Incident Training Guide

Using the Main Application V1.4 (Non WHS Unit User)

WHS

Version Control

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Issue	Date	Reason for amendment
1.0	22 Oct 2013	Document Created
1.1	24 Oct 2013	Updates to manual sections and text
1.2	4 Nov 2013	Updated URL links, branding and system screens
1.3	8 Nov 2013	Add new sections for initial investigation and update corrective action
1.4	8 Sep 2014	Updated 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 Main Application.

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.
Operational Activity	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 Category	Category the incident mainly relates to. For example, glue smell in room could be 'Health' as the category, or having a box drop on a person's foot might be 'safety.'
ICAM	Incident Cause Analysis Method is a system used to identify the root cause(s) of why an incident occurred.
Incident Type	Three types are Incident (unplanned event causing or possibly causing injury and / or damage to property and / or equipment), Accident (incident in which injury and / or damage does occur) and Near Miss (where an accident / incident could have occurred but didn't – for example almost walking into a glass automatic door with no markings).
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, member of the public, etc.
The Main Application allows the reporting, investigating, reviewing and signing off of incidents through a web interface.
Access is limited to WHS Unit staff and also certain staff who will have the individual incident record shared with them by the WHS Unit.

The web site can be accessed via https://flinsafe.flinders.edu.au/SCRIM/.

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.

Application Interface

The following information provides an overview of steps required to process an incident using the **Application interface**:

Reporting and processing an incident

1. Reporting an Incident
    a. Details of the incident itself.
    b. Details of any immediate actions taken to correct the issue (if any). If no actions were taken, please enter "None taken."
    c. Entering Location Details of where the incident occurred.
        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.
    d. Reported By details of the person reporting the incident (*please include contact details*).
    e. Details of the supervisor of the Reported By person.
    f. Details of any injured and involved person(s).
    g. Attaching any documents, including photos or a document with more details to help in further investigation of the incident.
    h. Checking 'All details are complete' including involved / injured persons and witnesses.
    i. Submitting the incident.
2. Sharing the Incident with relevant parties involved (***WHS Unit Notification Team***)
    a. Share and assign access permissions to each relevant party involved
3. Initial Investigating (***Assigned to Supervisor***)
    a. Review Incident Details.
    b. Suggest corrective actions and Mark Initial Investigation as Complete.
4. Secondary Investigation assigned to a WHS Consultant (***WHS Unit Notification Team***)
5. Secondary Investigation *(**WHS Consultant**)*
    a. Review of the Initial Investigation notes.
    b. Updating ICAM, SWMS, Roster details.
    c. Recording Identified Root Causes and Recommended Steps of Risk Mitigation.
    d. WHS Consultant marks the Secondary Investigation as complete.
6. Creating and Assigning Corrective Actions (***WHS Consultant or Moderator / Management can add more***)
    a. Creating Corrective Actions.
    b. Assigning Corrective Actions.
7. Action Updates and Completing Corrective Actions (***Supervisor or Responsible Person for the Corrective Actions***)
    a. Review Corrective Action.
    b. Update Corrective Action with action updates.
    c. Completing the Corrective Action by marking it as complete.
8. Reviewing the Hazard Investigation and Corrective Actions (***WHS Consultant***)
    a. WHS Consultant reviews Incident Investigation.
    b. WHS Consultant reviews completed Corrective Actions.
9. Ready for Sign Off (***WHS Consultant***)
    a. WHS Consultant decides if incident is ready to be signed off.
10. Sign Off (***WHS Unit Sign Off Team***)
    a. Sign Off Team decides if the incident will be signed off giving reasons.
    b. If incident is not signed off, the incident is sent back to the WHS Consultant for review.

Logging in Externally (i.e. from home)

The web site can be accessed via https://flinsafe.flinders.edu.au/SCRIM/.

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 Main Application from outside of the Flinders University network, the following window will be displayed:
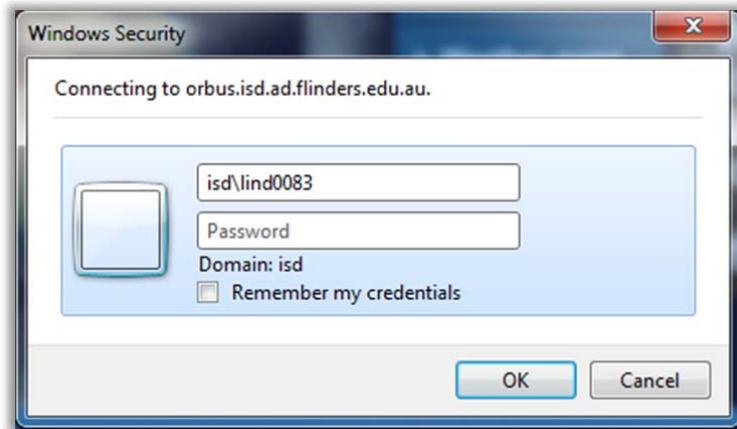
In addition to the normal login details, the login should have the following:

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 Main Application, that you close any open browser windows.

1. Report an Incident

Incident records are generally reported via the FlinSafe Portal and Public Portal, but it is possible to report an incident via the Main Application. The following Instructions show how to report an incident through the Main Application. Please connect to the Flinders University Network and then go to https://flinsafe.flinders.edu.au/SCRIM/.

- From the left menu select SCRIM Modules > Incident Management (*see Figure 01a below*)
- Select 'New' from the top menu bar (*see Figure 01b below*)

(Figure 01a: Left Menu)   *(Figure 01b: Menu bar)*
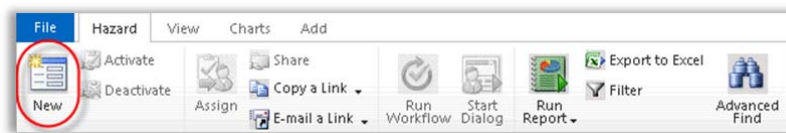
The **New Incident** form in **Figure 02** will appear. Please complete Section 1 – Notification, add Involved Person(s) and complete Section 2 – Initial Investigation as explained below.
Note: If the incident is being created from an Incident Event the form will appear with values already pre populated.

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

Greyed-out fields: You are unable to enter values in these fields. A greyed-out field will automatically populate with a value when a report is saved or is populated from another source for example the FlinSafe or Public Portals.

Section 1 – Notification:

❶ *Incident Details:* Provide a brief description of the incident. A detailed description is available in step 05.

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

❸ *Notification Details:*
- The **'Reported By'** field is usually the person entering the incident, or you may search and select another contact name if you are reporting the incident on behalf of another person.
- The **'Reported to Team'** field will be greyed out. On save, the WHS Unit will be notified.

(Figure 02: New Incident)

4.   ***Details Are Complete (with all people involved)*** – This must be ticked **Yes** to save the Incident. After saving the Incident record, please make sure to enter the **Involved and Injured Persons and Witnesses** to each the people in the incident.

5.   ***Regulators Notified:*** Only the WHS Unit can complete this section. This section will be greyed out for users other than the WHS Unit.

6.   ***Incident Description:*** Enter a more detailed description of the incident.

7.   ***Immediate Corrective Actions Taken:*** Describe in detail all corrective actions taken.

(Figure 03: Incident Description)

(Figure 04: Save Record)

Save the incident record at this point.
This action will check all mandatory fields are complete.

1a. Add an **Injured** Person

To add details relating to an injured person (*see **Figure 05** below*):
    a)   Click in the Involved and Injured Persons box, the box will highlight in blue.
    b)   Select **'Add New Involved Person'** from the top menu bar.

(Figure 05: Add Involved Person)

The following screen will appear (*see **Figure 06** on the next page*). Follow these steps if the involved person was injured. If the involved person was not injured see **Section 1b on page 9**.

1.   ***Location Details***: The values in this section will be automatically entered from the incident report.

2.   ***Worker's Details:*** Search for and select the injured person's name. The list of names provided in the search is regularly updated from the Active Directory (*i.e. people with an active FAN*). If the worker's name cannot be found please contact the WHS Unit. Note **Status at Time of Injury** is the role the person was in at the time.

(Figure 06: Injured Person)

③ **Injured**: If the person was injured, select **'Yes'** as shown in **Figure 07** below. Type in any extra information about the person in **Involved Person Details**, as required.

④ **Injury Details:** If 'Yes' was selected in step 3 the remaining questions will become active allowing you to select the injury details.

⑤ **Treatment and Highest Level Treatment Provided**: Please choose the option that describes the type of treatment provided. If 'Other' is ticked, manually enter a description of the treatment provided.

(Figure 07: Injured Person continued)

(Figure 08: Save Report)

Save & Close the Involved Person report.
This action will return you to the incident report.
Please repeat this section if you need to add any further injured persons for this incident.

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

To add details relating to an involved person who was not injured during the incident, for example witnesses, a person that was involved but did not sustain an injury or other contacts that may assist with the investigation (*see **Figure 09** below*):

- Click in the Involved and Injured Persons box, the box will highlight in blue.
- Select **'Add New Involved Person'** from the top menu bar.

(Figure 09: Add Involved Person)
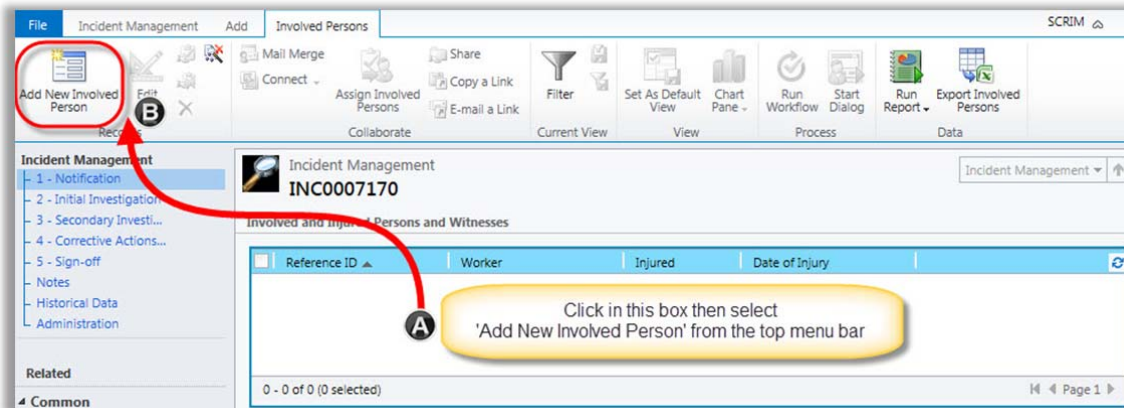
The following screen will appear (*see **Figure 10** below*). Follow these steps if the involved person was not injured.

① **Location Details**: The values in this section will be automatically entered from the incident report. The Faculty/Portfolio and School/Division need to be chosen for the area the person works / studies in.

② **Workers Details:** Search for and select the involved person's name. The list of names provided in the search is regularly updated from the Active Directory (*i.e. people with an active FAN*). If the workers name cannot be found please contact the WHS Unit.

③ **Injured**: If the person was not injured, select **'No'** as shown in **Figure 10** below. Choose an **Involved Person Status** of 'No – Involved but not injured' or 'Witness.' Extra information can be entered in **Involved Person Details**, such as additional contact details and how they were involved, as required.

(Figure 10: Involved Person)

④   *Injury Details:* If 'No' was selected in step 3 the 'Injury Detail' section will become inactive (*greyed out*) and not required as shown in **Figure 11** below.

(Figure 11: Involved Person continued)

(Figure 12: Save Report)

Save & Close the Involved Person report.
This action will return you to the incident report.
Please repeat this section if you need to add any further involved persons for this incident.

Note: When an injured person report is saved an email notification is automatically sent to the WHS team, only when the person is injured (i.e Injured = Yes). Non-injured persons and witnesses will not have a notification and are covered by the notification given for the Incident.

1c. Complete the Reporting of the Incident (including assigning initial investigation)

Once all involved persons have been added to the report, proceed with completing the incident report (*see **Figure 13** below*).

Section 2 – Initial Investigation:

1 ***Assigned To Topic Coordinator / Supervisor*** – This is usually the Topic Coordinator / Supervisor of the 'Reported By' person. If you are the Supervisor you may assign the report to yourself to continue with the initial investigation process. Or, if the appropriate person cannot be found in the list, leave the 'Assigned To Topic Coordinator / Supervisor' field blank and the report will automatically be sent to the WHS Unit, who will follow up.

(Figure 13: Incident)

(Figure 14: Save Report)

Save & Close the incident report.

Email Notifications

On saving the incident report above, 2 email notifications will immediately be sent to:

- The ***'Assigned To Topic Coordinator / Supervisor'*** or nominated person requested to action the initial investigation and suggest corrective actions (*see **Figure 16** email example*).

- The ***'Reported To Team'*** for incidents will always default to the WHS Unit, who will be notified that a new incident has been raised.

(Figure 15: Supervisor email)
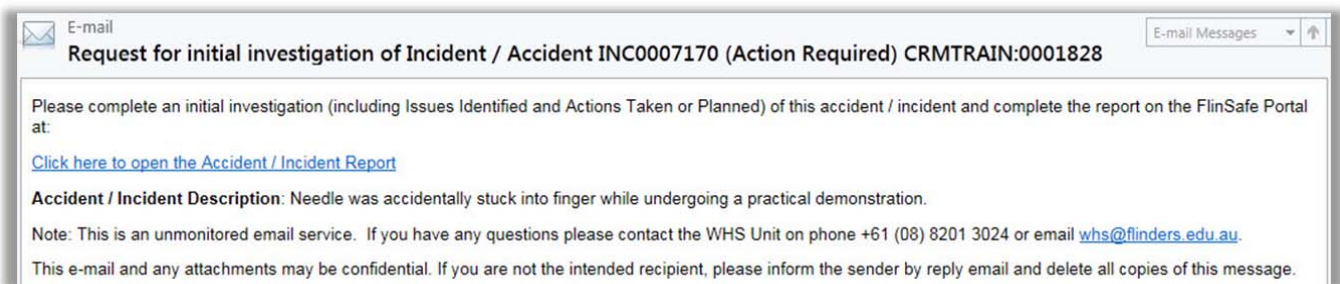
2. Initial Investigation

Initial Investigations are normally undertaken by Topic Coordinators / Supervisors who are not identified as Moderators. However, there may be times where a Moderator is a Supervisor and is assigned an initial investigation to complete. This can be achieved by using the Application interface. Initial investigations normally occur **before** the Secondary Investigation carried out by the WHS Consultants.

For the following points, please refer to **Figure 16** below and relate to **Section 2** on the Incident Management form.

①   *Assigned to Topic Coordinator / Supervisor:* The person who is assigned the initial investigation. If this is not you, then you will not be able to fill out the investigation notes.

②   *Issues Identified:* Type in the issues identified during the investigation in this box.

③   *Actions Taken or Planned:* Type in the actions that have been taken already or the actions that are planned in the future to resolve the issues that have been identified.

④   *Safe Work Method Statements:* Click in this box (sub grid) to choose from Safe Work Method Statements available that relate to the activity being undertaken at the time (also known as the Operational Activity). If there were no appropriate Safe Work Method Statements, then leave this box (sub grid) blank.
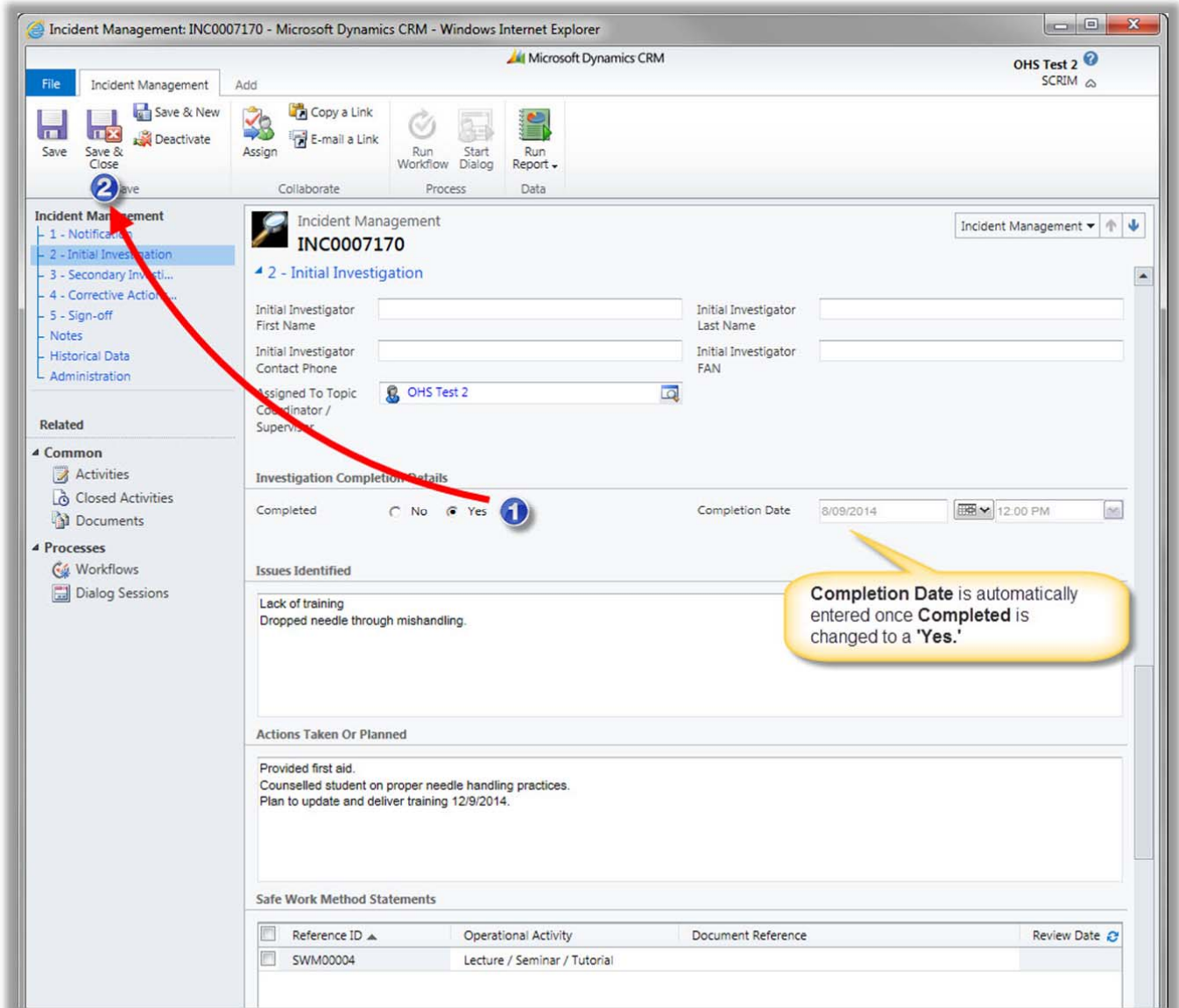
(Figure 16: Initial Investigation)

If the Initial Investigation is not yet completed, the investigation notes can be saved using the **Save & Close** button (please refer to the top menu bar in the left corner of **Figure 16** on the previous page). The initial investigation can be updated later, where the steps below can be followed to complete the investigation.

If the Initial Investigation has been completed, this needs to be indicated by closing the investigation in the system.

For the following point, refer to **Figure 17** below.

1 *Completed:* Click 'Yes' to complete the initial investigation. This will automatically insert the current date and time into the **Completion Date** boxes.

2 *Save & Close"* Click 'Save & Close' to save and close the initial investigation. This will notify the WHS Unit the initial investigation is completed, which will allow the Secondary Investigation of the incident to proceed.

*(Figure 17: Completing the Initial Investigation)*

3. Corrective Actions

Corrective Actions will often be created by the WHS Unit, however for Incidents you report yourself, you can add extra corrective actions you believe are required beyond what is recommended by the WHS Unit. To do this, go to **Section 4** on the Incident Management form.

Section 4 – Corrective Actions and Notifications

Click in the Corrective Action box and select **Add New Corrective Action** (see **Figure 18** below).

(Figure 18: Add Corrective Action)
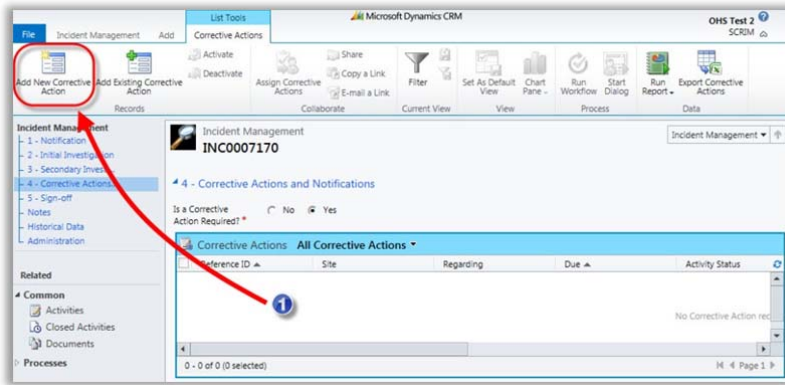
A new form will open. Details from the incident report will automatically populate into the corrective action form (see **Figure 19** below).

❶   *Responsible Person:* Will default with the person who created the corrective action, but may be re-assigned to a different person i.e. the Supervisor.

❷   *ICAM:* Select the ICAM 'Contributing Factor' the corrective action is addressing, if applicable.

Complete the remaining mandatory fields. Select **Save & Close** from the top menu bar.

(Figure 19: New Corrective Action)

3a. Complete the Corrective Action

Section 4 – Corrective Actions and Notifications continued….

The nominated 'Responsible Person' will be notified by email to complete the corrective action report (see **Figure 20** below). This can be a number of people including the Topic / Coordinator / Supervisor, Moderator or WHS Consultant.

(Figure 20: Email)
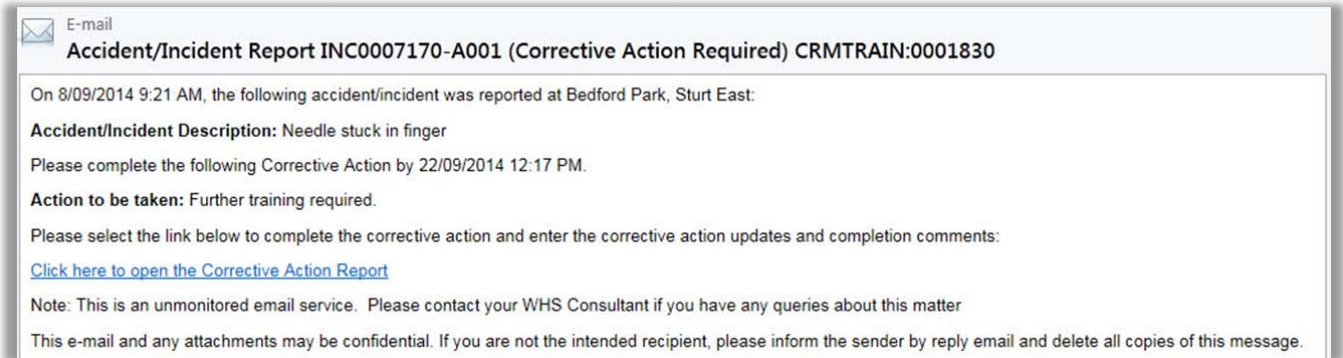
If you have been assigned as the **Responsible Person**, continue to complete the corrective action report by updating the following fields (see **Figure 21** below).

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

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

❸ *Was the Corrective Action Completed Today?* – Change to **'No'** if the corrective action was not completed today, such as a couple of days ago. If **'No'** is chosen, the **Actual End** date will need to entered.

❹ *Mark Complete / Save & Close* – Clicking **Save & Close** saves the corrective action, but does not complete it. This allows the corrective action to be updated later if not quite completed. Clicking **Mark Complete** completes the corrective where no further updates will be possible.

Select *Save & Close* from the top menu bar to return back to the incident report.

(Figure 21: Complete Corrective Action)