

About the guide

This guide covers how to report a Health, Safety & Wellbeing (HSW) Incident in SafetyNow.

Who can use this guide?

- Staff members
- People leaders
- Higher Degree by Research candidates
- Students

Responsibilities

All incidents, injuries and near misses must be reported verbally to your Manager (for staff) or Academic Supervisor / staff member (for students) immediately or as soon as practicable. Incident report details must be entered into SafetyNow **within 24 hours** or as soon as practicable.

Links to Reference Documents (for staff only)

Document Type	Document Link
Policy	HSW-EL03-Operational Risk Management
Procedure	HSW-PR10-Incident Management & Investigation Procedure

Navigate to the Incident Management Workspace

Navigate to the Incident Management

When you first log into SafetyNow, you will land on your Home Dashboard. The Home dashboard is the window to everything you need to do in SafetyNow. To report an incident, you will need to navigate to the Incident Management workspace.

1. Select the Incident Management button to take you to the Incident Management workspace

The screenshot shows the 'Staff Member Home' dashboard for RMIT University UAT. The dashboard features three main action cards: 'Incident Management' (highlighted with a red box and a red circle with the number 1), 'Observation', and 'Risk Management'. The 'Incident Management' card includes a blue icon of three horizontal lines and the text 'Incidents - e.g Near Miss, Injury, Illness, Vehicle accidents'. The 'Observation' card includes a green eye icon and the text 'Including: Hazard reports, complaints, suggestions'. The 'Risk Management' card includes a red icon of a globe and the text 'Create a risk activity, assessment and corrective actions.' Below these cards is a 'Privacy Collection Statement' section with a search and filter icon.

Incident Management Workspace in SafetyNow

Getting to know the Incident Management Workspace in SafetyNow

The Incident Management Workspace is where you can access all incidents that are either in triage, active or assigned to you.

- In Triage means the incident has been submitted and not yet reviewed by the People Leader, Responsible Person or Director, HSW (for confidential incidents)
- Active means it has been reviewed by your line manager (for staff) or the Responsible Person (for students) and is now an active incident
- Open incidents are incidents that are assigned to you

RMIT University

Staff / HDR Student - Incident Management

Overview

Create an incident report
Create an incident report for yourself or another

In triage incidents I created

No table content here

Active incidents I created

Incident ID	Title	Incident Occurred Date/time	Actual Severity
Incident - 000287	Laceration to Hand	11 Oct 2023 13:23	Moderate
Incident - 000286	Tripped in the workplace	13 Oct 2023 13:21	Minor
Incident - 000273	Dani King - 11 Oct 2023 14:45 AEDT	11 Oct 2023 14:45	Minor

Open incidents assigned to me

These icons enable you to work with in triage, active or open and assigned incidents.

Search enables you to type in a search term. Filter allows you to filter on a range of options. The Plus sign is another way to add new.

A tip when using the search or filter functionality - open a new tab in your browser so you don't lose the search or filter criteria you have selected.

Remember to press enter once you have entered the search term, for the search to commence.

To go back to the Home dashboard from anywhere in SafetyNow, simply select Home on the application main menu.

A create button is available on the Incidents Management Workspace. Simply select to create new.

To open, either select directly from the list or use the icons above.

The Incident Dashboard in SafetyNow

Once you have selected an incident that you have submitted, you will be presented with a new dashboard with various tabs and screens that you will interact with depending on what it is you would like to do.

The screenshot displays the SafetyNow incident dashboard for Incident 000287 - Laceration to Hand. The interface includes a top navigation bar with the RMIT University logo and user profile 'DK'. The main header shows the incident title and breadcrumb navigation. Below the header are three tabs: 'Overview' (selected), 'Investigation', and 'Collaborate'. The dashboard is divided into several sections: a top row with 'Status: Active', 'Severity: Moderate', and 'Incident Date: 11 Oct 2023 13:23'; a middle row with 'Involved: Dani King' and 'Witness: Len Wijngaarden'; and a bottom section with 'Incident Details' on the left and 'Injuries' and 'Corrective Actions' on the right. The 'Injuries' table contains one entry: Staff, 11 Oct 2023 13:23.

Type of Injured Person	Name of Injured Person (non...)	Date Time Injury O
Staff		11 Oct 2023 13:23

Select a tab, to display a different dashboard and screen for you to interact with depending on the task

If an injury was entered in the incident, it will be visible on this screen

Report an Incident in SafetyNow

Report an Incident

An incident can be submitted by a staff member or student either for themselves or on behalf of another person.

2. Select to create a new incident.

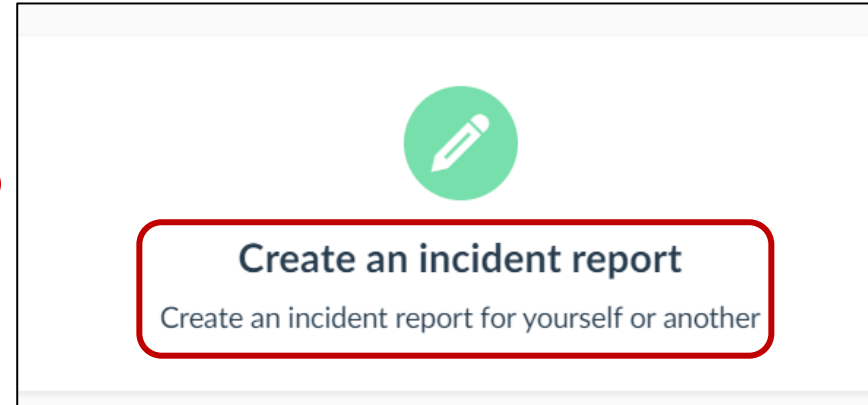
Incident ID	The incident ID will automatically generate once the incident is submitted
Author	The author will default to the name of the person submitting the incident
Timestamp	The timestamp will automatically populate with current date and time

3. Select Yes or No from the list for a confidential incident.

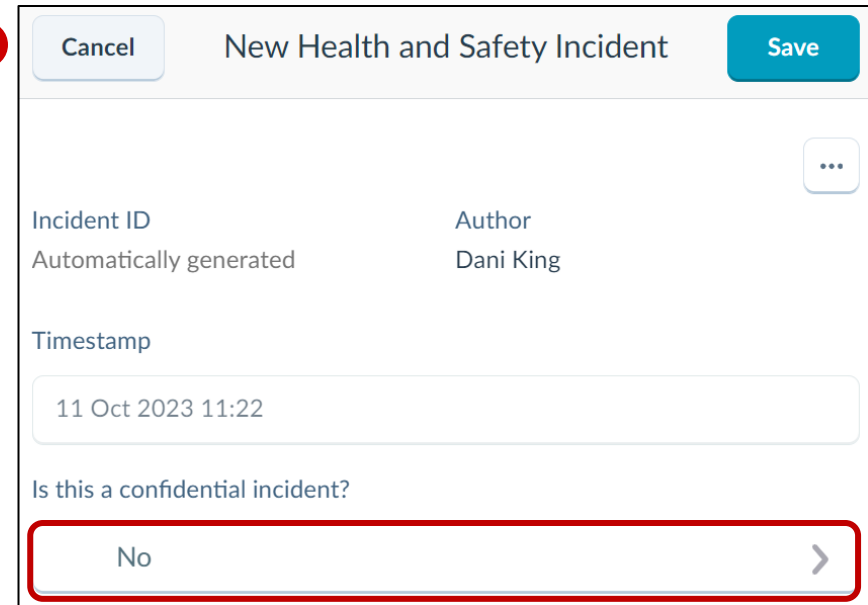
Yes	The confidential incident will be routed to the Director – Health, Safety & Wellbeing and you will no longer have visibility of the incident. Your report will be investigated by the appropriate persons and where it is required, they will be in contact with you to resolve.
No	<p>For staff, it will be routed to your line manager or the line manager you reported on behalf of, for review and action. A system generated notification will be sent to each person as well.</p> <p>For students, it will be routed to the Health, Safety & Wellbeing team to be triaged to the General Manager of the College. The General Manager or Head of School will then assign the incident to the Responsible Person (who may be the academic staff member or supervisor).</p>

4. Select Yes or No from the list. If yes, scroll and select the person you are logging the incident on behalf of.

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Report an Incident in SafetyNow

- 5. Enter a title** for the incident in the title field. The title should be related to the incident and make it easily searchable for ease of locating it in the Incident Management Workspace.
- 6. Enter a description** for the incident providing any relevant details.
- 7. Incident owner** will auto populate and default to the submitters name
- 8. Enter the date and time of occurrence** if the incident occurred earlier than the date it is submitted. Otherwise, this field will default to the current date and time.
- 9. The status will default to In Triage** until it is reviewed by the HSW team (for Students & HDR) or your people leader (for Staff). It will then be changed to active.
- 10. Select incident type** from the list. You can select multiple.
- 11. Select what you were doing** from the list
- 12. Actual and Potential severity** will be reviewed and determined by the HSW team (for students and HDRs) or your people leader (for staff).
- 13. Select College/Portfolio/School/Dept** from the list (please select the arrow on the right side and drill down again and until able to select the relevant dept so the incident is reported in the correct department)

The screenshot shows the SafetyNow incident reporting form with the following fields and callouts:

- 5:** Title field containing "Tripped on a trip hazard."
- 6:** Description field containing "While walking to a meeting, I tripped on a chord that was laying across a pathway." The field includes a rich text editor toolbar.
- 7:** Incident Owner field (empty).
- 8:** Date and Time of Occurrence field containing "26 Sep 2023 18:05".
- 9:** Status field containing "In Triage".
- 10:** Incident Type dropdown menu containing "Health Safety and Wellbeing (HSW)".
- 11:** What were you doing? dropdown menu containing "Visiting campus".
- 12:** Actual Severity and Potential Severity fields, both containing "To be determined by the safety team".
- 13:** College/Portfolio/School/Dept. required dropdown menu (empty).

Report an Incident in SafetyNow

14. Select either On Campus or Off Campus

On Campus	Select Campus from the drop down (mandatory) Select Building from drop-down (non-mandatory) Select Floor from drop-down (non-mandatory) Select Room from drop-down (non-mandatory) Select Workpoint from drop-down (non-mandatory) Enter additional location details if unsure
Off Campus	Enter the address and the geo location will plot it on the map

15. Add any attachments by dragging the files or uploading

16. Enter any immediate action taken in the free text field

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Where did the incident occur? *

On campus

Campus *

CY - City

Building

Floor

Room

Workpoint

Additional location details

If unsure of on-campus location, please enter as much detail as possible to articulate your location

Attachments?

Drag files here or

Upload

Immediate Action Taken

Spoke to the contractor and then Property Services Group

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Report an Incident in SafetyNow

17. Select **who was involved** field to display the list of options to select from

18. Select from the list and follow the below for the option selected:

Staff or students	Scroll and select from contact finder to add the staff or student name
Member of the public	Enter the details in a free text field
Contractors	Enter the details in the free text field

19. Select **witness for the contact finder** too scroll and select from the list

20. Select **Yes, No or Unsure** from drop down list for police or emergency services involvement

21. Select the **plus sign** to add a related incident. An incident finder will display to scroll and select from

Search	Enter a search term to search in incident finder
Scroll	Scroll to select the name from incident finder

22. Select **Yes or No** to indicate if there is / is not a related injury

17 Who was involved?

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- Staff Member
- Student
- Member of the Public
- Contractor

19 Witness

No items here
[Add an item](#)

Were the Police or Emergency Services Involved?

20

21 Related Incident

No items here
[Add an item](#)

22 Is there an injury to report?

No

Report an Incident or Near Miss (continued)

23. Select the plus sign to enter the details of the injury in the mandatory fields if yes was selected

Date and time the injury occurred	This will be auto populated with incident occurred date and time
Type of injury person	Staff or Student: Select the plus sign to display the staff finder Scroll and select Third Parties, Visitors or Members of the public: Enter the details in the free text field
Type of Injury	Select either Physical or Psychological
If selected Physical	Select from a list the type of injury
If selected Psychological	Select from Nature: Psychological list Select from Agency: Psychological list Select from Mechanism: Psychological list
What treatment did the person/ people receive	Select from the list the type of treatment

24. Select save to submit. A system generated notification will be generated and sent to:

Staff	The people leader
Student/HDR	The Responsible Person

Notifications for Confidential incidents will only be sent to the Director - Health Safety & Wellbeing for staff and students.

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Related Injuries * ☰ 🗑️ **+**

No items here
[Add an item](#)

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Cancel
New Health and Safety Incident
Save