Complete or Transfer a Task

Within Riskware, users can be allocated various tasks or actions to:

- Assist in controlling a risk identified in a risk assessment
- Eliminate or minimise a reported hazard
- Address a root cause identified from an incident investigation

	Tasks/Actions may be allocated to you from various modules of Riskware including the WHS Risk module and Incident and Hazard Module.

To view allocated Tasks:

1. If you have been allocated or transferred a task, you will receive an email notification advising you. This will include the details of the task, what it is related to (e.g. incident, risk assessment) and the due date.

Dear **Belinda OWEN**,

You have been allocated the following task - **Arrange Manual Handling training for staff** from WHS Risk Assessment # **20- transport of exam papers**.

If you wish to discuss this task or have concerns please contact the Risk Owner **Belinda OWEN**.

The task has a due date of **31/12/2019**

Please click here to view the risk, update task progress and completion or if relevant transfer the task to the appropriate person.

For instructions and guidance on how to manage tasks within riskware, please see our information sheet.

Regards,

Safety and Employment Relations Team | Human Resources Services Centre | ECU |
Phone: + 61 8 6304 2302 | Email: osh@ecu.edu.au | Web: http:// work health and safety

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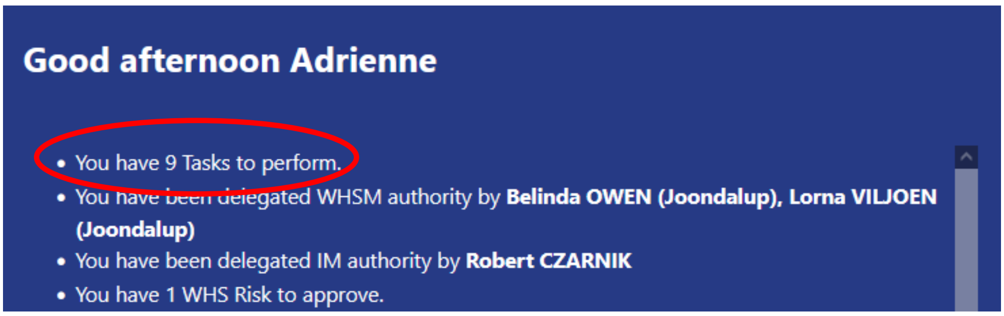
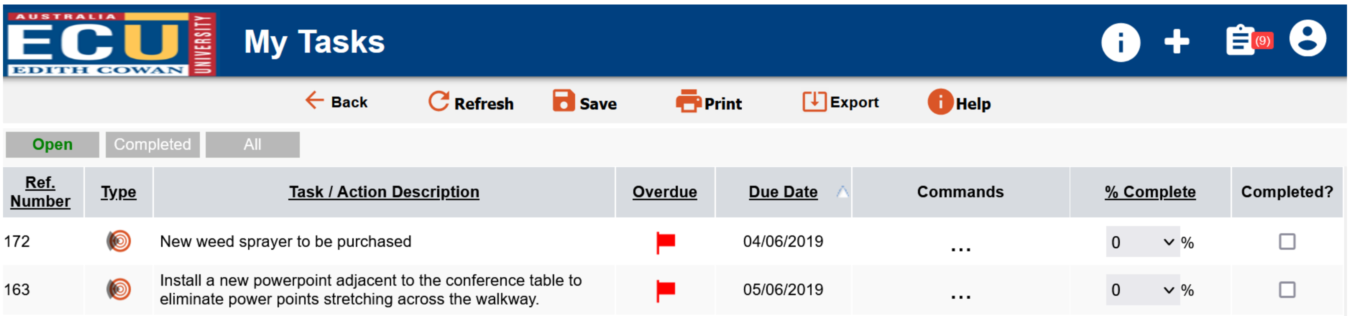
2. Task notifications will also appear on your Riskware home page and the number of tasks you have to complete will appear on the 'My Tasks' link at the top right hand side of the Riskware home page.



3. To view task(s) you have been allocated either:
   a. Click on the link in the email notification. This will open up the risk assessment or incident the task is related to.
   b. Click on the task link on your Riskware home page. This opens up the ‘My Tasks’ page.
   c. Navigate directly to the ‘My Tasks’ icon on the top right hand side of the Riskware home page.

4. The ‘My Tasks’ page will list all the tasks assigned to you for completion



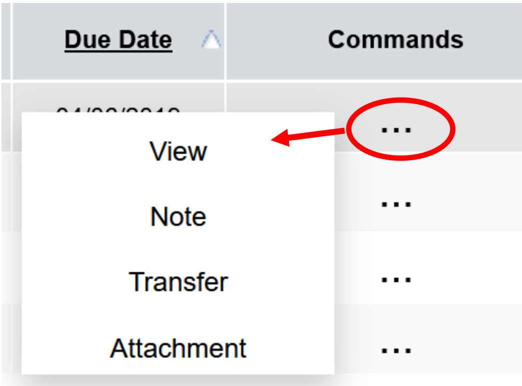
Key information displayed includes:

- The reference number and type provide information on the module the task is related to and the specific item reference number

  Task related to WHS Risk Module

  Task related to Incident and Hazard Module

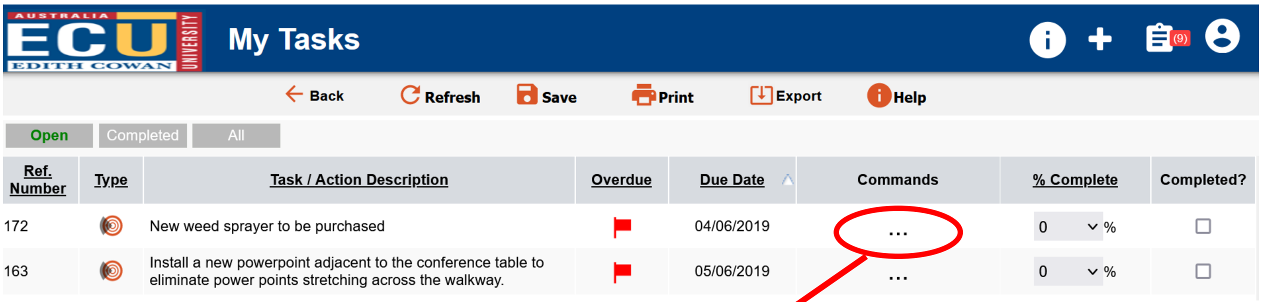
- Task description
- Due Date. Note – a red flag will appear if the task is overdue for completion and you will receive email notification of the overdue task.
- Selecting the thee dots in the Commands column will bring up the options to:
  - Select View – to view the risk assessment or incident details so you can get context for the completion of the task
  - Select Note – to Click on the allow you to document a note related to the task that can be viewed by the Supervisor.
  - Select Transfer - to transfer the task to another user (see below)
  - Select Attachment – to view any attached documents



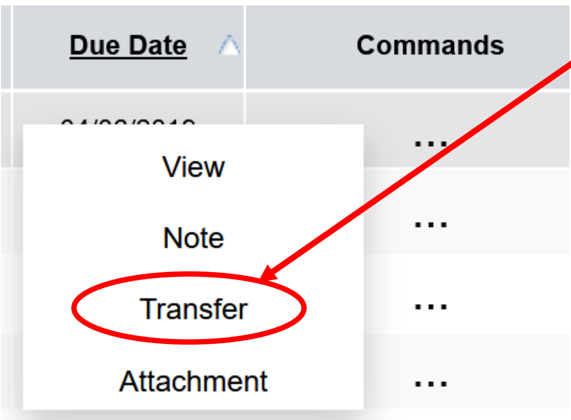
To transfer a Task:

1. If you believe you have been incorrectly allocated a task, or there is a more suitable person to complete the task, there is the opportunity to transfer the task to another user.

   From the 'My Tasks' page, select the three dots in the Commands column next to the task you wish to transfer.

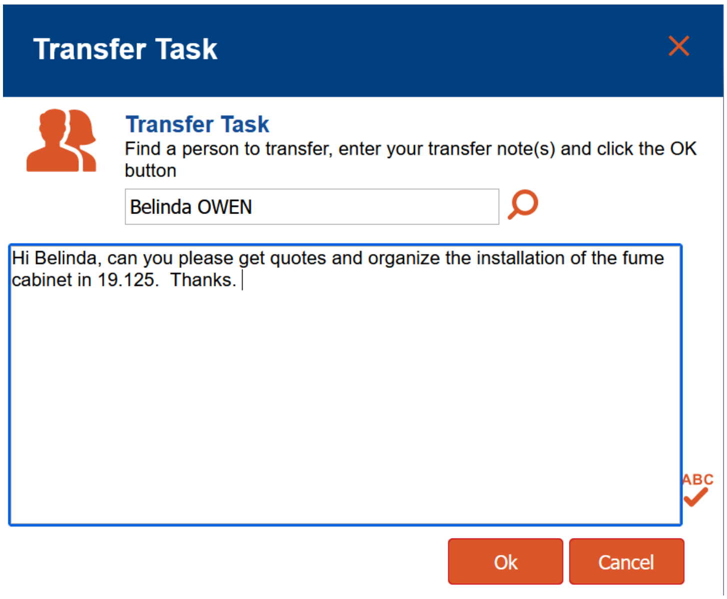


Then select 'Transfer' from the options.



2. A pop up 'Transfer Task' box will appear.

   Use the magnifying glass icon to search for the user you wish to transfer the task to and then add notes in the free text section.



Select the ‘Ok’ button to transfer the task.

3. The user you have allocated the task to will receive email notification the task has been transferred.

Dear **Belinda OWEN**,

The following task **Induct staff as to the need to wear gloves** with a due date of **28/02/2019** has been transferred to you by **Adrienne SEERY**.

The task is related to **Incident** report ref # : **45** - **Cut finger on broken pipette**

Adrienne SEERY has added the following transfer notes: Please action on my behalf.

Please contact them if you have any concerns with this transfer.

Please click here to view the Incident report.

Regards,

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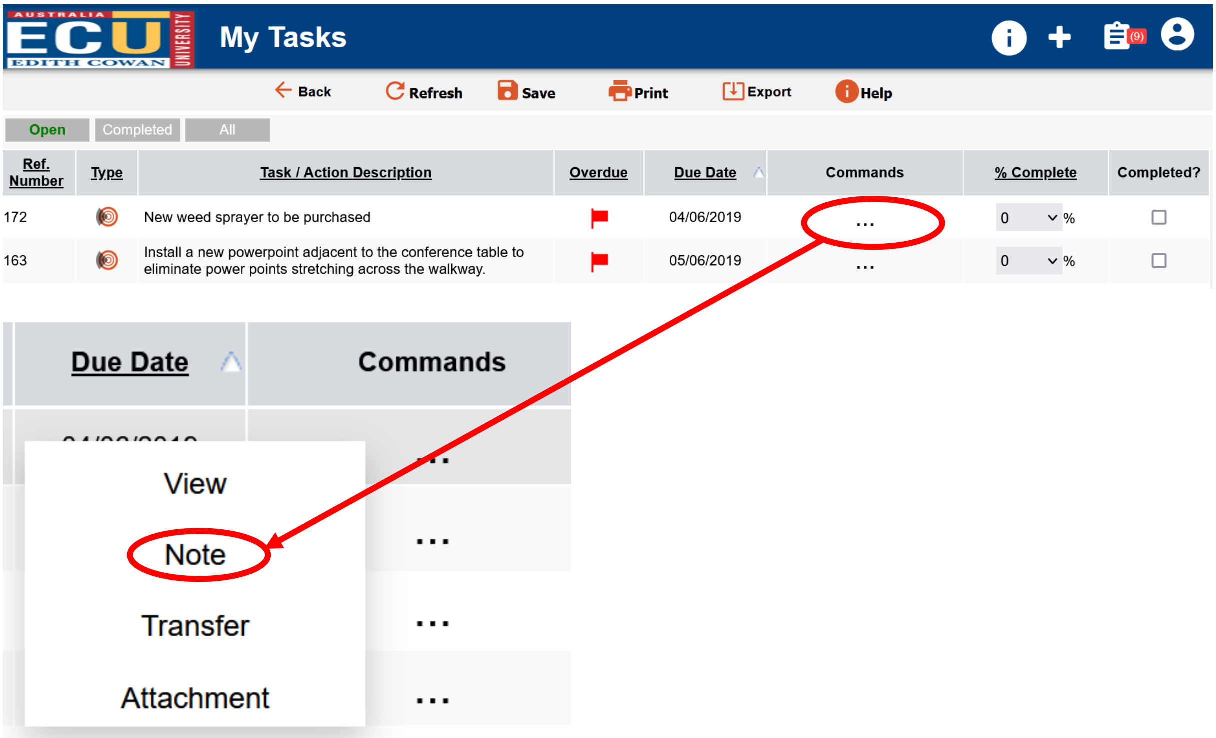
Add Notes to Task:

1. Once you have completed the allocated task or made progress towards completion, update the completion status via the 'My Tasks' page or Incident/Hazard Action Plan.

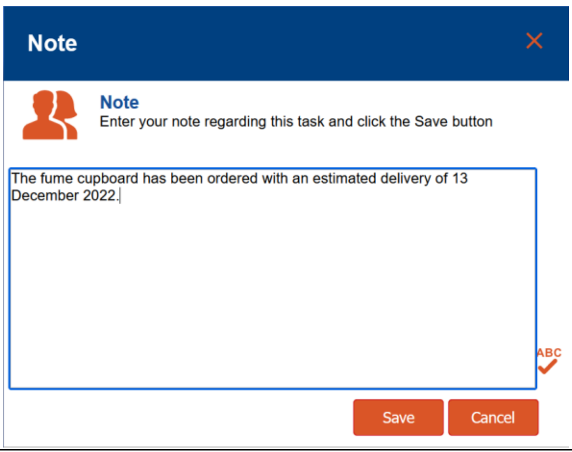
2. For partially completed tasks update the % complete.

3. You can add notes regarding the actions taken:

    a) From the 'My Tasks' page, select the three dots in the Commands column next to the task you wish to add notes to.



A pop up Note box will appear.

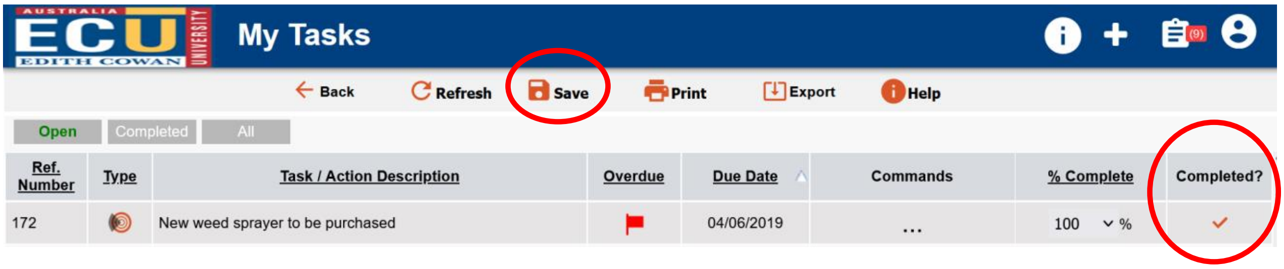


Add a note regarding the actions taken and click Save.

This note will be visible to the task owner, Supervisors and users with the OHS Coordinator role from the My Tasks list.

<u>Complete a Task:</u>

1. From the 'My Tasks' page tick the 'Completed?' box when the task has been 100% complete and don't forget to 'Save'.



2. When the task is complete the Risk Owner or Incident Owner will receive email notification the task is completed.