

Report an Incident

The Riskware Incident and Hazard module provides a process for reporting incidents, conducting investigations and developing action plans to prevent recurrences.

For further details on incident reporting and investigation and hazard resolution please refer to the *Incident Reporting and Investigation Guideline* available from the [Health and Safety website](#).



Please refer to the *‘Navigate the Incident and Hazard Register Information Sheet’* for further information on the various functions and icons within this module.

1. From the Riskware home screen choose **Incident/Hazard Reporting** from the My Tools section.

The screenshot shows the Riskware home dashboard. At the top, there is a navigation bar with the ECU logo and user information. Below the navigation bar, there is a 'Home Page | Dash Board' section. The main area contains several tiles: 'Good afternoon Paige' (with a list of tasks), 'Incident/Hazard Reporting' (highlighted with a yellow arrow), 'Incident/Claim/Hazard/Case Register', 'Safety Risk Register', 'Audit / Checklist Register', 'RBHS Applications and Approvals Register', 'Facility Register', 'Certifications', 'Fieldtrip, Event or Travel', 'Checklists & Inspections', 'Analyse Data', and 'Audit Setup'.

This will open the Incident/Hazard Reporting screen

The screenshot shows the Incident/Hazard Reporting screen. At the top, there is a navigation bar with the ECU logo and user information. Below the navigation bar, there is a 'Back' button. The main area contains two large tiles: 'Hazard' (light blue) and 'Incident' (yellow). The 'Incident' tile is circled in red. The 'Hazard' tile contains the text: 'Hazard', 'A Hazard', and 'Anything that has the potential to cause injury or harm.' The 'Incident' tile contains the text: 'Incident', 'An Incident', and 'An event that could have or did result in injury or harm (including any Injury, Illness, Property Damage or Near Miss).'

Select report 'An incident' to open the incident report form.

- The Incident Report form will open with questions requesting details of the incident.
 - The * icon indicates where a field is mandatory
 - The blue information bubbles provide guidance on the required information for each question.
 - The FAQ have commonly asked questions relevant to each page of the incident report.

Once you have completed the required information, select the Next  icon at the top of the page to progress to the next page.

The screenshot shows the 'Incident Report' interface. At the top, there is a navigation bar with buttons for 'Cancel', 'Previous', 'Next', 'Draft', and 'Help'. The 'Next' button is circled in red. Below the navigation bar, the main content area is titled 'Determine the type of incident'. It contains a question: '* Were multiple Incident Types involved?' with radio button options for 'No' and 'Yes'. A blue information bubble on the right explains: 'Select "YES" if there was impact or potential impact to more than one Incident Type due to the incident E.g. Injury/Illness to People and Damage to Assets/Property and Environmental impact'. There is also a small 'Draft' icon in the navigation bar.

- Follow the prompts to complete all pages of the incident report.

Use the Next  and Previous  icons to navigate between pages

The Draft  icon can be used to save the report to complete later

If you wish to cancel the report without saving a draft, use the Cancel  icon

The screenshot shows the 'Hazard Severity' section of the incident report. The navigation bar at the top contains buttons for 'Cancel', 'Previous', 'Next', 'Save', and 'Help'. This navigation bar is circled in red. The main content area is titled 'Hazard Severity:' and contains a question: 'I believe this Hazard has the potential to cause death or serious injury' with a checkbox. A blue information bubble on the right explains: 'Tick the box if you believe this Hazard has the potential to cause death or serious injury.' There is also a small 'Draft' icon in the navigation bar.

Some questions have a search  icon to allow you to select a relevant ECU Staff member or student.

One you select the search icon, the pop up box will appear. Follow the prompts to enter the search criteria, select the search button then choose the relevant individual from the results that appear.

Find a person ✕



i Enter one or more fields and click the search button to find a person

Search for: Supervisors/Managers Everyone

First Name:	<input type="text"/>	Surname:	<input type="text"/>
Employee ID:	<input type="text"/>	Login Name:	<input type="text"/>
Title:	<input type="text"/>	Location:	<input type="text"/>
Email:	<input type="text"/>		

Name	Title	Login Name	Employee ID	Location
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If you are an ECU staff member, the assigned person will default to your direct manager/supervisor. This can be edited if they are not the most appropriate person to manage the incident. ECU students should choose the ECU staff member who was responsible for them at the time the incident occurred. This may be a lecturer, course coordinator, tour group leader, practicum coordinator or principal investigator/research supervisor. Students should not be assigned incidents to investigate.

4. Confidential Incidents

Assign to:

 Do you wish to keep this incident confidential from your Supervisor / Manager or the Affected Person?

No
 Yes

*Manager/Supervisor:



Select the person to assign the incident to for investigation. This is typically your line manager. Select Confidential if you do not wish for your line manager to see the incident details.

Riskware provides the capability for incidents to be reported but kept confidential from the line manager of the involved person in sensitive situations.

Selecting the 'Yes' radio button will provide a pop up message to advise of the types of incidents that may be considered confidential and who the incident will be assigned to for investigation.

Confidentiality Statement 

Please only select this option if you do not wish for your supervisor or the person affected by the incident to see the incident details.

Whilst all incidents are treated sensitively and in accordance with the University's Policies and Guidelines, there may be instances where you do not want the details of the incident forwarded to your Supervisor or Line Manager. If you do not want the details of the incident forwarded to your Supervisor / Line Manager or person involved, you may tick "Yes" to this option to mark the incident as confidential.

Incidents marked as confidential will be assigned to the Manager Safety and Employment Relations (or delegate) for assessment prior to any further steps in the

Close

5. Attachments

You can upload attachments such as photos or relevant documents within the incident report. There is a specific question on the report form as below and once the "Click to add an attachment" button is selected a pop up box will provide further guidance.

Add an Attachment ✕



Browse / Drag Files * Max file size: 7MB

* Attachment Type:
Hazard ▼

Notes:

Confidential:

Upload Attachment

6. Submitting the incident report

Once all pages of the incident report are completed, the submit page will appear.

Select the submit icon to submit the incident.

Cancel Previous Next Submit Help

You are about to submit an Incident

To complete this process, please follow the instructions below

Person: Paige NEWTON

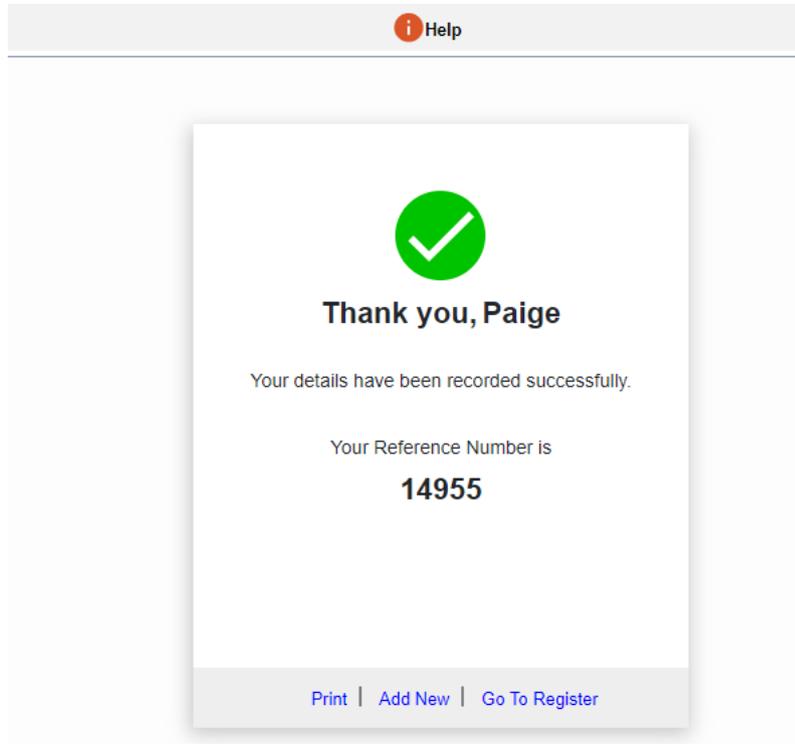
Assigned To:

To submit your request, click the button (located on the toolbar).

To review your information click the button (located on the toolbar).

7. Next steps

Once the incident is submitted you will receive a reference number and have the option to print the incident report.



You, your supervisor (or assigned responsible ECU staff member as entered on the incident report) and Health and Safety Representative (if entered on the report) will receive email notification of the incident report and the responsible person will be directed to complete the incident investigation and action plan in Riskware.