

GUIDELINE FOR MWRTU REACTIVE / PROACTIVE FILES

This document provides a guideline on file requirements for Reactive and Proactive files within the Manufacturing, Wholesale, Retail, Transport & Utilities Team.

If there is conflict with any existing procedure or requirement or any other questions that arise from this document, please speak to your team leader in the first instance and suggesting a solution is appreciated.

INFONET MANAGEMENT PROTOCOLS

Reactive	Proactive Visit with Reactive	Proactive only
<ul style="list-style-type: none"> • P1 (Critical Event) – Attend as directed by TL or Manager • P2 – Respond within 24 hours • P3 – Respond within 72 hours • P4 – Respond within 5 business days • P5 – Forward to other agency within 24 hours • Inspection report – first visit only * <i>Do not forget to contact HSR</i> • Worksite visit for subsequent visits • Agreed Actions are only for things that PCBU says they can resolve within 72 hours. Detail these on the inspection report. • Agreed actions to be detailed on inspection report • All other file content and file management requirements apply 	<ul style="list-style-type: none"> • Audit Compliance; or • Audit System * <i>Do not forget HSR</i> • Inspection report not required • Agreed Actions are only for things that PCBU says they can resolve within 72 hours. Formalise them via Email • Attach any completed team or agency approved audit checklist to the file • Detailed Investigation Summary not required if a team or agency approved audit checklist was used • If no team or agency approved audit checklist was used, a <i>WHS Investigation Summary_old</i> is required 	<ul style="list-style-type: none"> • Worksite visit; plus other appropriate activity(s) * <i>Do not forget HSR</i> • Inspection report not required • Agreed Actions are only for things that PCBU says they can resolve within 72 hours. Formalise them via Email • Attach any completed team or agency approved audit checklist to the file • Detailed Investigation Summary not required if a team or agency approved audit checklist was used • If no team or agency approved audit checklist was used, a <i>WHS Investigation Summary_old</i> is required
<p>All file types</p> <ul style="list-style-type: none"> • IMPORTANT: Please revise and correct the *Description field on the front page of each <u>reactive</u> job immediately after your first visit or phone call (This ensures case conference forms and printed investigation summaries accurately reflect the job). • All other file content and file management requirements apply; e.g.: <ul style="list-style-type: none"> ○ As per file closure checklist ○ All InfoNET entries to be completed within 72 hours of activity; e.g. attach FNB, add InfoNET activities etc. ○ Evidence required to show PCBU has completed the agreed actions/complied with notice ○ And so on.... 		

OVERVIEW OF REACTIVE / PROACTIVE FILE OPERATIONAL PROCESS

