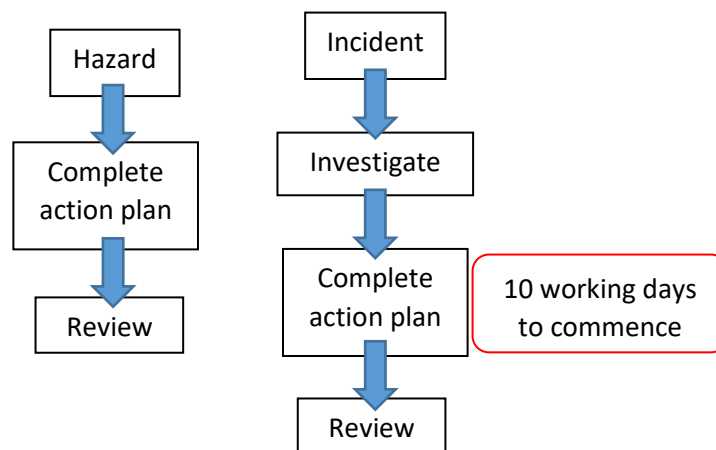


## 1.1. Introduction

This guide is for Managers, Supervisors and Health and Safety Representatives to help navigate the functions used to manage hazards and incidents in your role as a Manger, Supervisor or HSR at Curtin University.

Incident investigations assist to identify the root causes and contributing factors of incidents and hazards. The findings from an investigation assist the development of an action place to ensure corrective actions are put in place to prevent hazards/ incidents from occurring.

Managers/Supervisors shall ensure that all actions plans are commenced within 10 working days of receipt of incident/hazard notification.

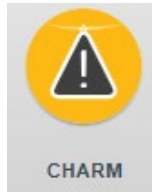


The following steps are to be undertaken to complete an investigation (if applicable) and action plan for assigned incidents and hazards.

## 1.2. Email Notification

On screen	Information to enter
<p>Dear FIRSTNAME LASTNAME,</p> <p>A new INCIDENT/HAZARD has been logged by INJUREDPERSON with ID ##.</p> <p>Details are as follows:</p> <p>Date of INCIDENT/HAZARD: DATE</p> <p>Name of Person affected: INJURED PERSON</p> <p>INCIDENT/HAZARD description: INCIDENT DETAILS DESCRIPTION</p> <p>Location: "LOCATION, LOCATIONDESCRIPTION"</p> <p>Please log into <a href="#">RiskWare</a> via OASIS and liaise with the SHR for your area to ensure an action plan is completed <b>within 10 working days</b>.</p> <p>If you have any queries please contact Health, Safety and Emergency Management.</p> <p>Kind regards,</p> <p><b>Health, Safety and Emergency Management   Corporate Services</b> Curtin University Tel   +61 8 9266 4900 Fax   +61 8 9266 3977 Email   <a href="mailto:healthandsafety@curtin.edu.au">healthandsafety@curtin.edu.au</a> Web   <a href="http://healthandsafety.curtin.edu.au">http://healthandsafety.curtin.edu.au</a></p> <p>PLEASE DO NOT REPLY TO THIS EMAIL - THIS IS AN AUTOMATED SERVICE</p>	<p>When a hazard or incident has been lodged, an automatic notification email will be sent to the assigned Manager/Supervisor.</p> <p>When you receive an email notification you will need to log into CHARM to view the incident/hazard and take the appropriate action.</p> <p>You will also receive a notification on your CHARM notification centre once you have logged in.</p>

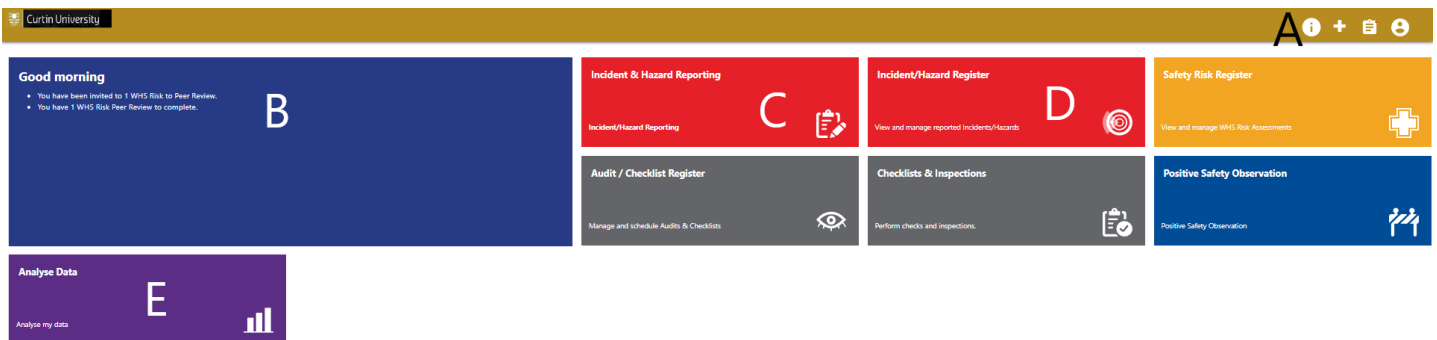
## 1.3. How to Log In



Log into the [Staff Portal](#), click on the right arrow of the application wheel and then on the CHARM icon to access CHARM.

## 1.4. Home Page

Once you have logged into **CHARM** the following homepage will appear.

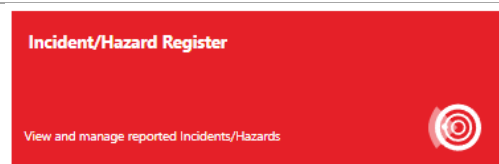


Section	Description
<b>A - FAQ</b>	Frequently asked questions are displayed here to provide information.
<b>B - Notification Centre</b>	Any system message(s) requiring your attention is displayed in this area.
<b>C - Incident and Hazard Reporting</b>	Report an Incident, Hazard or Psychosocial Incident here
<b>D - Incident/Hazard Register</b>	Click to view and manage your incidents and hazards
<b>E - Analyse Data</b>	Click to analyse your local data

## 1.5. Incident/Hazard Register

To access the Incident/Hazard Register, click on the Incident/hazard Register

The Assigned Incidents screen is displayed, with all incidents or hazards assigned to you as a Supervisor.



riskware
Assigned Incidents/Hazards 1

ⓘ + 📄 👤

← Back + New 🔄 Refresh 📄 Delegation 📄 Export 🔔 Help

Incident/Hazard Register
Assigned Incidents/Hazards
My Incidents/Hazards
Department Register

Open
Closed
All
For Review
Show me 3 items per page
All

**298** Test2 User

👤 Invite
🖨 Print
🔍 Investigate
↔ Transfer
🚫 Cancel

IN PROGRESS - YOU NEED TO COMPLETE YOUR ACTION PLAN

Date: 25/08/2021

Type: NLTI

Status: Open

View Details
test

Investigate

Complete Action Plan

View Details

To view the details of an incident/hazard click on View Details

Assigned Incidents/Hazards

Manage all the incidents/hazards assigned to you

My Incidents/Hazards

View all incidents/hazards reported by you

Department Register

View all incidents / hazards reported by your department

Complete Action Plan

Enter control measures and close out hazard/incident

Delegation

Delegate your authority to another person if you are going on annual leave

Refresh

Update latest information

View Details

Provides details of incident/hazard and allows editing, inviting and investigating

Invite

Invite others to view incident/ hazard and help with the action plan

Transfer

Transfer an incident/hazard to another person if you have been assigned in error.

Cancel

Cancel incident / hazard

Investigate

Enter investigation details – only for Incidents (not Hazards)

← Back
🔍 Investigate
🔧 Action
📄 Note
✎ Edit
👤 Invite
🖨 Print
📎 Attach

Details
Action Plan
Attachment
Note
Audit

On the Incident Details page you can:







- Edit the details, add notes or attachments
- Investigate (for incidents only)
- Invite someone to view the details
- Complete an action plan








View the audit trail of all the actions taken

## 1.6. Undertake Investigation (Incidents only)

Once you have viewed the details on the incident/hazard you will be required to investigate the incident/ hazard and enter an action plan.

Managers and Supervisors, in conjunction with HSRs, will coordinate a CHARM investigation into any incident.

<p><b>Details of the Incident being investigated</b></p>  <p><b>Person</b> Test2 User</p> <p><b>Date of Incident</b> 25/08/2021 9:26 AM</p> <p><b>Description</b> test</p>	<p>To investigate an incident go to the <i>Assigned Incidents/Hazards</i> page and click on Investigate  <b>Investigate</b>. The Incident Investigation page will appear.</p> <p>Pre-populated information from the submitted report will be in the incident details section.</p>
<p><b>Please select the investigation methodology</b></p>  <p><b>Investigation Methodology</b></p> <p>Basic</p>	<p>Select Basic from the Investigation Methodology drop down list. The Planning, Event Timeline and Contributing Factors will appear.</p>
<p><b>Details of the Incident Investigation Team</b></p>  <p><b>Date of Investigation</b></p> <p><b>Investigation Team</b></p> <p>Names of the Investigation Team</p>	<p>In the Planning tab, Enter the details of the Investigation Team.</p> <p>Investigations may require the input from the <a href="#">Health and Safety Representative</a>, <a href="#">Health and Safety</a> or other subject matter experts. Ensure that the team member's names and contact details are added to the free text field.</p>
<p><b>Have any witnesses been interviewed as part of the Incident Investigation?</b></p>  <p><b>Witnesses</b></p> <p>Names of all witnesses that have been interviewed.</p>	<p>Enter the names, contact details and description of the witnesses' role into the free text field.</p> <p>Click  <b>Next</b> to move to the next page.</p>

<p><b>Describe the sequence of events that led to the Incident</b></p>  <div style="border: 1px solid #ccc; padding: 5px; min-height: 50px;"> <p>Enter the sequence of events leading up to the incident</p> </div>	<p>In the Event Timeline tab, provide as much specific detail as possible to outline the sequence of events which led up to the incident.</p>
<p><b>Describe the sequence of events following the Incident</b></p>  <div style="border: 1px solid #ccc; padding: 5px; min-height: 50px;"> <p>Enter the sequence of events following the incident</p> </div>	<p>Provide as much specific detail as possible to outline the events following the incident. This will assist you to review the response to the incident. For example: first aid, emergency response.</p>
<p><b>Describe the task(s) being performed at the time of the Incident</b></p>  <div style="border: 1px solid #ccc; padding: 5px; min-height: 50px;"> <p>Enter the task(s) being performed at the time of the incident</p> </div>	<p>The task field has been pre-populated from the original report. If further information has been obtained, edit and fill in the details.</p> <div style="text-align: center;">  </div> <p>Click <b>Next</b> to move to the next page.</p>
<p><b>Behavioural Causes (Basic)</b></p>  <ul style="list-style-type: none"> <li><input type="checkbox"/> Act of violence</li> <li><input type="checkbox"/> Failure to follow Safe Work Procedure</li> <li><input type="checkbox"/> Fatigue</li> <li><input type="checkbox"/> Hazard Identification/perception</li> <li><input type="checkbox"/> Improper posture or technique for the task</li> <li><input type="checkbox"/> Inadequate communication between workers/supervisors/others</li> <li><input type="checkbox"/> Inadequate feedback on performance standards</li> </ul>	<p>In the Contributing Factors tab, Using the information obtained from the investigation, select the behavioural cause(s) that were the contributing factors to the incident. One or more may be selected.</p> <p>Enter more information into the free text field once the check box has been selected.</p>
<p><b>Physical Causes (Basic)</b></p>  <ul style="list-style-type: none"> <li><input type="checkbox"/> Defective guards or protective devices</li> <li><input type="checkbox"/> Disabling or removal of guards, warning systems or safety device</li> <li><input type="checkbox"/> Electrical systems</li> <li><input type="checkbox"/> Excessive wear and tear or out-dated Equipment</li> <li><input type="checkbox"/> Extremes temperature /Heat, Cold</li> </ul>	<p>Select the physical cause(s) that were the contributing factors to the incident. One or more may be selected.</p> <p>Enter more information into the free text field once the check box has been selected.</p>
<div style="background-color: #00b050; color: white; padding: 20px; text-align: center;"> <p><b>Investigation saved</b></p> </div>	<div style="text-align: center;">  </div> <p>Click on the <b>Save</b> button to finalize the investigation and commence your action plan. The contributing factors that you have selected should assist to implement control measures that will be entered in the action plan.</p>

## 1.7. Action Plan

You are required to complete an Action Plan for every hazard or incident.

**The action plan is required to be commenced within 10 working days of receipt of the incident / hazard notification email. After this time, overdue escalation emails will be sent.**

On the Assigned Incidents/Hazards screen click Invite to allow other staff members to view the incident and assist with the action plan. If the incident needs to be managed by another person click on and enter the transfer notes. An email will be sent to the invited or transferred person.

To start the action plan click on



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

Enter the immediate action you took after being informed of the incident or hazard.

Click to move to the next page.

These should relate to any corrective actions that were implemented or are going to be implemented to prevent similar hazards or incidents from occurring.

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

		Consequence				
		Insignificant	Minor	Moderate	Major	Critical
Likelihood	Almost Certain The event is expected to occur or has occurred and is continuing to impact. More than once per year.	Medium	High	Extreme	Extreme	Extreme
	Likely The event will probably occur in most circumstances. Once per year.	Medium	Medium	High	Extreme	Extreme
	Possible The event could occur at some time. At least between 1 and 5 years.	Low	Medium	High	High	Extreme
	Unlikely Not expected but the event may occur at some time. At least once between 5 and 10 years.	Low	Low	Medium	High	High
	Rare The event may occur only in exceptional circumstances. Less than once in 10 years.	Low	Low	Low	Medium	High

Rate the risk level **at the time** the hazard or incident occurred.

This involves taking into consideration the **likelihood** of this incident/hazard occurring at the time and the **consequence** of someone being exposed to the incident/hazard. Use the detailed descriptors to assist with the risk rating.

Use the drop down box to select a consequence.

Click to move to the next page.

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

Control Measure*	Target Completion Date*	Person Responsible*	Actual Completion Date
Start at the top of this list and select one or more controls you will put in place. 4 - Engineering This is an action here + X ABC ✓	Enter your anticipated date for completion August 2022 August 2022 M T W T F S S 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 9 10 11	Who is responsible for implementing this Control? Supervisor TEST Search	Tick the checkbox when complete <input type="checkbox"/>
<a href="#">+ Add another Control Measure</a>			

Identify control measure(s) to put in place to describe how you will reduce the risk of the incident/hazard from occurring again. Use the dropdown menu to select control measures based on the **Hierarchy of Control** and provide the details of the corrective action in the text box.

### Hierarchy of Control

- 1. Elimination:** remove the hazard completely.
- 2. Substitution:** Replace with a less hazardous alternative. E.g. Replace solvent paint with a water based paint.
- 3. Isolation:** Isolate the hazard from personnel.
- 4. Engineering:** Make changes to process, equipment or plant to reduce the hazard. E.g. Install guarding on machinery.
- 5. Administration:** Establish policies, procedures, signage or training to minimise the risk
- 6. Personal Protective Equipment (PPE):** Protect a person from the hazard by wearing PPE E.g. Gloves, safety glasses, hard hats


**Controls not required:** If the risk is low then no controls may be required

**If no controls are required to reduce the risk of the incident/hazard, you must select "Controls not required" from the drop down list.**


Target Completion Date*	Person Responsible*	Actual Completion Date
Enter your anticipated date for completion August 2022 August 2022 M T W T F S S 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 9 10 11	Who is responsible for implementing this Control? Supervisor TEST Search	Tick the checkbox when complete <input type="checkbox"/>

Assign a target completion date for the control measure and the person responsible. The person responsible will receive an email notifying them of the assigned action. They will then be able to log in and mark the action as complete.

Alternatively to modify the progress of the action yourself, use the % *complete* drop down or tick the checkbox when the action is complete.




To add more control measures, click on the green cross at the bottom of each window.



Click **Next** to continue.

Initial level of Risk before the implementation of any Control Measures:




Initial Risk Level: Medium

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

**Reassess** the risk rating by accounting for the new control measures put in place.

Then click the **Submit** button.



You will receive a confirmation email once the action plan has been submitted. The person involved in the incident/hazard will also receive an email.

Please liaise with the person involved to discuss the outcomes of the action plan.

		Consequence				
		Insignificant	Minor	Moderate	Major	Critical
Likelihood	The event is expected to occur or has occurred and is continuing to impact. More than once per year.	Medium	High	Extreme	Extreme	Extreme
	The event will probably occur in most circumstances. Once per year.	Medium	Medium	High	Extreme	Extreme
	The event could occur at some time. At least between 1 and 5 years.	Low	Medium	High	High	Extreme
	Not expected but the event may occur at some time. At least once between 5 and 10 years.	Low	Low	Medium	High	High
	The event may occur only in exceptional circumstances. Less than once in 10 years.	Low	Low	Low	Medium	High

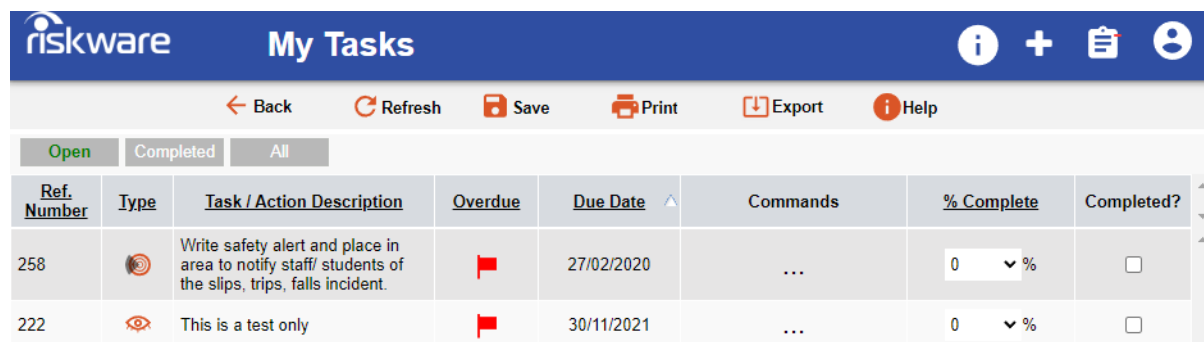
Updated August 2022

Health and Safety

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## 1.8. My Tasks




Ref. Number	Type	Task / Action Description	Overdue	Due Date	Commands	% Complete	Completed?
258		Write safety alert and place in area to notify staff/ students of the slips, trips, falls incident.		27/02/2020	...	0 %	<input type="checkbox"/>
222		This is a test only		30/11/2021	...	0 %	<input type="checkbox"/>

Corrective actions assigned to you will be located in the “My Tasks” section.

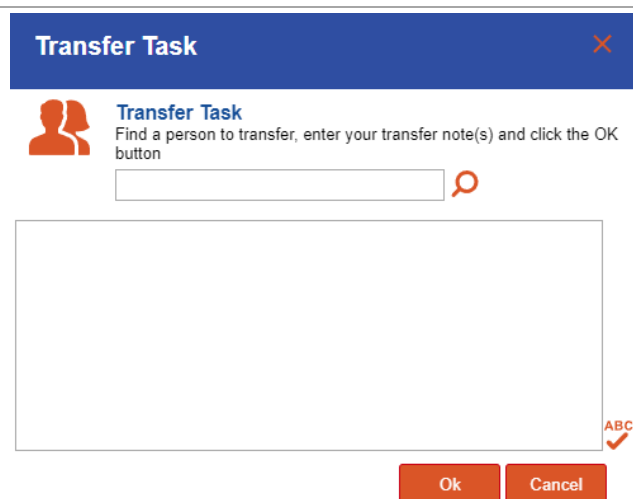
This can be accessed by clicking the Notepad  icon at the top of any page.

From the My Tasks section you can view all, open and completed corrective actions that have been assigned to you.

To change the progress of a corrective action, use the drop down % box to select a percentage. To add progress notes, **Notes**. Enter relevant action progress notes and click save.

Once a corrective action is completed, click the completed checkbox and then click the save  icon.


If a corrective action is modified, an email will be sent to the corrective action owner notifying them that a modification to the corrective action has occurred.



**Transfer Task**

**Transfer Task**  
Find a person to transfer, enter your transfer note(s) and click the OK button

To transfer a task to another person, click on the ... Commands icon and select transfer. A Transfer Task pop up box will appear.

Use the  icon to perform a staff search and select the person to transfer the task to.

Use the free text box to type your message to the transferred tasks person and click OK.

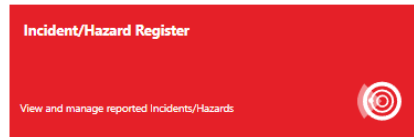
## 1.9. Reviewing Control Measures

To assess whether control measures are effectively reducing risks, a review must occur within the following periods dependant on the residual risk rating from the action plan:

- Low – 6 months
- Medium – 3 months
- High/Extreme – 1 month

### To review the control measures:

1. From your CHARM homepage, click on the Incident/Hazard Register
2. Go to the Assigned Incident/hazards tab.
3. Click on the “for review” tab
4. Click “review controls.
5. Select the effectiveness from the drop down box and include any notes in the text box.
6. Once the corrective action has been reviewed the incident will no longer appear under the “for review” tab.




Assigned Incidents/Hazards

Review Controls

Incident/Hazard Register | **Assigned Incidents/Hazards** | My Incidents/Hazards | Department Register

Open Closed All **For Review** Show me 3 items per page All

---

**21 Employee TEST**  Invite Print Investigate Re-Open

Date: 22/08/2016  
Type: LTI  
Status: Closed  
Days Lost: 0

View Details  
Investigate  
View Action Plan  
**Review Controls**

Invitation Comment  
My colleague was working in building 311 laboratory room 111 conducting an experiment. My colleague was placing a container with flammable chemicals into the furnace when there was a sudden explosion from the furnace

← Back Save Help

**i** For each control measure listed below select how effective the control measure was by clicking "Change Effectiveness" in the "Effectiveness of Control Measure" column and enter any notes.

Control Measure	Actual Completion Date	Effectiveness of Control Measure?	Control Effectiveness Notes
Listed below are the control measures taken to control the contributing factor	The date the control measures was implemented	Determine the effectiveness of the control measure	Notes are required for Partially Effective and Ineffective control measures.
5 - Administration	21/01/2020	Select Effectiveness	