Incident Reporting Training Guide

Using the Public Portal v1.4

WHS

Version Control

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Issue	Date	Reason for amendment
1.0	29 Sep 2013	Document Created
1.1	18 Oct 2013	Updated terms and text in document
1.2	4 Nov 2013	Updated URL links, branding and system screens
1.3	21 Jul 2014	Updated form labels
1.4	5 Sep 2014	Updated Recaptcha, New Incident form (i.e. Topic, HSR question), New Involved Person form (i.e. Status at Time of Injury, Treatment Provided, Highest Level of Treatment Provided), All details complete for incident form and email template text.

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 Public Portal.

Term / Abbreviation	Description
Accident / Incident	Is an issue identified that either could have or actually causes injury or illness. An example might be boxes left in a corridor where someone may trip over them.
Activity / Task being undertaken at the time of the incident	What activity / task was being performed at the time of the accident / incident. Some examples may include office work, working with equipment in a workshop or performing maintenance.
Agency	Is the object, substance or circumstance that was directly involved in inflicting the injury or illness.
Attachments	Any document or file such as a photo, Word document or scanned document. Title is a meaningful description of what the attachment is.
Bodily Location	The location of the most serious injury / illness. If there are other injuries, please list them in the 'Other Injuries' box near the bottom of the form.
Company / School / Division	Is the School / Division area of the University or company the Reported By Person works for.
Corrective Actions (Any actions taken)	Are actions taken to correct the issues relating to the accident / incident. 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 incident occurred (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, if known.
Further Location Details	Extra details that provide a more specific description of the where the Incident occurred. 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."
GPS Location	The GPS coordinates used to identify a location not listed such as remote locations that are not one of the listed sites / locations.
Incident	Refer to Accident / Incident above.
Incident Date	Is the date and time the incident occurred.
Involved / Injured Person	An Injured person is as person(s) injured in the incident, this link and form are used to record injury and first aid / medical details. An Involved Person is someone who is not injured, but involved in the incident or could be a witness.
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 incident occurred.
Mechanism	Is the action, exposure or event which is the direct cause of why the injury / illness occurred.
Red Asterisk (*)	Used to identify that a detail is mandatory (required) to be entered before submitting the incident.
Reported By person	The person who has reported the incident. There may be times where the person that reports the incident is unable to do so and another person reports on their behalf.
School / Division (Location)	This is the administrative area within the Faculty / Portfolio that manages the area / location where the incident occurred (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 incident occurred.
Supervisor	The Report By person's Supervisor or immediate Manager. This detail is used to notify the Supervisor / Manager of the incident so they are aware and may be involved in the investigation and managing of the incident.
WHS Unit	Work Health and Safety Unit is the University's central unit for managing health and safety matters.

Incident Overview

An incident can be reported by anyone including Staff, Students, Contractors, Members of the public, etc. The Public Portal allows the reporting of an incident (including Involved / Injured persons and Witnesses) through a web form (no login details are required).

Supported Web Browsers include Internet Explorer (for PC) and Safari (for Apple/ Macintosh).

Public Portal

The following information provides an overview of steps required to report an incident using the **Public Portal**:

1. Selecting the 'Report an Incident' link.
2. Entering Location Details of where the incident occurred.

    a. 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
3. Details of the incident itself.
4. Details of any immediate actions taken to correct the issue (if any). If no actions were taken, please enter "None taken."
5. Reported By details of the person reporting the incident (please include contact details).
6. Details of the supervisor of the Reported By person.
7. Details of each injured and involved person(s) and witnesses.
8. Attaching any documents, including photos or a document with more details to help in further investigation of the incident.
9. Marking the "All details are complete" box when all details have been completed, including Involved / Injured Persons and Witnesses.
10. Completing the Recaptcha text box
11. Submitting the incident.

1. Report an Incident

To report an Incident go to https://flinsafeportal.flinders.edu.au/FlindersECPortal/

Select 'Report an Incident' as shown in **Figure 01** below.

(Figure 01: Welcome)
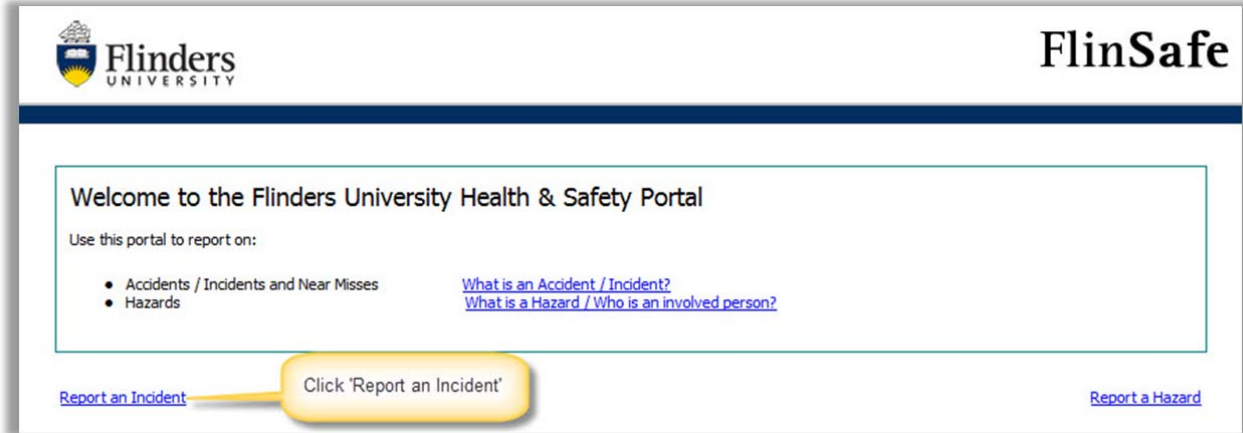
A form called **Incident Report** will open (see **Figure 02** on the next page). Please complete all sections on the form.

Helpful Hints:

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

①   ***Location Details*** – Enter the location of where the incident occurred. If the incident is not related to a Faculty or Portfolio leave the Faculty/Portfolio & School/Division fields blank. If 'Not Listed' is chosen for the Site and Location fields, then 'Further Location Details' is required to help describe where the incident occurred.

②   ***Select Topic*** – Type a **Topic Name** of the class or activity being undertaken at the time (if applicable) and click **Search**. From the drop-down list choose the topic or **Not Listed**, if not in the list.

③   ***Incident Details* –**
- Enter the date and time the incident occurred.
- Describe the incident in as much detail as possible.
- Describe in detail any actions taken at the time of the incident.
- Describe the type of task being performed at the time of the incident (if any).

④   ***Authorising Health and Safety Representatives*** – Choose Yes or No depending on if you are happy for the health and safety representative to be notified of the incident.

⑤   ***Reported By (Section)*** –
- The current date and time will default into the 'Reported Date' fields. Normally this is correct, however if the incident was reported at another date / time, these values may be changed.
- The reported by name and contact details is usually the person entering the incident. Or you may enter different contact details if you are reporting the incident on behalf of another person.
- Enter the Company (i.e. if a contractor), or the School / Division the Reported By person works, studies or volunteers in. If not relevant (i.e. member of the public), please leave blank.
- Enter the supervisor name of the 'Reported By' person, where known (otherwise leave blank). If known, the incident will be assigned to the nominated supervisor to follow up with the investigation.

⑥   ***Add Injured and Involved Persons and Witnesses*** – Please be sure to complete all mandatory fields before selecting this link. On selecting the link a new screen called 'Injured and Involved Persons and Witnesses' will open in front of the 'New Incident Report'.

(Figure 02: New Incident)

1a. Add an **Injured** Person

On selecting the **'Add Involved and Injured Persons and Witnesses'** link the screen in **Figure 03** below will appear. If the involved person was not injured or was a witness please see **Section 1b** on page 8.

① ***Involved and Injured Person and Witness Details –***
- Enter where the injured person works or studies, **not** where the incident occurred. If the person is not connected to a Faculty or Portfolio listed please leave these fields blank. If the injured person is a contractor, please enter the contractor's company name in Company / School / Division (or if you believe the Faculty / Portfolio is not covered).
- Enter the injured person's name and contact details.

② ***Status at Time of Injury*** – Choose the role the person was in at the time of the incident.

③ ***Injury Details –*** If the person was injured, select **'Yes'**. The remaining questions will become active allowing you to fill in the injury details.

④ ***Treatment Provided*** – Choose the level of treatment provided to this person (see **Figure 03** below).

⑤ ***Submit –*** Select submit. The form will close and return to the 'Incident Report' where you have the option to add another Injured/Involved Person/Witness or finalise the 'Incident Report'.

(Figure 03: Injured Person)

1b. Add an **Involved** Person *(not injured or a witness)*

Please add contact details for other involved people who were not injured during the incident, for example witnesses or other contacts that may assist WHS with the investigation (see **Figure 04** below).

① **Involved and Injured Person and Witness Details –**
- Enter where the involved person works or studies, not where the incident occurred. If the person is not connected to a Faculty or Portfolio listed please leave these fields blank. If the involved person is a contractor, please enter the contractor's company name in Company / School / Division (or if you believe the Faculty / Portfolio is not covered).
- Enter the involved person's name and contact details.

② **Injury Details –** If the person was not injured (or a witness), select **'No'**. Injury details will be disabled.

③ **Involved Person Status** – Choose either **'No – involved but not injured'** or 'Witness' (see **Figure 04** below)

④ **Submit –** Select submit. The form will close and return to the 'Incident Report' where you have the option to add another Injured/Involved person or finalise the 'Incident Report'.

(Figure 04: Involved Person or Witness)

1c. Complete the Incident Report

When all involved persons have been added, you may proceed with completing the incident report.

Note: Your list of Involved and Injured Persons is displayed within the Incident Report (see **Figure 05** below). These details may be amended before the incident report is submitted.

① ***Add Attachment*** – Attach photos or additional documentation relating to the incident to assist with the investigation.

② ***All details are complete*** – Verify all details have been completed, including adding Involved, injured person and witnesses. The 'Yes' option must be chosen to be able to save the Incident.

③ ***Recaptcha Code box*** – Type the code as it appears in the image above the box to prove you are not a computer.

④ ***Submit*** – Please wait for a successful message when you select submit. This action will automatically notify the WHS Unit of the incident.

(Figure 05: Incident)

A message will appear confirming the report was submitted successfully (see **Figure 06** below). Please take note of the ID number for future reference (especially if following up details of the Incident with the WHS Unit).

(Figure 06: Success message)
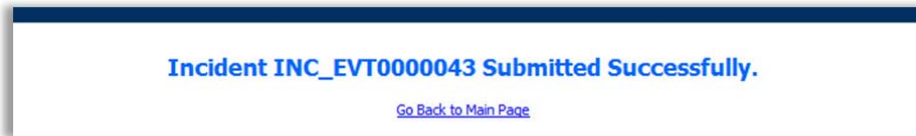
An email notification will be sent to the 'Reported By' person only if a valid email address was provided in the incident report (see **Figure 07** below).

(Figure 07: Email)
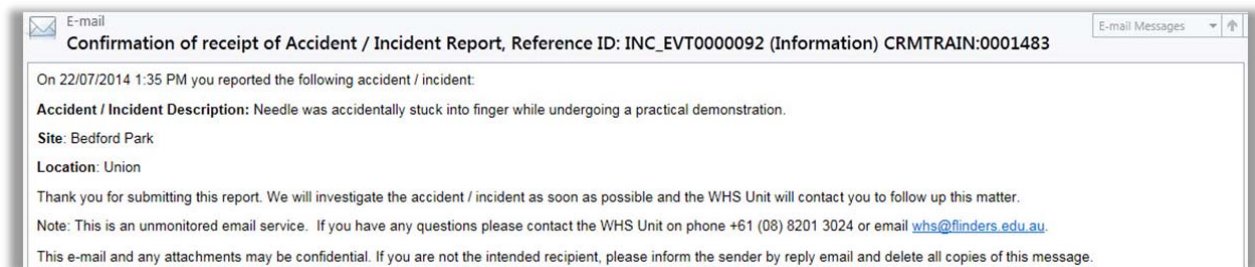
Note: The WHS Unit Team will review the record and assign a supervisor or appropriate person to investigate the incident and suggest corrective actions.