





Hazard Reporting Safety Alert

The intension of this safety alert is to clarify when to raise a maintenance request and when to raise a hazard in Riskware.

What is a Hazard?

A hazard is defined as “situations or things that have the potential to harm a person”. This is also referred as a “Risk Factor” in Riskware. The identification and reporting of workplace hazards is everyone’s responsibility, and all hazards must be assessed and controlled to eliminate or reduce the likelihood of harm.

Examples	Risk of Harm?	Image	Report and Action	Secondary Reporting
Housekeeping hazard in storeroom	YES		Report in Riskware as a “Hazard” and implement controls – i.e.: barricade off or clean storeroom	No further action
Light defect as part of workplace inspection and could cause harm to people	YES		Report in Riskware as a “Hazard” (select Maintenance Only) as outlined in the instructions below	No further action
Air conditioner, broken door handle etc. and there is no potential to harm a person	NO		Raise a Maintenance request by phone or email . If high risk - raise as a Health and Safety Issue via Riskware as a “Hazard” (Maintenance Only request)	No further action
Broken gutter on the side of a building above someone working	YES		Report in Riskware as a “Incident (near Miss)” and implement controls – i.e.: barricade off. Place Maintenance request number in Riskware	Raise Maintenance request by phone, email or online to repair the Gutter “Hazard” associated with the incident

How do I report a Hazard in Riskware?

As soon as practicable, after the hazard is identified, a hazard report should be made in [Riskware](#) or the pocketSafety mobile application. This includes any hazards that are noticed or arise out of, any University activity. Refer to the Riskware [“Report a Hazard”](#) information sheet and [Hazard Resolution Procedure](#).

Following the report of a hazard in Riskware, the Supervisor is required to create an action plan to eliminate or reduce the hazard. This may involve allocating actions to other persons at the University. Prior to allocating actions to others, please have a conversation with them. It may also involve raising a maintenance request, you can do this by following the “How do I raise a maintenance request”.

Reporting a Hazard in Riskware as a Maintenance only Report

Sometimes, a hazard needs to be reported in Riskware and a Maintenance notification is required to repair the hazard. For example:

- If there is a broken gutter on the side of a building above someone working, the job is to be ceased and additional controls implemented (ie: barricading tape) to ensure the gutter does not fall and injure the person.

In this case, a Hazard report must be raised in Riskware following the [“Report a Hazard”](#) info sheet and a Maintenance request must separately be raised to the Facilities Service Desk. The reference number for the Maintenance request can be recorded in Riskware.

How do I raise a Maintenance request?

Any maintenance defects on ECU’s buildings, equipment or assets that do not have the potential to harm a person are to be reported to the Maintenance Call Centre for recording in the Maintenance Management System (QFM). Maintenance requests will then be prioritised and tracked.

In some cases, there may be cleaning or maintenance in the workplace e.g.: person notices some lights are not working, broken pipe or door handle and there is no potential for harm to a person, but the item needs to be fixed, in these cases a maintenance request can be raised.

There are a number of ways to raise a maintenance request:

- 1) Phone or email Maintenance Call Centre on 6304 5554 or maint@ecu.edu.au.

Online [form](#) located on ECU’s Digital and Campus Services website.

Further information

ECU’s Health and Safety Management System includes documentation such as [Hazard Resolution Procedure and ECU’s Incident Reporting and Investigation Guideline](#) outlining the University’s process for reporting and resolving hazards in the workplace and ensuring they are rectified in order to prevent reoccurrence.

For self-help information on the Riskware Modules refer to ECU’s [Health, Safety and Wellness website](#) for information sheets and videos. There is also Riskware Work Health and Safety (WHS) Module training available upon request and support from the Safety and Employment Relations (SER) team, please contact the SER team by calling 6304 2302 or emailing osh@ecu.edu.au