1. Introduction

This guide is for Managers and Supervisors to help navigate the functions used to manage health and safety related hazards and incidents in your role as a Manager or Supervisor at the University of Western Australia.

Incident investigations assist to identify the root causes and contributing factors of incidents and hazards. The findings from an investigation assist the development of an action place to ensure corrective actions are put in place to prevent hazards/ incidents from occurring.

Managers or Supervisors shall ensure that all actions plans are completed within 7 working days of receipt of incident/hazard notification.

The following steps are to be undertaken to complete an investigation (if applicable) and action plan for assigned incidents and hazards.

2. Email Notifications

<table>
<thead>
<tr>
<th>On Screen</th>
<th>Information to Enter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dear FIRSTNAME LASTNAME</strong>&lt;br&gt;A new INCIDENT/HAZARD has been logged by INJURED PERSON, with ref #&lt;br&gt;Details are as follows:&lt;br&gt;Date of INCIDENT/HAZARD: DATE&lt;br&gt;Person affected: INJURED PERSON&lt;br&gt;The Incident Description was: INCIDENT DETAILS DESCRIPTION&lt;br&gt;The Incident was located at: LOCATION, LOCATION DESCRIPTION&lt;br&gt;The actions already taken: ACTIONS TAKEN&lt;br&gt;Suggested additional actions: RECOMMENDED ACTIONS&lt;br&gt;As the assigned supervisor, you are required to:&lt;br&gt;Complete and action plan within 7 days.&lt;br&gt;If the incident is rated High and Very high then you will be required to conduct an investigation require an investigation&lt;br&gt;Please log into RiskWare if you need to view the report and complete the Action Plan.&lt;br&gt;Regards,&lt;br&gt;UWA Safety, Health and Wellbeing team&lt;br&gt;FAG?&lt;br&gt;PLEASE DO NOT REPLY TO THIS EMAIL - THIS IS AN AUTOMATED SERVICE&lt;br&gt;</td>
<td>When a hazard or incident has been lodged, an automatic notification email will be sent to the assigned Manager/Supervisor.&lt;br&gt;When you receive an email notification you will need to log into Riskware to view the incident/hazard and take the appropriate action.&lt;br&gt;You will also receive a notification on your Riskware notification centre once you have logged in.</td>
</tr>
</tbody>
</table>
3. How to Log In

<table>
<thead>
<tr>
<th>On Screen</th>
<th>Information to Enter</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name:</td>
<td>Log into Riskware using your UWA Pheme ID and password</td>
</tr>
<tr>
<td>Password:</td>
<td></td>
</tr>
<tr>
<td>Log In</td>
<td></td>
</tr>
</tbody>
</table>

4. Home Page

Once you have logged into Riskware the following homepage will appear

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Information</td>
<td>All alerts, information and answers to the Frequently Asked Questions are displayed in this area.</td>
</tr>
<tr>
<td>(B) Frequently Asked Questions</td>
<td>Common questions are displayed here to provide help for specific concepts. To access a FAQ simply click on the appropriate question.</td>
</tr>
<tr>
<td>(C) Notification Centre</td>
<td>Any system message(s) requiring your attention is displayed in this area.</td>
</tr>
<tr>
<td>(D) Mechanism of Incident</td>
<td>A pie chart displaying the Mechanism of Injury for the area of your responsibility. The Mechanism of Injury displays the way in which the incident or injury was sustained.</td>
</tr>
<tr>
<td>(E) Incident Tend</td>
<td>A line graph displaying the incident trend for the area of your responsibility.</td>
</tr>
<tr>
<td>(F) My Tools</td>
<td>Incident/Hazard Register: Click to view and manage your incidents and hazards Incident/Hazard Reporting: Click to report an incident or hazard Analyse Data: Click to analyse your local data</td>
</tr>
<tr>
<td>(G) Quick Links</td>
<td>Quick access links to the various functions and areas of the application.</td>
</tr>
</tbody>
</table>
### 5. Incident/Hazard Register

To access the Incident/Hazard Register, click on the icon.

The Assigned Incidents screen is displayed, with all incidents or hazards assigned to you as a Supervisor.

To view the details of an incident/hazard click on the `View Details` button.

<table>
<thead>
<tr>
<th>Assigned Incidents/Hazards</th>
<th>Manage all the incidents/hazards assigned to you</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Incidents/Hazards</td>
<td>View all incidents/hazards reported by you</td>
</tr>
<tr>
<td>Department Register</td>
<td>View all incidents/hazards reported by your department</td>
</tr>
<tr>
<td>Enter Action Plan</td>
<td>Enter control measures and close out hazard/incident</td>
</tr>
</tbody>
</table>

**Delegation**
Delegate your authority to another person if you are going on annual leave.

**Refresh**
Update latest information.

**View Details**
Provides details of incident/hazard and allows editing, inviting and investigating.

**Invite**
 Invite others to view incident/hazard and help with the action plan.

**Transfer**
 Transfer an incident/hazard to another person if you have been assigned in error.

**Cancel**
 Cancel incident/hazard.

**Investigate**
 Enter investigation details only for Incidents rated High or Very High.

On the Incident Details page you can:
- Edit the details, add notes or attachments
- Investigate (for incidents only)
- Invite someone to view the details
- Complete an action plan
- View the audit trail of all the actions taken.
6. OHS Verification – do not complete

Safety Coordinators will have access to see the OHS verification tick on the
- Incident/Hazards details page
- Action plan page

Please do not tick this box as it is used a verification tool by the UWA Safety Health and Wellbeing section. The UWA Safety Health and Wellbeing section will tick the box once it has been read and verified by a Safety Health and Wellbeing staff member.

As the CHS representative of the OHS team, I have read and verified the details

7. Action Plan

You are required to complete an Action Plan for every hazard or incident.

The action plan is required to be completed within 7 working days of receipt of the incident / hazard notification email. After this time, overdue escalation emails will be sent.

On the Assigned Incidents/Hazards screen click to allow other staff members to view the incident and assist with the action plan. If the incident needs to be managed by another person click on and enter the transfer notes. An email will be sent to the invited or transferred person. To start the action plan click on.
Enter the immediate action you took after being notified of the incident:

For example: Placed duck tape on the raised piece of carpet to temporarily cover the trip hazard.

Submit Campus Management Jobs Request to have the carpet on the stair to be fixed to remove the trip hazard.

Enter the immediate action you took after being informed of the incident or hazard.

These should relate to any corrective actions that were implemented or are going to be implemented to prevent similar hazards or incidents from occurring.

Rate the risk level at the time the hazard or incident occurred. This involves taking into consideration the likelihood of this incident/hazard occurring at the time and the consequence of someone being exposed to the incident/hazard. Use the detailed descriptors to assist with the risk rating. If the Risk Rating given to the incident in this step is High or Very High then the system will require you to complete an investigation.

Click to move to the next page

Can this Risk be eliminated?

Click on Yes if the risk can be completely eliminated

E.g: You can eliminate risks associated with working at height if the job can be undertaken at ground level.
Identify control measure(s) to put in place to control each contributing factor to the incident and describe how you will reduce the risk of the incident/hazard from occurring again. Use the dropdown menu to select control measures based on the Hierarchy of Control and provide the details of the corrective action in the text box.

**Hierarchy of Control**

1. **Elimination**: remove the hazard completely.
2. **Substitution**: Replace with a less hazardous alternative. e.g. Replace solvent paint with a water based paint.
3. **Isolation**: Isolate the hazard from personnel.
4. **Engineering**: Make changes to process, equipment or plant to reduce the hazard. e.g. Install guarding on machinery.
5. **Administration**: Establish policies, procedures, signage or training to minimise the risk.
6. **Personal Protective Equipment (PPE)**: Protect a person from the hazard by wearing PPE e.g. Gloves, safety glasses, hard hats.

**Controls not required**: If the risk is low then no controls may be required.

If no controls are required to reduce the risk of the incident/hazard, you must select “Controls not required” from the drop down list.

Assign a target completion date for the control measure and the person responsible. The person responsible will receive an email notifying them of the assigned action. They will then be able to log in and mark the progress or completion of the assigned action (s). Alternatively to modify the progress of the action yourself, use the % complete drop down or tick the checkbox when the action is complete.
To add more control measures, click on the green cross at the bottom of each window.

Click Next to continue.

Initial level of Risk before any Control Measures appears

Reassess the risk rating by accounting for the new control measures put in place.

Then click the Submit button.

You will receive a confirmation email once the action plan has been submitted. The person involved in the incident/hazard will also receive an email. Please liaise with the person involved to discuss the outcomes of the action plan.
7. Undertake Investigation (High and Very High Risk Incidents Only)

Once you have viewed the details on the incident/hazard and entered an action plan, the system will require an investigation of the incident/hazard if the Risk Rating of the incident is High or Very High.

You are required to complete an action plan for every incident. Only an action plan is required to be completed for a hazard.

<table>
<thead>
<tr>
<th>Details of the Incident being investigated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person: Employee TEST</td>
</tr>
<tr>
<td>Date of Incident: 02/09/2016 08:50 AM</td>
</tr>
<tr>
<td>Incident Description:</td>
</tr>
<tr>
<td>I was walking up the stairwell when I tripped on the edge of a step and fell awkwardly up the stairs onto my right knee.</td>
</tr>
</tbody>
</table>

To investigate an incident go to the Assigned Incidents/Hazards page and click on `Investigate`.

The Incident Investigation page will appear. Commence in the `Planning` tab.

Pre-populated information from the submitted report will be located in the incident details section.

<table>
<thead>
<tr>
<th>Details of the Incident Investigation Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Investigation:</td>
</tr>
<tr>
<td>02/09/2016</td>
</tr>
<tr>
<td>Investigation Team</td>
</tr>
<tr>
<td>John Smith, Safety and Health Representative, Ext 1334</td>
</tr>
<tr>
<td>Jane Doe, Safety Advisor, Safety Health and Wellbeing Team, Ext 2346</td>
</tr>
</tbody>
</table>

Enter the details of the Investigation Team.

Investigations may require the input from the Safety and Health Representative, Safety Health and Wellbeing Team or other subject matter experts.

Ensure that the team member’s names and contact details are added to the free text field.
Enter the names, contact details and description of the witnesses’ role into the free text field.

Click the Event Timeline tab to move to the next page.

Provide as much specific detail as possible to outline the sequence of events which led up to the incident.

Click the tab to move to the next page.

Provide as much specific detail as possible to outline the events following the incident. This will assist you to review the response to the incident. For example: first aid, emergency response.

Click the Contributing Factors tab to move to the next page.

Using the information obtained from the investigation, select the behavioural cause(s) that were the contributing factors to the incident. One or more may be selected.

Enter more information into the free text field once the check box has been selected.
Select the physical cause(s) that were the contributing factors to the incident. One or more may be selected. Enter more information into the free text field once the check box has been selected.

<table>
<thead>
<tr>
<th>Physical Causes of the Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Lighting</td>
</tr>
<tr>
<td>☑ Loose, Slippery or uneven surfaces</td>
</tr>
</tbody>
</table>

The second stair on the level 2 Eastern stairwell has a raised piece of carpet.

Select the contributed factors to the incident. One or more factors may be selected.

Enter more information into the free text field once the check box has been selected.

Click on the submit button to finalize the investigation.

The contributing factors that you have selected should assist to implement control measures that will be entered in the action plan.

To conduct the action plan select “Click here to return”.

Investigation Submitted

Your information has been recorded successfully.

Return to the ‘Action Plan’ screen and input the recommendations and/or actions identified during the investigation. (Ensure all relevant photographs and documents are attached to the incident report.)

Click here to return
8. My Tasks

Corrective actions assigned to you will be located in the “My Tasks” section. This can be accessed by clicking the My Tasks icon at the top of any page. From the My Tasks section you can view all, open and completed corrective actions that have been assigned to you.

To change the progress of a corrective action, use the drop down % box to select a percentage. Click on the post it note icon to add notes relating to the progress of the action.

Once a corrective action is completed, click the completed checkbox and then click the save icon.

If a corrective action is modified, an email will be sent to the corrective action owner notifying them that a modification to the corrective action has occurred.

To transfer a task to another person, click on the icon and a Transfer Task pop up box will appear.

Use the icon to perform a staff search and select the person to transfer the task to.

Use the free text box to type your message to the transferred tasks person and click OK.
9. Reviewing Control Measures

In order to assess whether control measures are effectively reducing risks, a review must occur within the following periods dependent on the residual risk rating from the action plan:

- Low 6 Month(s)
- Medium 3 Month(s)
- High 1 Month(s)
- Very High 2 Week(s)

To review the control measures:

1. Click on the Incident/Hazard Register
2. Go to the Assigned Incidents/Hazards
3. Click on the “for review” tab
4. Click “review controls.”
5. Select the effectiveness from the drop down box and include any notes in the text box.
6. Once the corrective action has been reviewed the incident will no longer appear under the “for review” tab.