## Version Control

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<td>24 Sep 2013</td>
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<td>1.1</td>
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<td>Updates to terms and text</td>
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<td>Updated forms, All details are complete and Injury Status details</td>
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# 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.

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<tr>
<th>Term / Abbreviation</th>
<th>Description</th>
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<tr>
<td>Accident / Incident</td>
<td>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.</td>
</tr>
<tr>
<td>Operational Activity</td>
<td>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.</td>
</tr>
<tr>
<td>Agency</td>
<td>Is the object, substance or circumstance that was directly involved in inflicting the injury or illness.</td>
</tr>
<tr>
<td>Attachments</td>
<td>Is the object, substance or circumstance that was directly involved in inflicting the injury or illness.</td>
</tr>
<tr>
<td>Bodily Location</td>
<td>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.</td>
</tr>
<tr>
<td>Company / School / Division</td>
<td>Is the School / Division area of the University or company the Reported By Person works for.</td>
</tr>
<tr>
<td>Corrective Actions (Any actions taken)</td>
<td>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.</td>
</tr>
<tr>
<td>Faculty / Portfolio</td>
<td>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.</td>
</tr>
<tr>
<td>FAN</td>
<td>Flinders Authentication Name is used to identify a person, if known.</td>
</tr>
<tr>
<td>Further Location Details</td>
<td>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.”</td>
</tr>
<tr>
<td>GPS Location</td>
<td>The GPS coordinates used to identify a location not listed such as remote locations that are not one of the listed sites / locations.</td>
</tr>
<tr>
<td>Incident</td>
<td>Refer to Accident / Incident above.</td>
</tr>
<tr>
<td>Incident Category</td>
<td>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.’</td>
</tr>
<tr>
<td>Incident Type</td>
<td>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).</td>
</tr>
<tr>
<td>Involved / Injured Person</td>
<td>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.</td>
</tr>
<tr>
<td>Location</td>
<td>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.</td>
</tr>
<tr>
<td>Mechanism</td>
<td>Is the action, exposure or event which is the direct cause of why the injury / illness occurred.</td>
</tr>
<tr>
<td>Red Asterisk (*)</td>
<td>Used to identify that a detail is mandatory (required) to be entered before submitting the incident.</td>
</tr>
<tr>
<td>Reported By person</td>
<td>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.</td>
</tr>
<tr>
<td>School / Division (Location)</td>
<td>This is the administrative area within the Faculty / Portfolio that manages the area / location where the incident occurred (if known).</td>
</tr>
<tr>
<td>Site</td>
<td>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.</td>
</tr>
<tr>
<td>Supervisor</td>
<td>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.</td>
</tr>
<tr>
<td>WHS Unit</td>
<td>Work Health and Safety Unit is the University’s central unit for managing health and safety matters.</td>
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</table>
Incident Overview

An incident can be reported by anyone including staff, students, contractors, member of the public, etc. The FlinSafe Portal allows the reporting and investigating of incidents (including Involved / Injured persons and Witnesses) through a web form, which requires a login. This limits the number of people that can investigate an incident 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 an incident using the FlinSafe Portal:

Reporting 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) and witnesses.
   g. Assign the incident for initial investigation.
   h. Attaching any documents, including photos or a document with more details to help in further investigation of the incident.
   i. Marking ‘All details are complete’ for the incident, including any involved / injured persons and witnesses.
   j. Submitting the incident.

2. Initial Investigating
   a. Review Incident Details.
   b. Suggest corrective actions.

3. 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.
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:

![Windows Security Window](image)

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 not 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).
1. Report an Incident

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 an incident.

The FlinSafe Portal will mostly be used by Supervisors of University staff to report an incident and/or complete an initial investigation and corrective action for an incident.

To report an Incident 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
- Click the Login link

From the top menu bar select Incident > New Incident (see Figure 02 below)

(Figure 02: Menu)

A form called New Incident Report 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 you can ‘Add an Injured/Involved Person’ or ‘Submit’ the form.

1. **Incident Details** – Enter a brief and detailed description of the incident and any actions taken.
2. **Authorising HSR notification** – Choose Yes or No to give permission for the Health and Safety Representative (HSR) to view the incident.
3. **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. ‘Further Location Details’ should be used to help describe the site and location details in more detail.
4. **Select Topic** – Type a Topic Name, click the ‘Search’ link. If the Topic is available, choose it from the drop-down list on the right. If not available, choose Not Listed from the list.
5 *Incident Notification* – Enter the activity / task being performed at the time of the accident / incident, the type of incident and date / time the incident occurred.

6 *Select Reported By* - This 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.

7 *Assign Initial Investigation* – This is usually the Supervisor of the ‘Reported By’ person. If you are the Supervisor you may 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 WHS Unit on submission.

8 *Add Injured/Involved Person* – Please be sure to complete all mandatory fields before selecting this link. A new screen called ‘Injured and Involved Persons and Witnesses’ will open in front of the ‘New Incident Report’.

(Figure 03: New Incident)
Please continue to **Section 1a – Add an Injured Person**, if reporting an injured person. Please continue to **Section 1b – Add an involved Person (not injured)**, if reporting a witness/uninjured person.
1a. Add an Injured Person

On selecting the ‘Add Injured/Involved Person’ link the following screen will appear (see Figure 04 below). Follow these steps if the involved person was injured. If the involved person was not injured see Section 1b.

1. **Select Worker** – 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 workers name cannot be found please contact WHS.

2. **Status at Time of Injury** – is the role you were in at the time of the incident. If a person was a Staff member and a Student, and was a Student at the time of the incident, then Student would be chosen.

3. **Faculty/Portfolio, School/Division** – Select where the injured person works or studies, not where the incident occurred. If the person is not connected to a Faculty or Portfolio please leave these fields blank.

4. **Injured** – If the person was injured, select ‘Yes’. The remaining questions will become active allowing you to fill in the injury details. Add Involved Person Details if required.

5. **Submit** – Select Submit. The form will close and return to the ‘New Incident Report’ where you have the option to add another Injured/Involved person or finalise the ‘New Incident Report’.

(Figure 04: 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 or witnesses or other contacts that may assist the WHS Unit with the investigation (see Figure 05 below).

1. **Select Worker** – Search for and select the person’s name that was involved in the incident but not injured, for example a witness or someone who did not sustain an injury.

2. **Status at Time of Injury** - is the role you were in at the time of the incident. If a person was a Staff member and a Student, and was a Student at the time of the incident, then Student would be chosen.

3. **Faculty/Portfolio, School/Division** – Select where the witness works or studies, **not** where the incident occurred. If the person is not connected to a Faculty or Portfolio please leave these fields blank.

4. **Injured** – If the person was not injured, select ‘No’. Choose **Involved Person** Status as either **Involved but not injured** or **Witness** and type in any additional **Involved Person Details**. The injury details will be greyed out.

5. **Submit** – Select Submit. The form will close and return to the ‘New Incident Report’ where you may choose to add another Injured/Involved person or finalise the ‘New Incident Report’.

*(Figure 05: Involved Person or Witness)*
1c. Complete the Incident Report

When all involved persons have been added, you may proceed with completing the incident report (see Figure 06 below).

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

2. **All details are complete (including all people involved)?** – Choose Yes when sure that all details for the incident have been entered. This includes involved persons (injured or not injured) and witnesses to the incident. Incidents can only be submitted when this question is answered Yes, or a message will appear asking to review the incident and the question.

3. **Submit** – Select Submit Incident. At this point the nominated ‘Assigned To’ person is notified to investigate the incident. At the same time the WHS Unit is also notified of the incident, and will monitor the report to be sure it’s followed through in a timely manner.

(Figure 06: Incident)

A message will appear confirming the report was submitted successfully (see Figure 07 below). Please take note of the ID for future reference.

(Figure 07: Success message)

To view the saved incident report, go to menu Incident > My Incidents (refer back to Figure 02 on page 6).
2. Initial Investigation

If an incident 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 08 below.

Click the link within the email to open the report.

(Figure 08: Email)

Or, log into FlinSafe https://flinsafeportal.flinders.edu.au/FlindersESSportal/

Select Incident > My Investigations (see Figure 09 below).

(Figure 09: Menu)

Click on the appropriate ‘Reference ID’ to open the report (see Figure 10 below).

(Figure 10: Select report)
The form will initially open in collapse mode displaying only the fields that require action. To view the full incident details click this icon to expand the form (see Figure 11 below).

Review the incident details and suggest corrective actions.

Helpful Hints:
**Mandatory** - All fields marked with a red asterisk (*) must be completed before submitting the initial investigation.

1. **Assigned To** – The person assigned to complete the investigation.
2. **Issues Identified** – Describe the issues identified from this incident (field is mandatory).
3. **Actions Taken or Planned** – Describe any actions taken or planned (field is mandatory).
4. **Add SWMS** – Select a Safe Work Method Statement if applicable. Click on the link, select a SWMS value and save.
5. **Submit Initial Investigation** – Select, if the investigation is complete. The incident investigation will automatically be sent to the WHS Unit to review and action.
6. **Save Only** – If still investigating the incident and plan to complete the report at a later time, select Save Only.

**Note:** If the investigation is assigned to you incorrectly you may reassign the report to another user. When a new ‘Assigned To’ person is selected, the remaining fields will not be mandatory. Please leave these fields blank and select ‘Save Only’. An email notification will be sent to the new ‘Assigned To’ person.

(Figure 11: Investigation)

A message will appear confirming the report was saved successfully. To view the saved incident report, go to menu Incident > My Incidents (refer to Figure 09 on page 12).
3. Complete the Corrective Action

If a WHS Consultant assigns a corrective action to you for completion, an email notification will be sent to your Flinders email account requesting your action, similar to Figure 12 below.

Click the link within the email to open the report.

(Figure 12: Email)

Or, log into FlinSafe https://flinsafeportal.flinders.edu.au/FlindersESSportal/

Select Corrective Actions > My Corrective Actions (see Figure 13 below).

(Figure 13: Menu)

Click on the appropriate ‘Reference ID’ to open the report (see Figure 15 below).

(Figure 14: Select report)

The report will open with values pre populated from the incident report (see Figure 15 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. **Action Completion date = Completion date** – If the corrective action is completed 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** – Select ‘Submit and Mark Complete’ when the corrective action is complete.
Or, select **Save** if you made changes but wish to submit the report at a later time.

*(Figure 15: Corrective Action)*

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A message will appear confirming the report was saved successfully (see **Figure 16** below).

*(Figure 16: Success)*

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To view the completed report, go to menu Corrective Action > My Closed Corrective Actions (refer to **Figure 13** on page 14).