Hazard Training Guide

Using the FlinSafe Portal v1.4

WHS

Version Control

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Issue	Date	Reason for amendment
1.0	18 Sep 2013	Document Created
1.1	23 Sep 2013	Updated terms and manual text
1.2	29 Sep 2013	Added new terms, risk matrix, accessing software externally, search feature, reorganised sequence of manual contents. Updated manual contents and references.
1.3	3 Nov 2013	System updates reflected in manual including branding and images
1.31	21 Feb 2014	Updated system web links to reflect final web sites
1.4	22 Aug 2014	Updated forms and text according to new form designs.

Contents

Terms used in this guide

For the purpose of this guide and use of the forms, the below table outlines terms and abbreviations used throughout the FlinSafe Portal.

Term / Abbreviation	Description
Attachments	Any document or file such as a photo, Word document or scanned document. Title is a meaningful description of what the attachment is.
Company / School / Division	Is the School / Division area of the University or company the Reported By Person works for (i.e. a contractor).
Corrective Actions	Actions taken to correct the issues relating to a hazard. Actions may include cleaning up spills, moving boxes away from an area where people may trip over them or may be more complex involving a number of steps and / or actions.
Faculty / Portfolio	The main administrative unit that manages the area where the hazard is located (if known). There are 4 main Faculties and a number of Portfolios within the University.
FAN	Flinders Authentication Name is used to identify a person
Further Location Details	Extra details that provide a more specific description of the where the hazard is located. Even if a Site and Location are chosen, details can be entered here to more describe the location such as 'the North Western corner of the courtyard.' This may also be used where Site and Location are not listed such as "10Kms south east of Alice Springs."
Hazard	A situation or thing which has the potential to harm a person. An example might be boxes left in a corridor where someone may trip over them.
Hazard Class	Incidental – for hazards that are noticed through workplace inspections or general observations. Systematic – hazards that have already been identified through a process of activity such as a Safe operating Procedure or Risk Assessment.
Hazard Type	The type of issue the hazard is related to in its ability to affect a person, the operation of a piece of equipment or the environment (or even a combination of the three). The hazard might be related to something more physical such as a piece of equipment or might be a chemical, biological, radiation, human or other.
Location	Is a building or area outside that relates to the Site chosen. If a Location cannot be found then choose 'Not Listed.' If 'Not Listed' is chosen then Further Location Details will need to be entered to help identify where the hazard is located.
Moderator Team	Is a person or team that looks after hazards reported for their School / Division and makes sure the hazards are reported to the correct people in the University.
Operational Activity	What activity / task was being performed at the time the hazard was noticed. Some examples may include office work, working with equipment in a workshop or performing maintenance.
Red Asterisk (*)	Used to identify that a detail is mandatory (required) to be entered before submitting the hazard.
Reported By person	The person who has reported the hazard. There may be times where the person that reports the hazard is unable to do so and another person reports on their behalf.
Risk Matrix	Determines the level of risk through two factors – how likely (likelihood) and how severely (consequence) a person will be injured or become ill as a result of being exposed to the hazard.
School / Division (Location)	This is the administrative area within the Faculty / Portfolio that manages the area where the hazard is located (if known).
Site	The campus or main area the University owns or works in. If the Site cannot be found, then choose 'Not Listed.' If 'Not Listed' is chosen then Further Location Details will need to be entered to help identify where the hazard is located.
Supervisor	The Report By person's Supervisor or immediate Manager. This detail is used to notify the Supervisor / Manager of the hazard so they are aware and may be involved in the investigation and managing of the hazard.
WHS Unit	Work Health and Safety Unit is the University's central unit for providing expert advice and assistance to the University community on Work Health and Safety matters.

Hazard Overview

A hazard can be reported by anyone including staff, students, contractors, member of the public, etc. The FlinSafe Portal allows the reporting and investigating of hazards through a web form, which requires a login. This limits the number of people that can investigate a hazard to continuing and fixed-term staff only.

The web site can be accessed via https://flinsafeportal.flinders.edu.au/FlindersESSportal/.

If you do not have access to this web site, please use the Public Portal, which can be found at https://flinsafeportal.flinders.edu.au/FlindersECportal/.

Supported Web Browsers include Internet Explorer and Safari.

FlinSafe Portal

The following information provides an overview of steps required to process a hazard using the **FlinSafe Portal**:

Reporting a Hazard

1. Reporting a Hazard
   a. Entering Location Details of where the hazard is located.
      i. If the location relates to an area of the University (i.e. Education Building may be Faculty / Portfolio = Faculty of Education, Humanities and Law; School / Division = School of Education), then the Faculty / Portfolio and School / Division details may be entered.
   b. Details of the hazard itself.
   c. Details of any immediate actions taken to correct the issue (if any). If no actions were taken, please enter "None taken."
   d. Details of corrective actions suggested / recommended to be taken.
   e. Reported By details of the person reporting the hazard (please include contact details).
   f. Details of the supervisor of the Reported By person.
   g. Attaching any documents, including photos or a document with more details to help in further investigation of the hazard.
   h. Submitting the hazard.
2. Investigating a Hazard
   a. Review Hazard Details (including risk level).
   b. Review suggested corrective actions.
   c. Update Investigation notes.
3. Creating and Assigning Corrective Actions
   a. Creating Corrective Actions.
   b. Assigning Corrective Actions.
4. Action Updates and Completing Corrective Actions that have been assigned to you
   a. Review Corrective Action.
   b. Update Corrective Action with action updates.
   c. Completing the Corrective Action by marking it as complete.
5. Reviewing and submitting the Hazard Investigation
   a. Review Hazard to ensure corrective actions have been assigned.
   b. Proposing a residual risk level once corrective actions have been completed.
   c. Submitting hazard investigation once corrective actions have been completed.

Logging in Externally (i.e. from home)

The web site can be accessed via https://flinsafeportal.flinders.edu.au/FlindersESSportal/.

Note: To be able to access the web site externally from the Flinders University computer network, a VPN Client will likely be required. This can be obtained through Flinders University ITS Support.

When accessing the FlinSafe Portal from outside of the Flinders University network, the following window will be displayed:
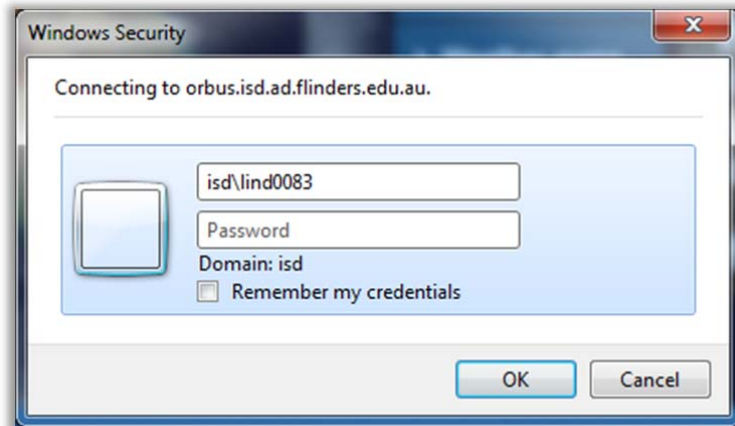
In addition to the normal login details, the login should have the following:

Username (top box): isd*<FAN>*
Password: *<FAN password>*

For example:

Username: isd\lind0083

Note: It is suggested that you do <u>not</u> tick the remember my credentials, especially when using a publicly available computer, as this compromises the security of your login. It is also suggested that once you have finished your work in the FlinSafe Portal, that you log out via the menu and close any open browser windows.

Using Search in the FlinSafe Portal

There are a few areas where a 'Search' function is provided to allow finding a person easier and more accurate.

- *First Name*, *Last Name*, *Contact Phone* and *FAN* in the above figure are 'Search Criteria.'
- Type any of these details in and click **Search**.
- Click on **Reported By** to see the results (unless Reported By displays text indicating there are too many results, where you may need to refine your search criteria – i.e. use First Name and Last name instead of First Name only).

Using the Risk Matrix to determine Risk Level

The WHS Management System at Flinders University uses the following risk matrix when determining the level of risk of hazards [1].

Step A - Consider the consequences		Step B - Consider the likelihood	
For each hazard, consider the consequences if something happens. Consider what could reasonably have happened, as well as what actually happened (if there was an accident/incident). Look at the descriptions below and choose the most suitable consequence		How likely is it that something will happen as a result of the hazard? Look at the descriptions below and choose the most suitable Likelihood	
Consequence	**Description**	**Likelihood**	**Description**
Fatality	May cause death and/or severe irreversible disability, and/or permanent ill health	Very likely	Expected to occur in most circumstances
Major	Severe injury or illness	Likely	Will probably occur in most circumstances
Minor	Minor (usually reversible) injury or illness resulting in days off work	Possible	Might occur occasionally
First Aid only	First aid level medical treatment	Unlikely	Could happen at some time
Negligible	No treatment required	Highly unlikely	May happen only in exceptional circumstances

Step C – Calculate the Risk Level
1. Take the Step A rating and select the correct line
2. Take the Step B rating and select the correct column
3. Circle the risk level where the two ratings cross in the matrix below

Risk level = ………………………

Consequence	Likelihood				
	Very likely	**Likely**	**Possible**	**Unlikely**	**Highly unlikely**
Fatality	Extreme	High	High	High	Medium
Major injury	High	High	High	Medium	Medium
Minor injury	High	Medium	Medium	Medium	Medium
First aid	Medium	Medium	Medium	Low	Low
Negligible	Medium	Medium	Low	Low	Low

As an example, if a hazard has been identified as having a consequence of 'Minor' and a likelihood of 'Possible,' then the risk level is **Medium**. This is determined by looking across the **Minor Injury** row and then then looking down the **Possible** column. Where they intersect gives the risk level of **Medium**.

[1] Reference: *Work Health and Safety Risk Management Policy*, Flinders University, 2013.

1. Report a Hazard

The FlinSafe Portal is available to staff with a current Continuing or Fixed-Term appointment. If you do not have access to the FlinSafe Portal please use the Public Portal form to report a hazard.

To report a Hazard via the FlinSafe Portal go to https://flinsafeportal.flinders.edu.au/FlindersESSPortal (see **Figure 01** below).

(Figure 01: Log in)

- Enter your FAN
- Enter your FAN password (we recommend not ticking 'Remember Me')
- Click the Login link

From the top menu bar select
Hazards > New Hazard (see **Figure 02** below)

(Figure 02: Menu)

A form called **New Hazard** will open (see **Figure 03** on the next page). Please complete all sections on the form.

Helpful Hints:
Mandatory - All fields marked with a red asterisk (*) must be completed before the report can be submitted.

1. ***Location Details*** - If the hazard is not related to a Faculty or Portfolio leave the 'Faculty/Portfolio' and 'School/Division' fields blank. 'Further Location Details' should be used to help describe the site and location details in more detail.

2. ***Select Reported By*** - This is usually the person entering the hazard, or you may search and select another contact name if you are reporting the hazard on behalf of another person.

3. ***Assign Hazard Investigation*** - This is usually the Topic Coordinator / Supervisor of the 'Reported By' person or a person who looks after hazards for a specific location. If you are the Supervisor you can assign the report to yourself to continue with the investigation process. Note the search will only display FlinSafe users. If the appropriate person cannot be found in the list, leave the 'Assigned To' field blank and the report will automatically be sent to the Moderator of the School/Division on submission. If no School/Division was selected, the report will be sent to the WHS Unit.

④   ***Attachments*** - Attach photos or additional documentation relating to the hazard to assist with the investigation.

⑤   ***Submit -*** A successful message will appear. This action will immediately send the hazard report to the nominated 'Assigned To' person for investigation or the School/Division Moderator, if left blank.

(Figure 03: New Hazard)

A message will appear confirming the report was submitted successfully (see **Figure 04** below).

Note: If a message similar to **Figure 04** does not appear and the hazard report is still visible, check to see if any of the mandatory fields (*) need to be filled in. There may be a message such as 'Required Field' by each (*) field that is blank

(Figure 04: Success message)
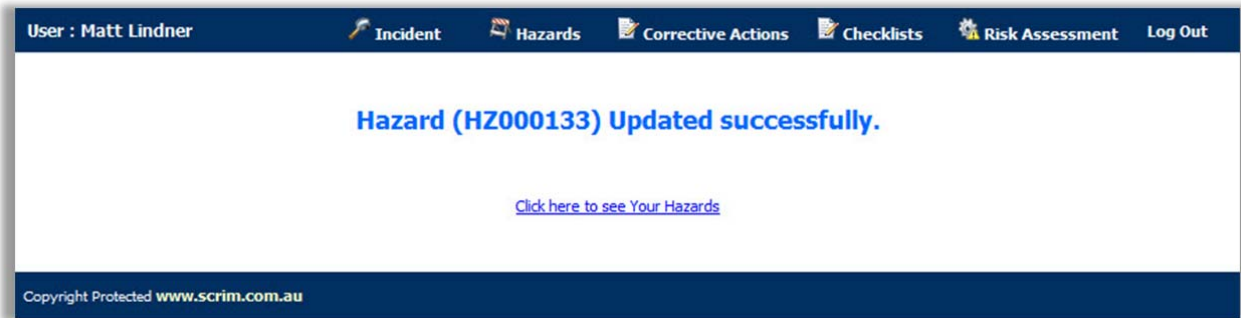
To view the saved hazard report, go to menu Hazard > My Hazards (refer to **Figure 02** on page 7).

2. Investigate a Hazard & Create Corrective Actions

If a hazard report has been assigned to you, an email notification will be sent to your Flinders email account requesting your action, similar to the example in **Figure 05** below.

Click the link within the email to open the report.

(Figure 05: Email)

Or, log into FlinSafe (https://flinsafeportal.flinders.edu.au/FlindersESSPortal/)
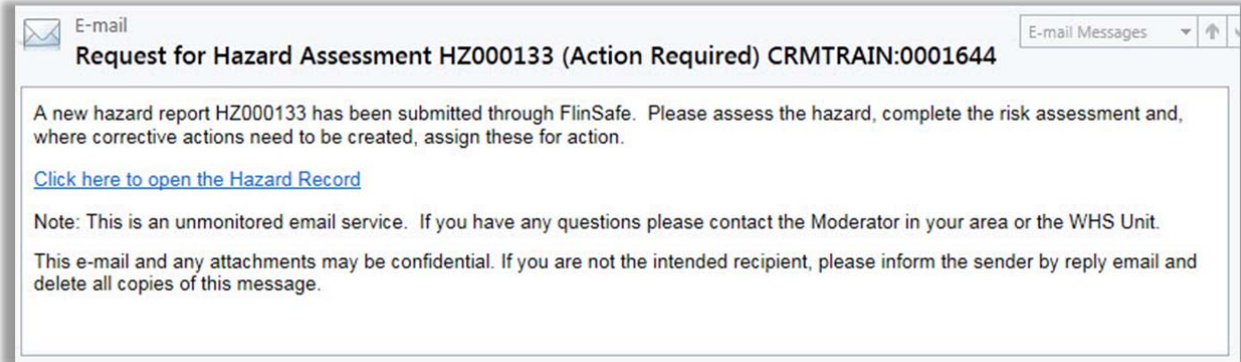
Select Hazards > My Investigations (see **Figure 06** below).

(Figure 06: Menu)
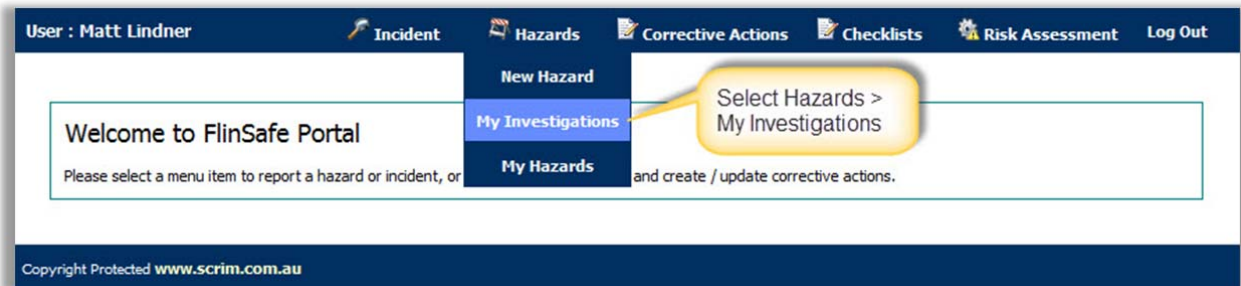
Click on the appropriate 'Reference Number' to open the report (see **Figure 07** below).

(Figure 07: Select report)
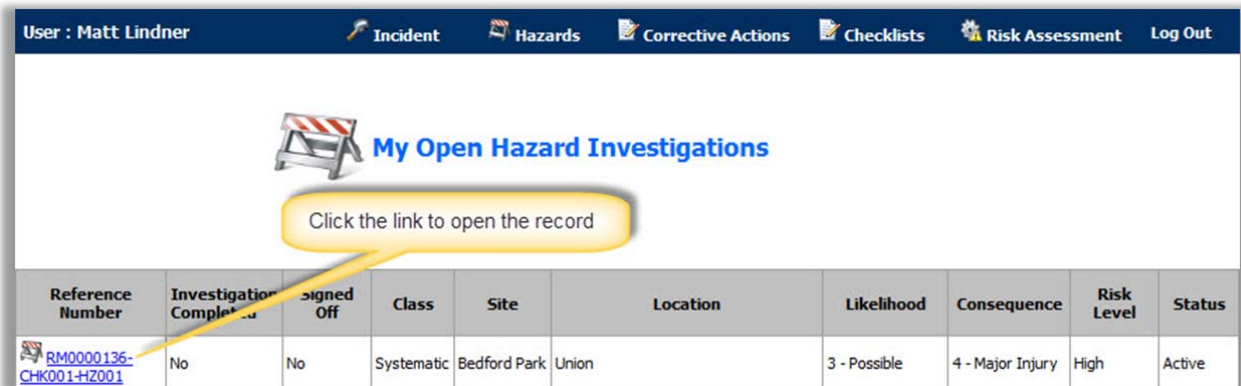
The form will initially open in collapse mode displaying only the fields that require action. To view the full hazard details click this icon ⊠ to expand the form (see **Figure 08** below).

The following steps are required:

- Assess the hazard
- Review the initial Risk Level (Risk Matrix – refer to **page 6** for how to determine risk level)
- Create a Corrective Action
- Propose the Residual Risk Level (refer to **page 6** to determine risk level)
- Submit the Investigation (or Save the Investigation until the Corrective Action is complete)

Click the 'Add Corrective Action' link.   Creating Corrective Actions are explained in **Section 2a** (pg 12).
If the Hazard Investigation is not completed and needs to be saved for later, refer to **Section 4** (pg 17).

Note: Hazards where there are no corrective actions (i.e. find it is not a hazard), need to have details of why no corrective actions were created typed into the **Reason No Corrective Actions Were Created** box.

(Figure 08: Edit Hazard)

2a. New Corrective Actions *(Submit as Not Complete)*

A form called **New Corrective Action** will open in front of the hazard form (see **Figure 09** below).

Helpful Hints:
Mandatory - All Fields marked with a red asterisk (*****) must be completed before the report can be submitted.

❶ ***Assigned To*** – The person assigned to complete the corrective action.

❷ ***Action to be taken*** **–** Action required to fix the issue described in 'Corrective Action Description'.

❸ ***Control Type*** **–** Select a value on the list based on the risk control hierarchy.

❹ ***Priority*** **–** Select a value on the list based on the level of risk and how soon the corrective action needs to be completed.

❺ ***Submit*** - If the corrective action is **not** complete, select Submit. This action will save the corrective action report allowing you to complete the report at a later date. On selecting Submit this form will close and return back to the hazard form. Completing a Corrective Action is covered in **Section 3** (pg 13).

(Figure 09 : New Corrective Action)

2b. New Corrective Actions *(Submit & Mark Complete)*

If you assigned yourself to the corrective action report, the *'*Action Update' and 'Completion Comment' fields become active. Please be sure to enter a comment in these fields before completing the corrective action.

For the following items, please refer to **Figure 10** below.

① **Action Update –** Enter details of any actions (including dates) that were made towards completing the corrective action.

② **Completion Comment –** Enter comments about the corrective action not included in 'Action Update'.

③ **Was the Corrective Action Completed Today?** – If the corrective action is complete on the day of submission tick **'Yes'**. Or, if the corrective action was completed on a date prior to submission, tick **'No'** and enter the *'Actual End'* date it was complete.

④ **Submit and Mark Complete** – When the corrective action is complete, select 'Submit and Mark Complete'. This action will close the corrective action and return back to the hazard form.

(Figure 10 : Corrective Action)

3. Complete Corrective Actions

If a corrective action report was saved to complete at a later date, or the corrective action was re-assigned to another person, an email is sent to the 'Assigned To' person when the report is saved.
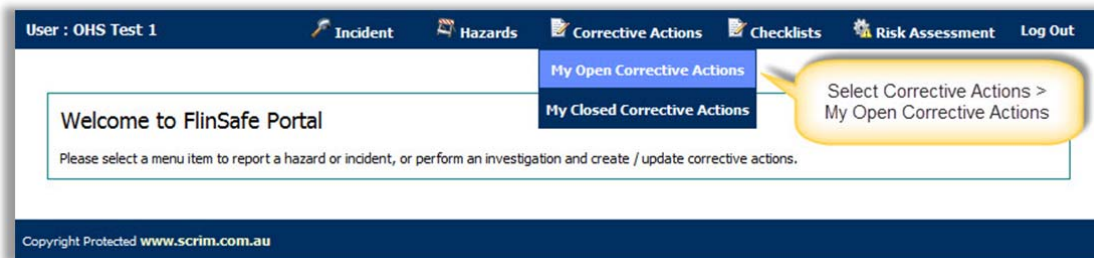
To open the corrective action report click the link provided in the email (see **Figure 11** below).
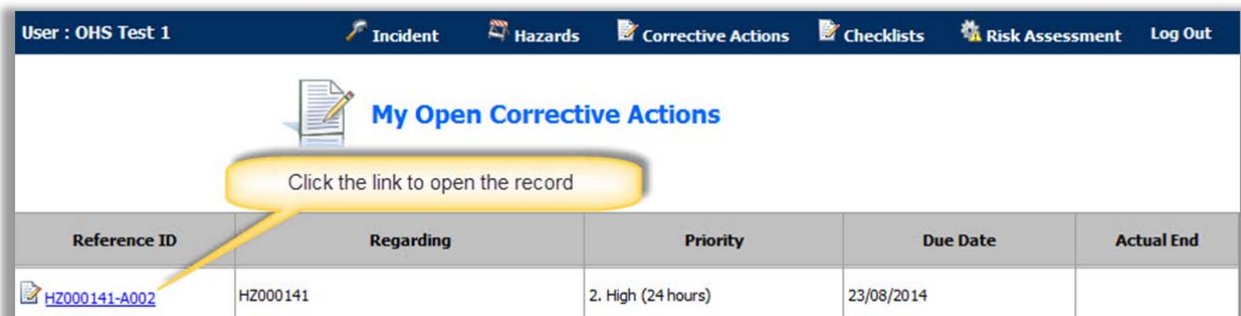
(Figure 11: Email)
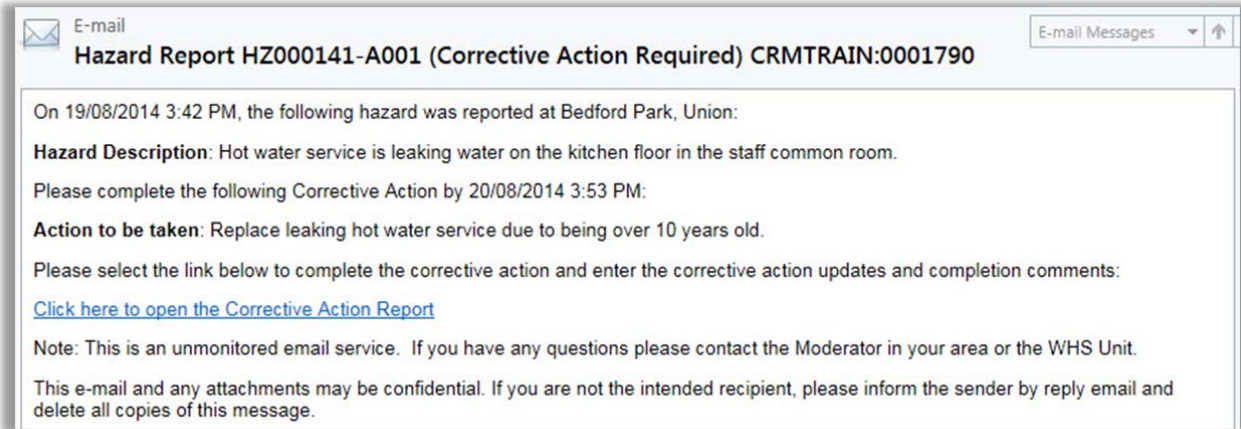
Or, log into the FlinSafe portal and select menu Corrective Actions > My Open Corrective Actions (see **Figure 12** below).

(Figure 12: Menu)

Click on the link of the appropriate Reference ID to open the report (see **Figure 13** below).

(Figure 13: Select report)

For the following items, please refer to **Figure 14** on the next page.

① **Action Update –** Enter details of any actions (including dates) that were made towards completing the corrective action.

② **Completion Comment –** Enter comments about the corrective action not included in 'Action Update'.

③ **Was the Corrective Action Completed today?** – If the corrective action is complete on the day of submission tick **'Yes'**. Or, if the corrective action was completed on a date prior to submission, tick **'No'** and enter the **'Actual End'** date it was complete.

④ **Submit & Mark Complete** – When the corrective action is complete, select 'Submit and Mark Complete'

(Figure 14: Edit Corrective Action)

A message will appear confirming the report was submitted successfully (see **Figure 15** below).

(Figure 15: Success)

To view the completed corrective action report go to menu Corrective Actions > My Closed Corrective Actions (see **Figure 12** on page 14 for an example of the menu).

4. Saving / Completing the Hazard Investigation

When all corrective actions have been completed, the hazard investigation can be closed by following Items 1, 2 and 4 below, which feature on **Figure 16**.

If the hazard investigation needs to be saved for later, refer to Item 1, 2 and 3 which feature on **Figure 16** below.

① *Investigation Findings* – Enter details of any issues identified and suggestion of further actions.

② *Residual Risk Matrix* – Select the 'Likelihood' and 'Consequence' levels now that the corrective action(s) are in place.

③ *Save* – If the corrective action is not complete select save.

④ *Submit Investigation* – If the corrective action is complete the hazard investigation can be submitted.

(Figure 16: Submit Hazard)

A message will appear confirming the report was submitted successfully (see **Figure 17** below).

(Figure 17: Success)
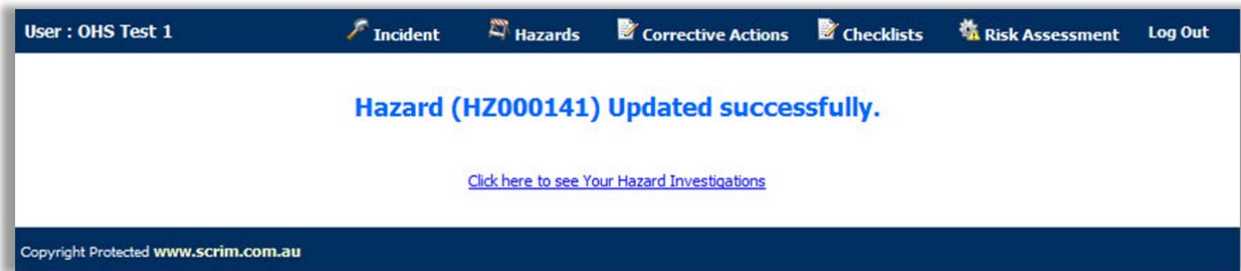
To view the completed hazard report go to menu Hazard > My Hazards

Note: If a message similar to **Figure 17** does not appear and the hazard investigation report is still visible, check to see if any of the mandatory fields (*) need to be filled in. There may be a message such as 'Required Field' by each (*) field that is blank.