

# Management Training

## **FlinSafe**

WHS Management Software  
Solution



Presented by: Matt Lindner



## Overview of Session

- Software Solution Overview / Progress
- What is my role?
- Why do we have Moderators?
- Accessing Application / Portals and Support
- Dashboards, Views and Charts
- Stages of an Entity
- Discussion – Hazard, Incident and Corrective Action
- Overview level of access for different roles
- Overview of Session and Questions

## Software Solution Overview / Progress

- |   |   |   |
|---|---|---|
| Phase 1                                     | } | <ul style="list-style-type: none"> <li>• Hazards</li> <li>• Accident / Incidents</li> <li>• Audits</li> <li>• Corrective Actions</li> </ul>   |
| Future Phases<br><i>(including Phase 2)</i> | } | <ul style="list-style-type: none"> <li>• Risk Assessments / Management</li> <li>• Workplace Inspections / Checklists</li> <li>• Registers – Plant &amp; various</li> <li>• Training – including Training Needs Analysis, Plans &amp; Register</li> <li>• Safe Work Method Statements (SOP)</li> </ul> |

## What is my role?

- Reviewing and signing off on hazards processed by Moderators in your School / Division.
- Reviewing corrective actions undertaken.
- Management overview via dashboards and reporting (quick reference / access).
- Review WHS information to assist in identifying 'hot spots' in your area; allocating future budgets (capital expenditure); operational and strategic planning.
- Ability to record / report hazards and incidents.

## As a Supervisor what do I need to do?

- Record / report hazards and incidents.
- Investigate hazards identified by the people that report to you as their supervisor.
- Process any corrective actions you create or those that are assigned to you.
- Investigate incidents of people that report to you as their supervisor.

## Why Moderators? What is their role?

- FlinSafe champion at the local level.
- Central point representing each School / Division in 'routing' records to the correct person where this is not identified in the reporting process.
- Mechanism for checking records to ensure activity has been performed.
- To keep records moving or escalate to management.
- Moderators work with records at a **School / Division** level (not a Faculty / Portfolio level). Only see their School data.
- All their work is conducted in the **Application**, not portals.
- Report system feedback to the WHS Unit.

## Software Access Overview

- Three access levels
- Each has different functionality



## Software Access Overview

### Public Portal

- Access to anyone
- No Authentication required
- Will use 'Re-Captcha' (internet attacks)
- Limited to reporting only

### FlinSafe Portal

- Access to non-casual staff (2500 users)
- Authentication is required
- Authentication based on network login (i.e. FAN and password)
- Limited access to entities and functions

### Application

- Access to 250 users (Management)
- Pass-through authentication used
- Have greater access to more entities and functions

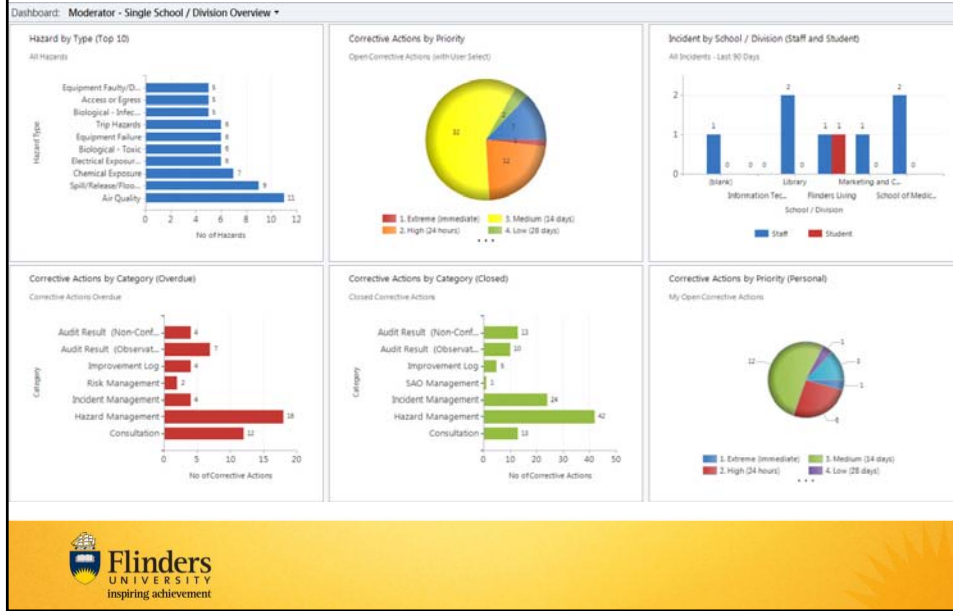


## Software Support

- Web: <http://www.flinders.edu.au/whs/>
- Email: [flinsafe@flinders.edu.au](mailto:flinsafe@flinders.edu.au) (Main contact)
- Main Contact: Matt Lindner
- Support Materials
  - Hazard, Incident, Audit Guides – Public, FlinSafe and Application (Corrective Actions included in all relevant guides)
  - Quick Reference Guides and Frequently Asked Questions
  - Training Videos
- Phone number: ext (820) 13024
- Supported Browsers: IE (PC) and Safari (Mac). Firefox and Google Chrome while working are not the recommended browsers.



## Dashboard: School/Division – Example Only



## Dashboard: School/Division – CA Overview – Example Only



## Dashboards – Drill Down

**1** Incident by School / Division (Staff and Student)  
All Incidents - Last 30 Days

School / Division	Staff	Student
(blank)	1	0
Library	2	0
Flinders Living	1	1
Marketing and C...	1	0
School of Medic...	2	0

**2** Refresh Chart (circular arrow icon)    Enlarge Chart (chart icon)    Click here to Drill down (chart icon)

**3** Click record to see details

**Shows list of records behind the chart**

Reference ID	Site	Incident Date	Reported Date
INC0007095	Bedford Park	21/02/2014 10:15 AM	21/02/2014 2:16
INC0007099	Bedford Park	20/02/2014 10:15 AM	20/02/2014 4:34
INC0007100	Bedford Park	19/02/2014 9:15 AM	19/02/2014 4:07
INC0007101	Bedford Park	24/02/2014 9:10 AM	24/02/2014 12:30

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## Entity View

Microsoft Dynamics CRM    Matt Linder SCRM

File    Incident Management    View    Charts    Add

New    Edit    Deactivate    Connect    Assign    Copy a Link    Run Workflow    Start Dialog    Run Report    Import Data    Export to Excel    Filter    Advanced Find

Records    Collaborate    Process    Data

Workplace    Incident Management    Site Incidents - Open    Search for records

**1** Dashboards    **2** Consultation    **3** No    **4** Search for records    **5** Click here to view the chart

Reference ID	Signed Off	Signed Off By	Sign-off Date	Incident Date	Incident Type
INC0007132				9/05/2014 11:30 AM	Near Miss
INC0007130				7/05/2014 10:00 AM	Accident
INC0007131				7/05/2014 10:00 AM	Near Miss
INC0007129				1/05/2014 12:00 AM	Accident
INC0007127				23/04/2014 12:00 AM	Accident
INC0007125	No			22/04/2014 12:00 AM	Accident
INC0007123	No			16/04/2014 10:35 AM	Near Miss
INC0007124				16/04/2014 10:00 AM	Incident
INC0007126				15/04/2014 12:30 PM	Accident
INC0007120					
INC0007118	No				
INC0007116	No				
INC0007115					
INC0007121					
INC0007114					
INC0007112	No				
INC0007109					
INC0007110					
INC0007111					

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1. Click on Dashboards to view charts, graphs and summarised information.  
 2. Click on an entity to view those records.  
 3. Entity view showing list of records.  
 4. Use the search option to find a record.  
 5. Click on the Chart bar to make the Chart View visible.

## Entity Views – Example Only

**Incident Management** | Site Incidents - Open **2**

Reference ID	Incident Date	Incident Type	Incident Category
INC0007132	9/05/2014 11:50 AM	Near Miss	Safety
INC0007130	7/05/2014 10:00 AM	Accident	Health
INC0007131	7/05/2014 10:00 AM	Near Miss	Health
INC0007129	1/05/2014 12:00 AM	Accident	Safety
INC0007127	23/04/2014 12:00 AM	Accident	Equipment/Property
INC0007125	22/04/2014 12:00 AM	Accident	Safety
INC0007123	16/04/2014 10:35 AM		
INC0007124	16/04/2014 10:00 AM		
INC0007126	15/04/2014 12:30 PM		
INC0007120	8/04/2014 12:00 AM		
INC0007118	4/04/2014 12:00 AM		
INC0007116	3/04/2014 9:00 AM		
INC0007115	2/04/2014 10:00 AM		
INC0007121	31/03/2014 8:15 AM		
INC0007114	27/03/2014 6:00 PM		
INC0007112	27/03/2014 10:00 AM		
INC0007109	26/03/2014 10:00 AM		
INC0007110	26/03/2014 8:08 AM	Accident	Safety

**System Views** (Select a view): All Incidents, My Entered Incidents, My Incidents for Investigation, SCRIM Portal - Incidents Open, Site Incidents - Closed, Site Incidents - Open, Site Incidents with Open Actions

**My Views**: All Faculties - All Incidents, All Incidents - Last 30 Days, All Incidents - Last 5 Years, All Incidents - Last 5 Years - Quarter 1, All Incidents - Last 5 Years - Quarter 2, All Incidents - Last 5 Years - Quarter 3, All Incidents - Last 5 Years - Quarter 4, All Incidents - Last 90 Days, All Incidents - Open, Faculty of Social and Behavioural Sciences - All Inc., My Incidents for Investigation for me, Create Personal View

**Callout Box:**

1. Click on the Reference ID of a record to view it in detail.
2. Click drop down for list of filtered views for the entity.
3. Click on a column heading to sort by that column.
4. Click to refresh the list as required.
5. Click on Page arrows to view more records.

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## Chart View

**Incident Reports for Quarter Period (showing Injured)** **1** **2**

Click here to view the chart.

**Callout Box:**

1. Click drop down for list of filtered charts for the entity.
2. Minimises (hides) the chart view.
3. Click on a column to filter the view of the records.
4. Chart Area.
5. Chart Legend.

Quarter Period	Total Incidents	Injured Incidents
Quarter 1 of 1970	1	0
Quarter 2 of 2010	1	1
Quarter 3 of 2012	10	10
Quarter 2 of 2013	43	26
Quarter 4 of 2013	28	14
Quarter 1 of 2014	18	12
Quarter 2 of 2014	22	19

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# Entity Process – 5 Stages

The screenshot shows a software interface for 'Hazard Sign Off' with five numbered annotations:

- 1. Enter Section 1 details of the record**: Points to the '1 - General' section of the form.
- 2. Notification / Report to Team notified of record creation**: Points to the '2 - Hazard Investigati...' section.
- 3. Investigation assigned, investigated and completed**: Points to the '3 - Risk Control Meas...' section.
- 4. Verification of record details and select ready for sign off**: Points to the '4 - Corrective Actions...' section.
- 5. Sign off and closure of the record**: Points to the '6 - Sign-off' section.

The interface includes a sidebar with a tree view, a main form area with various input fields and radio buttons, and a bottom navigation bar with the Flinders University logo.

## Hazard Entity

(Training System)

Demonstration of signing off records

- Hazard Reporting - [Application](#)

The screenshot shows a sidebar menu for the 'Hazard' entity with the following items:

- 1 - General
- 2 - Hazard Investigati...
- 3 - Risk Control Meas...
- 4 - Corrective Actions...
- 5 - Residual Risk Level
- 6 - Sign-off
- Notes
- Administration

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## Hazard – Sign Off

When Moderators have reviewed a record they will mark it Ready for Sign-off, which will send a notification to the Sign Off team.

Ready For Sign-off  No  Yes Sign-off Team Buildings and Property - Hazard Sign Off

**Hazard Sign Off**

I am satisfied all actions have been assigned  No  Yes ①

I am satisfied the risk is ALARP  No  Yes

Comments ② Guard in place and staff informed about changes.

Signed Off By

Signed Off ③ Yes

Signed Off By Matt Lindner

Sign-off Date 23/08/2013

1. Answer each question as a Yes or No.  
2. Write any comments here (especially if Signed Off is a No).  
3. Choose Signed Off = Yes or No. Questions must be answered Yes to choose Yes for Signed Off.

If Yes, sign off details automatically entered. Click Save & Close on ribbon bar. The record is closed.  
If No, type some comments at (2) and when click Save & Close. The Moderators will be notified to follow up.

## Incident Entity

(Training System)

### Explanation of reporting and initial investigation

- Incident Reporting – [Application](#)
- Secondary Investigation and Sign Off process – Explanation (WHS Unit)

Incident Management  
INC0007129

2 - Initial Investigation

Initial Investigator First Name  
Initial Investigator Last Name  
Initial Investigator Contact Phone  
Assigned To Supervisor: Matt Lindner  
Initial Investigator FAN

Investigation Completion Details

Completed:  No  Yes  
Completion Date

Issues Identified

Found foot stool was not appropriate height to allow a person not to overstretch or balance on the foot stool.

Actions Taken Or Planned

Have researched a better option to replace the current set of foot stools. Sent report to Head Librarian. Replace old foot stools.

On ribbon bar at top of window

1. List issues identified
2. List actions already taken or planned to be taken to correct any issues
3. Click 'Yes' for Completed.
4. Click 'Save & Close'

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## Corrective Actions Entity Overview

- **Audit** – includes non-conformance details
- **Hazard** – standard corrective action
- **Incident** – includes ICAM details

All follow the same process

- Create and assign
- Action to be taken
- Action updates / Completion Comments
- Mark as Complete (closing – near Save button)

# Corrective Actions Entity 1

- **Hazard** – standard corrective action

Corrective Action  
HZ000001-A001

Corrective Actions

1 - General

Reference ID: HZ000001-A001    Regarding: HZ000001

Responsible Person: OHS Test 2    Category: Hazard Management

Location Details

Faculty / Portfolio: Vice-President (Strategic Finance and Res)    School / Division: Buildings and Property Division

Site: Bedford Park    Location: Maintenance

Building Floor / Level:    Building Room / Area:    Further Location Details:    GPS Location:   

Description: Drill press has lost its guard



# Corrective Actions Entity 2

- **Hazard** – standard corrective action

Action To Be Taken: Replace the guard on the drill press (tag out person needs to remove when complete)

Control Type: 3. Engineering

Priority: 3. Medium (14 days)    Due: 5/09/2013 5:56 PM

Completed By: CRM Service    Completion Date: 23/08/2013 11:11 AM

Actual Completion Date = Completion Date:  No  Yes    Actual End: 23/08/2013 11:00 AM

Action Update: Have added guard to drill press.

Completion Comments: Guard added today (23/8). Users have been made aware.

Buttons: Mark Complete, Save, Save & Close



## Corrective Actions Entity 3

- **Audit** – includes non-conformance details

Responsible Person	Matt Lindner	Category	Audit Result (Observation / OFI)
<b>Audit</b>			
Non-conformance Details	Not all confined spaces are on a register		
What Was Observed	Incomplete register		
Criteria Reference	Complete confined spaces register		



## Corrective Actions Entity 4

- **Incident** – includes ICAM details

1 - General

Reference ID	INC0007014-A001	Regarding	INC0007014
Responsible Person	Stewart Allan	Category	Incident Management
<b>Location Details</b>			
Faculty / Portfolio		School / Division	
Site *	Bedford Park	Location *	Plaza
Building Floor / Level		Building Room / Area	
Further Location Details	main stairs to the plaza	GPS Location	
<b>ICAM Reference</b>			
ICAM	INC0007014-ICAM0000001	Contributing Factor	TE10 - Weather Conditions
Root Cause	<input type="radio"/> No <input checked="" type="radio"/> Yes		
Description	Hit by flapping poster		



## Where does everyone fit?

- **Public Portal** – anyone (no login)
- **FlinSafe Portal** – non-casual staff only (FAN login / password)
- **Application** – Moderators; WHS Unit; Management (including Executive Deans, School Deans & Managers, Faculty General Managers, Portfolio Heads, Directors and Executive Officers)

## Summary of Session

- Software Solution – Phase 1 and future phases
- Two Portals and Application Interface
- Learnt about the Management, Supervisor and Moderator Roles.
- Reviewed stages of an Entity
- Reviewed Dashboards, Views and Charts
- Discussed – Hazard, Incident and Corrective Action
- Overview level of access for different roles

# Questions



Thank you for attending

