

# Gallagher Bassett: **New Role Action Plan**





# New Role Action Plan

Stepping into a new leadership role can present new opportunities to refresh an organisation's 'way of doing things'. Every business manages their workers' compensation differently, so use the templates in this document to tailor your strategy. This document will help you track the risks facing the business, how they've been managed in the past and where you can add value. You will then be able to build a stellar strategy to shape your approach in your first 90 days.



# Before your first day: Prepare to win

1

## Give yourself a break

Ideally, give yourself a week or two between your old job and the new one to rejuvenate. If there's no time to take a break, be sure to do something to give yourself closure and signal a fresh start.

2

## Get up to speed early

Research your new company and team, as well as your new role. Get to know key projects and players ahead of time – you'll make a good impression, and reduce information overload (and overwhelm) on Day 1.



# From Day 1: Hit the ground running

## 1 Fresh eyes find opportunities

The first 30 days give you an advantage over the rest of the team: fresh eyes to view the business, processes and problems. Take notes and plan your strategy accordingly.

## 2 Identify the risks

Risk and compliance management vary between organisations, so take time to understand the lay of the land, and identify the risks facing the business. While your role's focus may be injury management, consider risk areas such as: people, technology, competitors, culture, processes, assets and their management pertaining to how they may lead to personal injury for employees; the organisation's risk tolerance and the regulatory environment in which the business operates. Use the templates on the following pages to track and prioritise risks as you identify them.

## 3 Set the course

Review the risks you've identified, the nature of each risk and the people, financial, reputational and operational consequences. Set a clear understanding of the roles, teams and assets responsible for, or impacted, and how the business has responded to these. Then, map your strategy for managing each risk, including any support, resources or budget required.

## 4 Create early wins

Take your learnings and strategies from this document as a reference point for prioritising your actions, and for presenting to leadership to both expose risk and facilitate buy-in for implementing change. This is your opportunity to pursue quick wins (in addition to longer-term solutions) to give your boss confidence in your judgement and delivery.

## 5 Get buy-in from the company

A key step in preventing and managing risk is to engage employees at all levels across the business. Refer to the calendar of events on page 20 of this document and select the events most pertinent to your organisation as focus areas for every month – and opportunities to encourage people to think beyond their actions.

# Key risks facing the business – initial risk register

[illegible]



## IMPACT/COST/CONSEQUENCE

## APPROACH TO DATE

*What worked, what didn't?*

# Top 5 risks for high priority action

RISK	STRATEGY TO MANAGE	TIMEFRAME	RESOURCES REQUIRED
1		—	
2		—	
3		—	
4		—	
5		—	



# Risk management approach for all risks

RISK	STRATEGY TO MANAGE	TIMEFRAME	RESOURCES REQUIRED
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	

# Key risks for 2021

2020 has presented a number of unique challenges – and interesting changes to the types of claims we're seeing more of. The following list outlines the types of risks and claims we expect more businesses to face through 2021:

RISK	STRATEGY TO MANAGE
Injury to remote workers from improper desk set up	Ensure all staff are equipped with the correct equipment to carry out their role at home, and adequate training resources to understand how to correctly set up their work space, such as establishing the correct height for computer screens. Encourage employees to be creative in their approach – for example, using a pile of books to raise the screen height if required.
Employees contracting COVID-19 in the workplace	Ensure hygiene and distancing requirements are established, clearly communicated, enforced and checked regularly. It can be difficult to prove how an employee contracted the virus, however following health processes as mandated by your local health authority as a minimum requirement is a good approach.
Mental health support	Ensure mechanisms are in place to monitor and support employees at all levels of the business, tracking performance and health; train management and employees in recognising signs of strain and how to support colleagues

RESOURCES REQUIRED	STRATEGY FOR MANAGING THIS RISK
<p>WHS team to provide support (remote or onsite)</p> <p>Appropriate training resources</p> <p>Proven communication channels for reaching whole business</p>	
<p>Appropriate resources including hand sanitiser and cleaning equipment; training for cleaning staff and all employees, signage and other resources to assist staff and customers in doing the right thing</p>	
<p>WHS/HR team trained to recognise signs and support employees</p> <p>Appropriate training resources</p> <p>Access to Employee Assistance Program</p> <p>Avenues to communicate support programs to employees</p>	

# Leadership Action Plan

What do you want to achieve?

1

2

3

4

5

What will success look like?

1

2

3

4

5



# 90 Day planner

MONTH:

1

2

3

7

8

9

13

14

15

19

20

21

25

26

27

4	5	6
10	11	12
16	17	18
22	23	24
28	29	30

# 90 Day planner

MONTH:

31

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# 90 Day planner

MONTH:

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# Snapshot of events

## JANUARY

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

## FEBRUARY

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

## MAY

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						

## JUNE

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				

## SEPTEMBER

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			

## OCTOBER

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

### MARCH

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				

### APRIL

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		

### JULY

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	

### AUGUST

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					

### NOVEMBER

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					

### DECEMBER

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		

# Calendar of events

Engaged employees is critical to keeping people safe in any business. Check the calendar of events below that you might like to integrate into your Workplace Health and Safety calendar, and work with the business to create initiatives to encourage employee participation.

## JANUARY

All January	Veganuary
26 January	World Leprosy Day

## FEBRUARY

All February	Ovarian Cancer Awareness Month
	FebFast
	REDFEB Heart Research Month
4 February	World Cancer Day
10-16 February	Smart Eating Week
14 February	Wear Red Day
18 February	International Asperger's Day
25 February	Clean Up Australia Day for Businesses
26 February	Teal Ribbon Day (ovarian cancer)
28 February	Rare Disease Day

## MARCH

All March	Melanoma March
1 March	World Compliment Day
1 March	Clean Up Australia Day
1-7 March	Hearing Awareness Week
3 March	World Hearing Day
8 March	International Women's Day
8-14 March	World Glaucoma Week
9-15 March	World Salt Awareness Week
11-15 March	World's Greatest Shave (leukemia)
12 March	World Kidney Day
13 March	World Sleep Day
13-20 March	Coeliac Awareness Week
16-22 March	Brain Awareness Week
20 March	National Day of Action against Bullying and Violence
20 March	International Day of Happiness
20 March	World Oral Health Day
21 March	World Down Syndrome Day
23-29 March	Kidney Health Week
26 March	Purple Day for Epilepsy

## APRIL

All April	Go Blue for Autism
1 April	Be Alarmed - change your smoke alarm battery
2 April	World Autism Day
7 April	World Health Day
11 April	World Parkinson's Day
15-21 April	World Creativity and Innovation Week

17 April	World Haemophilia Day
22 April	World Mother Earth Day
24-30 April	World Immunisation Week
28 April	World Day for Safety and Health at Work
27 April-1 May	Patient Experience Week
28 April	Pay It Forward Day

## MAY

All May	Mindful in May
	65 Roses (cystic fibrosis)
	Crohn's and Colitis Awareness Month
	Macula Month
	Thyroid Awareness Month
	Eczema Awareness Month
3-9 May	National Heart Week (cancelled for 2020)
5 May	World Hand Hygiene Day
5 May	World Asthma Day
6 May	International No Diet Day
8 May	World Ovarian Cancer Day
8 May	World Red Cross Day
10 May	World Lupus Day
12 May	International Awareness Day Chronic Immunological and Neurological Diseases (CIND)
15 May	International Day of Families
17 May	World Hypertension Day
17-24 May	Schizophrenia Awareness Week
18-24 May	National Volunteer Week
19 May	World IBD Day (Crohn's and colitis)
24 May	World Schizophrenia Awareness Day
24-30 May	Food Allergy Awareness Week
25 May	World Thyroid Day
28 May	Australia's Biggest Morning Tea
29 May	Wear White at Work Day (suicide & mental illness)
30 May	World MS Day
31 May	World No Tobacco Day

## JUNE

All June	Bowel Cancer Awareness Month
	National Burns Awareness Month
14 June	World Blood Donor Day
14-20 June	National Blood Donor Week
15-21 June	Men's Health Week
17 June	Red Apple Day
21 June	International Day of Yoga

## JULY

All July	Dry July
	JulEYE
12-18 July	National Diabetes Week
24 July	Stress Down Day
26 July-2 August	Donate Life Week
27 July-2 August	National Pain Week

## AUGUST

All August	Tradies National Health Month
3-9 August	Dental Health Week
3-9 August	Sleep Awareness Week
7 August	Jeans for Genes Day
13 August	Left Handers Day
14 August	Red Nose Day
28 August	Daffodil Day (Cancer Council)
31 August-7 September	National Stroke Week

## SEPTEMBER

All September	International Prostate Cancer Awareness Month
1 September	Gold Bow Day
7-11 September	Women's Health Week
10 September	World Suicide Prevention Day
10 September	R U OK? Day
12 September	World First Aid Day
14-18 September	Headache and Migraine Week
22 September	World Car-free Day
29 September	World Heart Day

## OCTOBER

All October	National Safe Work Australia Month
	Mental Health Month
	Ocoober (give up alcohol)
	Breast Cancer Awareness Month (Pink Ribbon)
	Walktober
	Shoctober (defibrillator awareness)
	Polio Awareness Month
1-7 October	Borderline Personality Disorder Awareness Week
2 October	World Smile Day
2 October	Walk to Work Day
10 October	World Mental Health Day
10-18 October	Mental Health Week
11-17 October	Carers Week

11-17 October	National Nutrition Week
12-18 October	Foot Health Week
14 October	World Sight Day
15 October	Global Handwashing Day
18-24 October	Sock it to Suicide Week
20 October	World Osteoporosis Day
21 October	Ride to Work Day
24 October	World Polio Day
26 October	Pink Ribbon Day

## NOVEMBER

All November	November: Changing the Face of Men's Health
14-21 November	Australian Food Safety Week
13 November	World Kindness Day
14 November	World Diabetes Day
15-21 November	National Skin Cancer Action Week
20 November	White Ribbon Day

## DECEMBER

All December	Decembeard (bowel cancer)
1 December	World AIDS Day
3 December	International Day of Persons with Disabilities
5 December	International Volunteer Day



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