



PLANNING

Aim

To prescribe the responsibilities and actions required for the management of corrective actions to ensure the University meets the requirements of the [Health, Safety and Wellbeing \(HSW\) Policy](#) and the [Return to Work SA Performance Standards for Self-Insurers](#).

1 Objective

- 1.1 To provide a structure for the recording, assigning, and monitoring of corrective actions until completion to:
- prevent the recurrence of a [safety issue](#) (see definitions)
 - contribute to continuous improvement in the management of a [safety issue](#)
 - ensure safe systems of work and the maintenance of a safe workplace
 - address a non-compliance with an HSW procedure or legal requirement
 - address areas for improvement identified through HSW investigations
 - address root causes and contributing factors.

2 Scope

2.1 Inclusions

This planning process applies to HSW corrective actions identified through:

- [safety issue or incident reports](#)
- investigations
- inspections or investigations conducted by an authorised third party
- regular [testing](#) (see definitions)
- workplace monitoring (e.g., workplace inspection and assurance checks, safety reviews)
- emergency contingency testing exercises
- internal/external audits.

2.2 Exclusions

Where [testing](#) is conducted by a qualified external service provider and immediate corrective action is taken to rectify the fault/issue.

3 Process: Determining corrective actions

Person Responsible	Actions
<p>3.1 Supervisor; or Person in control of the activity/area</p> <p>in consultation with 1. workers or their elected representatives and 2. HSW Advisor/Officer (where required)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Determine effective and achievable actions arising from: <ul style="list-style-type: none"> <input type="checkbox"/> safety issue/incident reports <input type="checkbox"/> investigations <input type="checkbox"/> workplace monitoring (i.e. workplace inspection and assurance checks, safety reviews) <input type="checkbox"/> testing procedures <input type="checkbox"/> internal/external audits <input type="checkbox"/> emergency incidents/evacuation and contingency testing advice/reports from a competent person (see definitions) or external specialist. <p style="text-align: right;">Continued</p>

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3 Process: Determining corrective actions (Continued)

Person Responsible	Actions
<p>3.1 Supervisor; or Person in control of the activity/area in consultation with 1. workers or their elected representatives and 2. HSW Advisor/Officer (where required)</p> <p>(continued)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Consult with your line manager where an action requires resources beyond your control. <p>Where an action involves the implementation of new control measures or a review of existing control measures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review the control measures in accordance with the Hierarchy of control (see definitions), ensuring the highest reasonably practicable level of control measure is used.
<p>3.2 Head of School/Branch in consultation with the HSW Advisor/Officer (where required)</p>	<p>When a member of staff in the School/Branch requests additional resourcing for an action:</p> <ul style="list-style-type: none"> <input type="checkbox"/> provide the appropriate resources if the action is appropriate; or <input type="checkbox"/> determine alternative control measures in consultation with workers or their representative (if applicable), where the proposed action cannot be resourced. <p>Note: ceasing the activity can be one of the most effective actions, especially where the required controls to undertake work safely cannot be afforded.</p>

4 Process: Recording corrective actions

Person Responsible	Actions
<p>4.1 Supervisor; or Person in control of the activity/area with action creator access (see definitions) in the University's online safety system</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Create actions in the University's online safety system where you feel comfortable to do so, understanding that you can seek advice and support from the HSW Team if needed. Creating actions includes assigning action(s) to other relevant personnel where required. <input type="checkbox"/> Contact the HSW Team where you do not feel comfortable creating actions in the system yourself. <p>Note: where a recommendation is made by a competent person (see definitions), it should be entered as a stand-alone action in the University's online safety system (if not recorded by another recognised database (e.g., Archibus) (refer to the HSW team for recognised databases, where required).</p>
<p>4.2 HSW Advisor/Officer (where the supervisor does not have action creator access in the University's online safety system or is not comfortable creating actions.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Create and assign action(s) agreed upon with the supervisor, or person in control of the activity/area to relevant personnel in the University's online safety system.

5 Process: Completing, reporting and monitoring corrective actions

Person Responsible	Actions
<p>5.1 Person assigned a corrective action</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that corrective actions assigned to you are completed within the agreed time frame. <input type="checkbox"/> Notify your supervisor and the person who assigned you the action where a corrective action cannot be completed within an agreed time frame. <input type="checkbox"/> Report completed actions to the person who assigned you the action ensuring sufficient evidence is provided to demonstrate that the action has been completed.
<p>5.2 Person assigning a corrective action (persons with action creator access in the University's online safety system)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all corrective actions you assigned are monitored to completion or take further action as required. <input type="checkbox"/> Upload evidence provided to close the completed action in the University's online safety system.
<p>5.3 HSW Advisor/Officer</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Produce a monthly report on open corrective actions and distribute this report (or relevant sections thereof) to the persons assigned a corrective action and the relevant Head of the School/Branch.
<p>5.4 Head of School/Branch</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Review open and overdue corrective action reports. <input type="checkbox"/> Take the necessary steps to follow up where corrective actions are outstanding.
<p>5.5 Faculty/Division Head</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Monitor overdue corrective actions through the Faculty/Division HSW Advisory Reports or other relevant reports. <input type="checkbox"/> Take action to ensure the completion of overdue actions where appropriate.

6 Definitions

Action creator access in the University's [online safety system](#) enables a user to create, review and close actions and upload supporting documentation. Access is enabled for supervisors involved in the [Workplace Inspection and Assurance Program](#), personnel administering the [Schedule of Programmable Events \(Safety Calendar\)](#), and Chief Wardens engaged in [emergency evacuation exercises](#).

A **competent person** is in accordance with the WHS Regulations 2012 (SA) and means:

- a) for electrical work on energised electric equipment or energised electrical installations (other than testing referred to in [WHS Regulations \(SA\) section 150 and 165](#)) - a person registered to undertake the work under the [Plumbers, Gas Fitters and Electricians Act 1995](#)
- b) for design and verification of plant/equipment (under [WHS Regulations \(SA\) section 252](#)) – a person who has the skills, qualifications, competence and experience to design the plant/equipment or verify the design
- c) for inspection of plant/equipment for registration - a person who has the skills, qualifications, competence and experience in an engineering discipline and knowledge of technical standards of the plant/equipment being inspected
- d) for inspection of cranes and amusement devices - a person who has the skills, qualifications, competence and experience to inspect the plant/equipment; be registered as a professional engineer and deemed to be a competent person by SafeWork SA (see also [WHS Regulations \(SA\) section 235](#) regarding major inspection of registered mobile cranes and tower cranes)
- e) for any other case - a person who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

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6 Definitions (Continued)

Incident

An occurrence arising out of, or in the course of, work that could or does result in injury and ill health, including a [near miss](#).

Hierarchy of control

There are five risk/hazard control categories (elimination, substitution, isolation, engineering, and administration), ranked from highest level of protection and reliability through to the lowest and least reliable protection. The table below shows the structure of the hierarchy of control from most to least effective.

Level 1:	Elimination (e.g. remove the hazard from the site)
Level 2:	Substitution (e.g. replace the item or substance or activity with a less hazardous one) Isolation (e.g. remove the opportunity of contact with the hazard by distance from work activities) Engineering (e.g. guarding, barriers, electronic guarding such as light curtains)
Level 3	Administration (e.g. safe operating procedure, supervision, instruction/training, maintenance programs, personal protective equipment (e.g. gloves, safety glasses, laboratory coats)

Near Miss

An incident where no injury and ill health occurs but has the potential to do so.

Safety issue

Is an unsafe condition and/or unsafe act which could cause harm or place someone at risk of injury/illness.

Instances of an unsafe condition include visible wires, faulty equipment, hazardous materials, insufficient protective measures for hazardous machinery, and an unsafe working environment. Examples of an unsafe act involve a disregard for controls detailed in a risk assessment, neglecting to clean up a spill, and not informing others of a hazardous situation that may cause injury or illness due to inadequate information, instruction, or training.

Supervisor/Person in control of the activity/area

In the context of this procedure, the supervisor has two meanings:

- the line manager of a staff member or the supervisor of a higher degree research student; or
- any other individual (separate from the line manager/supervisor of a higher degree research student) who has control of a laboratory, clinic, workshop, field activity or other activity in which the worker is participating or working. For example, a facility/workshop manager who has control of what is undertaken and/or who determines which workers may/may not work within the workshop they control. These supervisors also have the responsibility for the activities under their control. (Note: control means that these individuals have the right to deny access to or stop any activity until they are satisfied that the activity can occur safely.)

Testing

Safety testing is a formalised test administered on an item of plant/equipment or activity, to make sure it is operational and non-hazardous. The [Work Health and Safety Regulations SA \(2012\)](#) and [Codes of Practice](#) set out specific testing requirements.

Additional information on testing is provided in the HSW procedures and frequently asked questions (FAQs):

• air and health monitoring	• emergency management	• hazard management
• confined spaces	• emergency safety shower and eyewash testing	• noise and sound safety management
• electrical inspection and testing	• fume cupboards	• plant/equipment safety management
• electrical safety management	• gas cylinders and compressed gases	• prevention of falls

7 Performance Measures

The HSW Team will use performance measures to assist in identifying areas of success and/or where corrective action is required to meet the objectives and targets of this process. The level of compliance with the procedure and its effectiveness will be determined during the internal audit process.

8 Useful information and resources

8.1	<p>University-related documents</p> <ul style="list-style-type: none"> • HSW Policy • Electrical Safety Management Procedure • Emergency Management Procedure • Hazard Management Procedure • Incident Reporting and Investigation Procedure • Internal Auditing Procedure • Noise and Sounds Safety Management Procedure • Plant/Equipment Safety Management Procedure • Workplace Monitoring Procedure • Air and health monitoring (FAQ) • Confined spaces (FAQ) • Electrical inspection and testing (FAQ) • Emergency safety shower and eyewash testing (FAQ) • Fume cupboards (FAQ) • Gas cylinders and compressed gases (FAQ) • Prevention of falls (FAQ)
8.2	<p>Related Legislation and Australian Standards</p> <ul style="list-style-type: none"> • Work Health and Safety Act 2012 (SA) • Work Health and Safety Regulations 2012 (SA) • Work Health and Safety Codes of Practice
8.3	<p>Useful Web-links</p> <ul style="list-style-type: none"> • RTWSA Performance standards for Self-Insurers • How to use the University online safety system • Guidance for supervisors creating actions in the online safety system • Guidance for supervisors uploading documentation and closing actions in the online safety system • University's HSW online safety system