# Corrective Action Register

One row per failed inspection item. Two dated entries on every row: the make-safe and the permanent fix. A row is finished only when the next inspection passes the same item. Use it with the guide Corrective Action Register: Turning Inspection Findings Into Fixes.

Business or portfolio

Register owner (one person)

Reviewed weekly on (day)

| Ref | Found (DD/MM/YYYY) and by | Site and exact location | Finding, as an observation (photo ref) | Priority | Interim control and date in place | Permanent control and hierarchy level | Owner (one named person) | Due date, and any change with reason | Status | Completed: date and evidence | Verified by, and how | Next inspection result |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CA-014 | 08/09/2026, Sam Taylor, quarterly common-area walk | Office building, fire stair B, landing levels 4 to 5 | Nosing lifted about 15 mm at eastern end; used by every tenant in an evacuation (photo 14) | High | Hazard tape and sign, 08/09/2026 | Replace the full run of nosings in stair B (engineering); check stairs A and C (preventive) | Priya Nair | 15/09/2026 | Completed | 12/09/2026; photo of new nosings, contractor service report | Sam Taylor, on site 14/09/2026 | |
| CA-015 | 22/09/2026, Ana Tupou, weekly floor walk | Distribution centre, dock 7 pedestrian crossing | Walkway paint worn through where forklifts turn; third repeat this year (photo 3) | High | Cones and a spotter at shift change, 22/09/2026; checked in place 30/09/2026 | Fixed barrier out of the turning circle (isolation); paint not chosen, it failed twice | Daniel Russo | 29/09/2026 | Overdue; escalated 30/09/2026, barrier on order | | | |
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## Due dates and escalation by priority (examples; replace with your own)

| Priority | Make safe | Permanent fix due | Escalate to the owner's manager |
|---|---|---|---|
| High | The same day; before the inspector leaves the area if someone could be seriously hurt | Within 7 days | The day after the due date, by phone; to the site's senior manager after 3 days |
| Medium | Only if someone is exposed before the fix | Within 30 days | 7 days after the due date |
| Low | Not needed | At the next planned works | At the monthly review |

## Hierarchy levels for the permanent control column

| Level | Example in a building or warehouse |
|---|---|
| Eliminate | Move the walkway away from the forklift turn |
| Substitute, isolate or engineer | Fixed barrier; replacement nosings; guard refitted |
| Administrative | Signs, floor marking, a procedure, training |
| PPE | Last resort, or a back-up to a higher control |

Below the top level, record why a higher control was not reasonably practicable.

Example rows are illustrations, not real sites. The make-safe and fix-by times are examples to replace with your own; the escalation points are our suggestion, not a published standard. This template is not legal advice. ComplyFlow, complyflow.com.

# Close-Out Checklist

Run each row through these checks before it is marked closed. Start with high-priority rows.

## 1. The finding

- [ ] Location is precise enough for someone who was not on the walk.
- [ ] The finding is an observation, not a conclusion.
- [ ] It says who could be hurt.
- [ ] A photograph shows where and what.
- [ ] The recommendation is in its own field.

## 2. Make safe

- [ ] Anything high priority had an interim control the same day.
- [ ] The interim control is dated, with who put it in.
- [ ] On an overdue row, someone has checked the interim control is still there.

## 3. The permanent fix

- [ ] The control chosen is recorded with its hierarchy level.
- [ ] If it is administrative or PPE, the reason a higher control was not reasonably practicable is recorded.
- [ ] Cost was not the only reason for relying on people's behaviour.
- [ ] The fix does not introduce a new hazard.

## 4. Owner and date

- [ ] One named owner inside the business, with authority and budget.
- [ ] Due date set from the priority, not by the inspector.
- [ ] Any change of date has a reason and the manager's approval; the original date is kept.
- [ ] A row waiting on a quote is still open.

## 5. Overdue

- [ ] The owner gave a new date and a reason.
- [ ] The owner's manager has seen it at the escalation point.
- [ ] At twice the escalation time it is on the site or portfolio meeting agenda for a decision.
- [ ] High-priority rows were escalated the day after the due date, by phone.

## 6. Contractors and tenants

- [ ] Work order or letter reference is on the row.
- [ ] Contractor's service report or tenant's reply is attached.
- [ ] Agreement on shared fixes (who pays, when the area closes) is recorded.
- [ ] Who was consulted is recorded.

## 7. Verify

- [ ] Done: date, who did it, photograph of the result.
- [ ] Effective: someone looked at the hazard, not the paperwork.
- [ ] High-priority rows verified on site by someone other than the person who did the work.
- [ ] Still effective: the next inspection asked the same question and recorded a pass.

## 8. Repeats

- [ ] A fail at the next inspection reopens the same row.
- [ ] The control was reviewed and, as necessary, revised.
- [ ] The cause was found by asking why until it was something you can change.
- [ ] Repeats are counted by item and site every month.
- [ ] Upcoming changes (fit-outs, new racking, new contractors) were checked against open rows.

## 9. Records

- [ ] Photographs are stored with the row.
- [ ] Closed rows are kept, never deleted.

Where the model WHS Regulations require a risk to be managed, regulation 37 requires its controls to remain effective and regulation 38 requires a review when monitoring shows a control is not working. Victoria has its own OHS Act 2004. This checklist is not legal advice. ComplyFlow, complyflow.com.