


How to report hazards and incidents that require campus management or maintenance

Should I use RiskWare or [Campus Management Service Request](#)?

RiskWare is used to report and manage all work related incidents and hazards.

The Campus Management Service Request tool is used to report a fault, or request repairs or alterations within or outside all University facilities, infrastructure and grounds. Once a service request has been submitted an email will be issued confirming receipt of the job request – this will include a service request and/or work order number.

In responding to hazard and incident reports it may sometimes be necessary to request maintenance on buildings or grounds as one of the risk control measures to prevent future related incidents. In these cases it is necessary to use both RiskWare and Campus Assist Online in parallel by referring to the service request and/or work order number in the control measures (see diagram below).

Contributing Factor	Control Measure*	Target Completion Date*	Person Responsible*	Actual Completion Date
Identified Contributing Factor(s) that led to the incident	Start at the top of this list and select one or more controls you will put in place.	Enter your anticipated date for completion	Who is responsible for implementing this Control?	Tick the checkbox when complete
2. Physical Causes Flooring Carpet on the stair is Damaged	4 - Engineering Place Campus Management Jobs Request to have the carpet on the stairwell creating a trip hazard replaced	August 2017 August 2017 M T W T F S S 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 2 3 4 5 6 7 8 9 10	Joe Bloggs Search Work Order: CM Job Req # 123454 % Complete: 50	<input type="checkbox"/>
 Add another Contributing Factor/Control Measure				