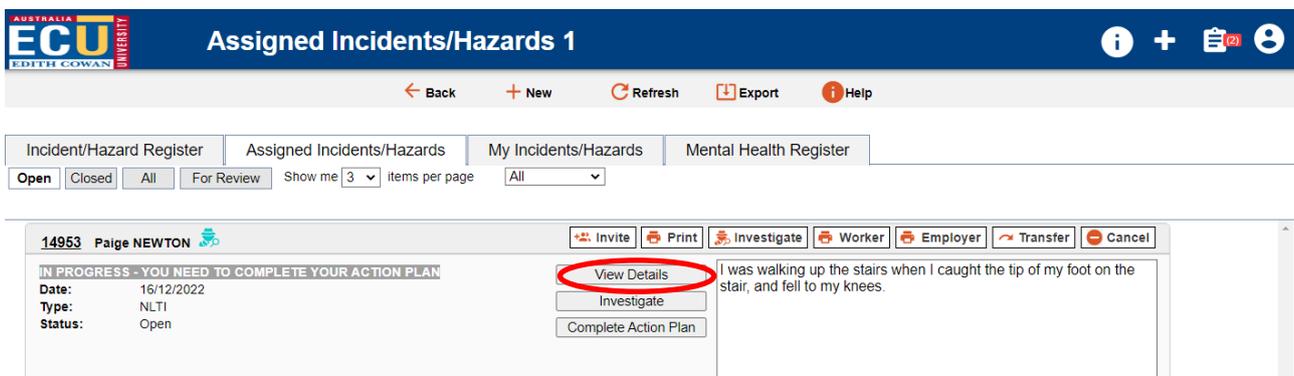
Ref.	Type	Date	Status	Person Affected	Person Responsible	Business Unit	Incident Location	Risk Assessment		Commands
								Inherent	Residual	
14954	Hazard	16/12/2022	New	Paige NEWTON	Paige NEWTON	Safety and Employment Relations	Joondalup	Not Assessed		...
14953	No Lost Time Injury (NLTi)	16/12/2022	Open	Paige NEWTON	Paige NEWTON	School of Medical and Health Sciences	Joondalup	●	●	...
14952	Hazard	16/12/2022	Open	Paige NEWTON	Paige NEWTON	School of Medical and Health Sciences	Joondalup	●	●	...
14951	No Lost Time Injury (NLTi)	14/01/2021	Open	Semra SELAMET	Carl OVERBYE	Grounds Services	Joondalup	●	●	...

Description Tripped up stairs
Walking up the internal stairs of building 34, and I caught the tip of my foot on the top of the stair, causing me to fall over.

View and Edit Incident Details and Attachments:

	It is recommended to View Details before investigating the incident to understand the nature of the incident, view any attachments and make notes and edits where required.
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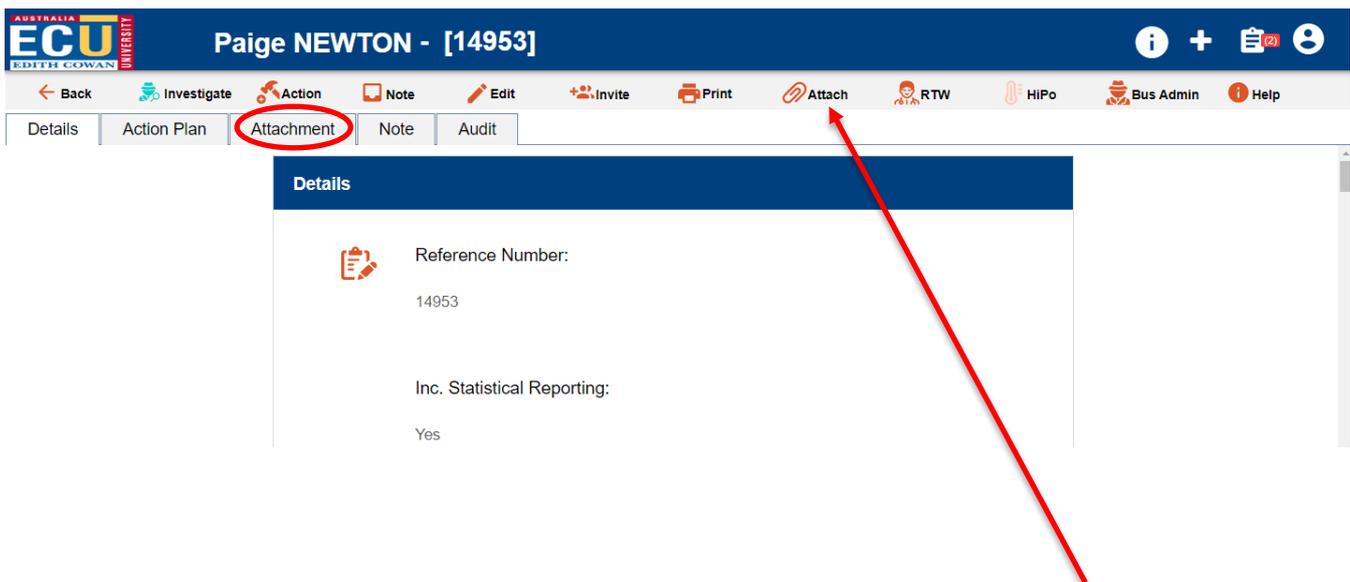
1. Select View Details from the 'Assigned Incidents/Hazards' tab



The screenshot shows the 'Assigned Incidents/Hazards' dashboard. At the top, there's a navigation bar with 'Assigned Incidents/Hazards 1' and several utility icons. Below that, there are tabs for 'Incident/Hazard Register', 'Assigned Incidents/Hazards', 'My Incidents/Hazards', and 'Mental Health Register'. Under the 'Assigned Incidents/Hazards' tab, there are filters for 'Open', 'Closed', 'All', and 'For Review', along with a 'Show me 3 items per page' dropdown. The main content area shows a list of incidents. The first incident, '14953 Paige NEWTON', is highlighted. A red circle highlights the 'View Details' button in the incident's action menu. To the right of the incident card, a snippet of the incident report is visible: 'I was walking up the stairs when I caught the tip of my foot on the stair, and fell to my knees.'

This will open the incident report and allow you to view and edit the incident details.

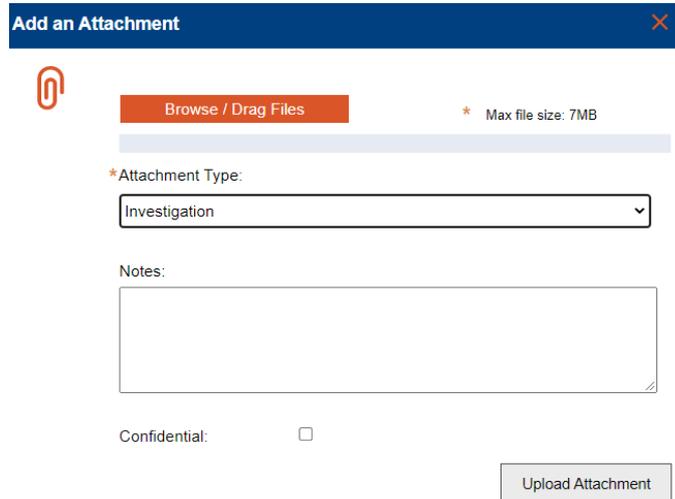
Attachments, such as photographs or documents, and any notes that have been made can be viewed by selecting the 'Attachment' or 'Note' tabs of the Incident report.



The screenshot shows the incident report for 'Paige NEWTON - [14953]'. The top navigation bar includes 'Back', 'Investigate', 'Action', 'Note', 'Edit', 'Invite', 'Print', 'Attach', 'RTW', 'HiPo', 'Bus Admin', and 'Help'. Below this, there are tabs for 'Details', 'Action Plan', 'Attachment', 'Note', and 'Audit'. The 'Attachment' tab is circled in red. A red arrow points from the 'Attach' button in the top navigation bar to the 'Attachment' tab. The main content area shows the 'Details' section with the following information:

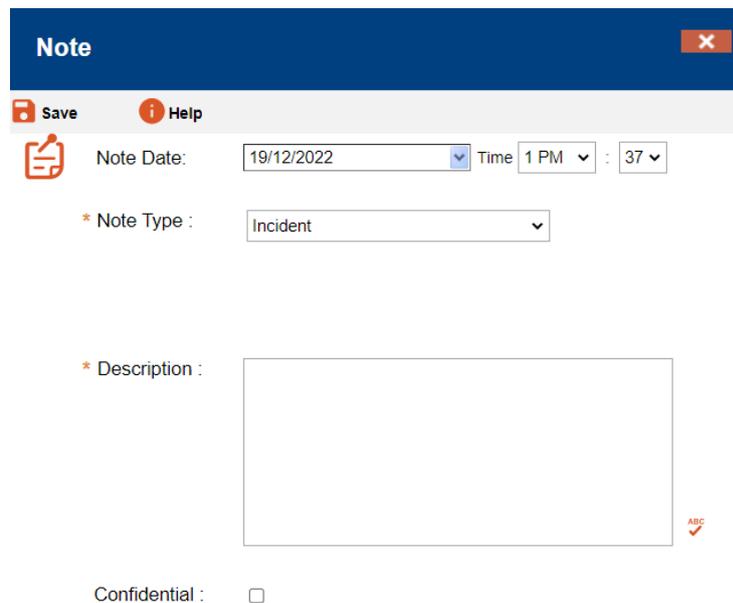
	Reference Number:
	14953
	Inc. Statistical Reporting:
	Yes

To upload new attachments as part of your investigation, click the "attach" button



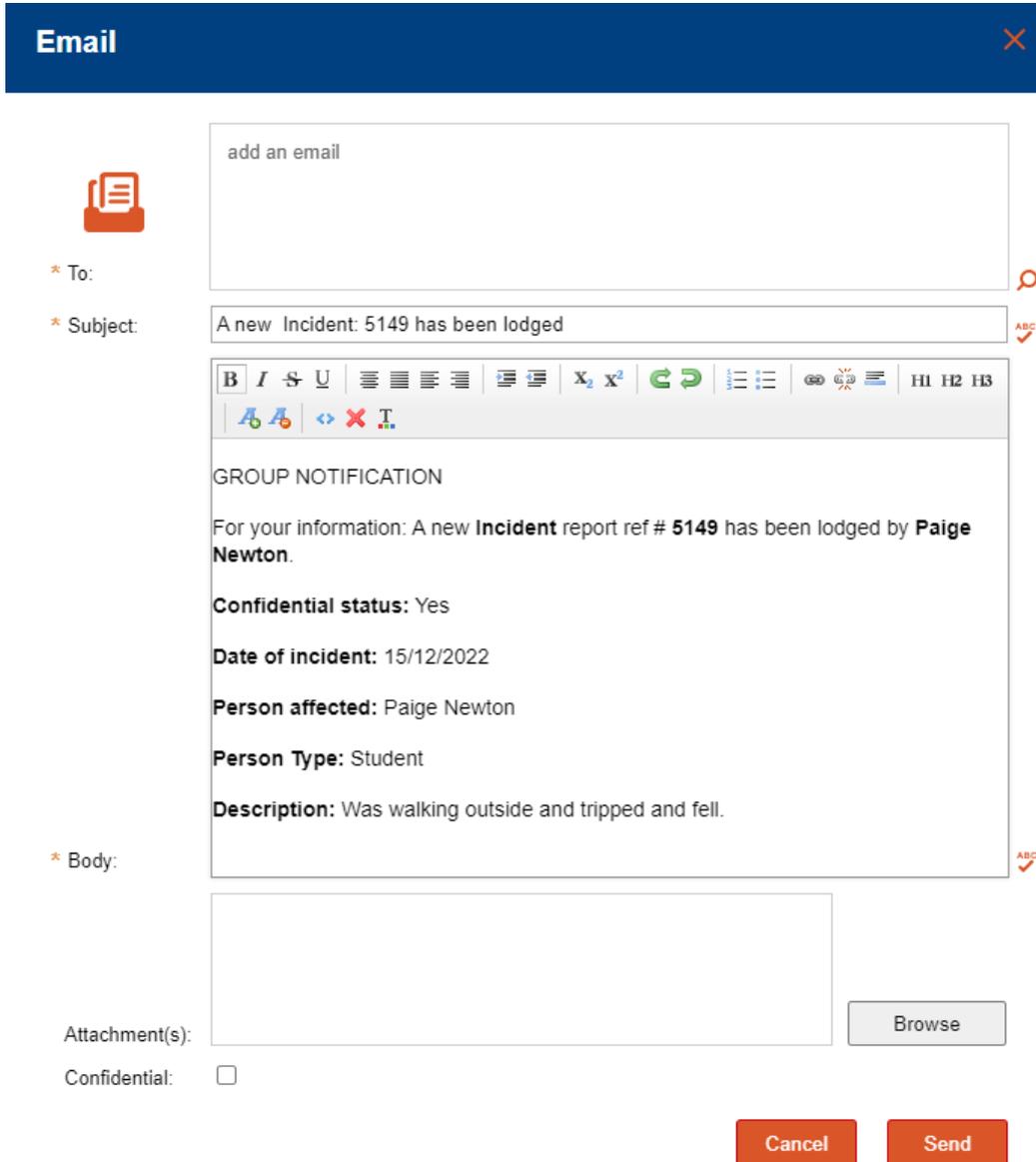
2. As a Supervisor you are also able to use the icons at the top of the screen to:

- Add a note or comment on the incident report by selecting the Note  icon and following the prompts



- Use the Edit  icon to amend details of the incident report if required. An audit trail of edits is kept and can be viewed by employees with the OHS Coordinator or System Administrator roles.

- Generate an email including the incident details and send it to an email recipient by using the email  icon and following the prompts. You can add details to the report and attachments.



The screenshot shows an email composition interface. At the top is a dark blue header with the word "Email" and a close button. Below this is a large text area for the email body, which contains the following text: "GROUP NOTIFICATION", "For your information: A new **Incident** report ref # **5149** has been lodged by **Paige Newton**.", "Confidential status: Yes", "Date of incident: 15/12/2022", "Person affected: Paige Newton", "Person Type: Student", and "Description: Was walking outside and tripped and fell." To the left of the body text are labels for "To:", "Subject:", and "Body:". The "Subject:" field contains "A new Incident: 5149 has been lodged". Below the body text is an "Attachment(s):" field with a "Browse" button. At the bottom right are "Cancel" and "Send" buttons. A "Confidential:" checkbox is located at the bottom left of the form.

Invite a Person to view an Incident report

As a supervisor, you can invite other staff to view the incident report and assist you to conduct the investigation and develop the action plan.

1. From the Assigned Incident/Hazard tab or the Incident details screen, select the Invite

 icon.

2. Follow the prompts to search for the staff member(s), add them to the invitation and add a comment about the assistance you are seeking.

Invite others to view this incident ✕

i You can invite other employees to view this incident to assist you in developing an action plan or in conducting an investigation.

First Name:

Last Name:

Comment

Search result : 13

- Angela OWEN
- Belinda Owen,8b6a5327-4d29-4f2f-al
- Daniel OWEN
- Nicol-Marie OWEN,Industry Engagen
- Rebecca OWEN
- Shelbie OWEN
- Alison OWENS
- Hannah OWENS
- Matthew OWENS

Employees Invited : 1

- Belinda OWEN,Senior Health and Sa

Select 'OK' once you have entered all details.

3. The staff member(s) you invite to view the incident report will receive an email notification including your comment and a link to the report in Riskware.

Investigate an Incident:

It is the Assigned Person/Supervisor’s role to complete the Investigation. All incidents must be investigated. Reminder emails will be generated if the investigation and action plan are not completed within the required timeframes.

- To complete the investigation, from the Incident Details page, select the Investigate icon at the top of the page. Alternatively, you can navigate directly to the Incident Investigation screen from the Incident Report within the Assigned Incidents/Hazards tab

- The Incident Investigation screen will open with questions to complete
 - The * icon indicates where a field is mandatory
 - The blue information bubbles provide guidance on the required information for each section.
 - The FAQ have commonly asked questions relevant to each page of the incident report.

- Follow the prompts to complete each tab of the incident investigation – Planning, Event Timeline and Contributing Factors.
- Once all tabs are completed save the incident investigation by selecting the Save  icon at the top of the page.
- When the investigation is completed, the investigation icon will change to blue.

Paige NEWTON - [14953]

Back **Investigate** Action Note Edit Invite Print Attach RTW HiPo

Details Action Plan Attachment Note Audit

Details

Reference Number:
14953

Inc. Statistical Reporting:
Yes

Incident Type:
No Lost Time Injury (NLTi)

Incident/Hazard Register

Back New Filter Refresh Print Export Help

Incident/Hazard Register Assigned Incidents/Hazards My Incidents/Hazards Mental Health Register

Open Closed All For Review Show me 20 items per page

Ref.	Type	Date	Status	Person Affected	Person Responsible	Business Unit	Incident Location	Risk Assessment		Commands
								Inherent	Residual	
14954	Hazard	16/12/2022	New	Paige NEWTON	Paige NEWTON	Safety and Employment Relations	Joondalup	Not Assessed		...
14953	No Lost Time Injury (NLTi)	16/12/2022	Open	Paige NEWTON	Paige NEWTON	School of Medical and Health Sciences	Joondalup	●	●	...

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Description Tripped up the internal stairs of building 34
I was walking up the stairs when I caught the tip of my foot on the stair, and fell to my knees.

Enter an Action Plan:

Email reminders will be generated if an Action Plan is not entered for the Incident within 5 days of it being reported and assigned to you.

1. To enter the Action Plan, from the Incident Details page, select the Action  icon at the top of the page. You can also navigate directly to the Action Plan screen from the Incident Report within the Assigned Incidents/Hazards tab.

2. The Action Plan screen will open with questions to complete

- The * icon indicates where a field is mandatory
- The blue information bubbles provide guidance on the required information for each section.
- The FAQ  have commonly asked questions relevant to each page of the incident report.

Once you have completed the required information, select the Next  icon at the top of the page to progress to the next page.

3. Follow the prompts as you complete all pages of the Action Plan.

Use the Next and Previous icons to navigate between pages

The Save icon can be used to save the report to complete later

If you wish to cancel the Action Plan without saving a draft, use the Cancel icon

4. The Action Plan allows for controls to be put in place to address the contributing factors identified in the incident investigation as having led to the incident occurring. These can be assigned to responsible persons with target dates for completion.

To allocate controls:

- Select the contributing factor identified from the incident investigation and enter the details.
- Enter details of the controls to be implemented to address the contributing factor
- Select the target completion date and search for the responsible person.
- Where a maintenance request has been logged, enter the reference number in the Work Order section.
- Additional contributing factors and control measures can be added by using the Plus icon
- Note - If the control has already been completed at the time the action plan is entered, the checkbox can be ticked.

Action Plan [14953]

Control Measure

Contributing Factor*	Control Measure*	Target Completion Date*	Person Responsible*	Actual Completion Date
Identifying 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.	Enter your anticipated date for completion	Who is responsible for implementing this Control?	Tick the checkbox when complete
Human Factor: Caught foot on stair.	4. Engineeri Add caution tape to the top of each stair of the internal stairwell.	December 2022 December 2022 M T W T F S S 28 29 30 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 6 7 8	Paige NEWT Work Order: % Complete: 0	<input type="checkbox"/>

Control Measure(s)
- The process of managing Risk based on the following established priorities:
1 - Eliminate - Can the Risk be eliminated?
2 - Substitution - Can this be substituted for a less hazardous alternative?
3 - Isolation - Can the hazard be isolated from people exposed to it?
4 - Engineering Controls - Can the provision of mechanical aids,

5. Once all pages of the Action Plan have been completed with the required information, the Submit icon become available and can be selected to submit the Action Plan for completion.

- Once the Action Plan is submitted any persons who have been allocated a control measure (task) to complete will receive an email notification.

Dear **Adrienne SEERY**,

You have been allocated the following task:

New weed sprayer to be purchased from Incident report ref # 172. The task has a due date of **04/06/2019**.

The details of the report are:

Date: 29/05/2019

Person affected: Benjamin KNOX

Description: Chemicals entered eye while weedspraying causing burning sensation

Location: Joondalup, Grounds near building 2

Please [click here](#) to view the **Incident** and update task progress and completion.

Regards,

Safety and Employment Relations Team | Human Resources Services Centre | ECU |
Phone: + 61 8 6304 2302 | Email: osh@ecu.edu.au | Web: <http://work.health.and.safety>

PLEASE DO NOT REPLY TO THIS EMAIL - THIS IS AN AUTOMATED SERVICE.

- The Incident status will change from 'New' to 'Open' in the Incident/Hazard Register and the Assigned Incident/Hazards tab indicate that an Action Plan has been completed but tasks are still open.

Once all tasks are marked as complete, both the Action Plan and Incident Report will automatically close.

For further information on completing tasks and action plans, please refer to:

- Complete or transfer a Task Information Sheet
- Modify or Complete an Action Plan Information Sheet