

How to Complete an



DOCUMENT CHANGE CONTROL

Issue	Date	Amended By	Change
Version 22-1	23 May 2021	WHS Unit	Updated to reflect updates
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What is RiskWare

RiskWare is a web-based application that can be accessed any time of day, on or off campus and is used to manage information and actions relating to incidents, hazards and risk assessments.

It enables JCU Users to:

- > Report an incident for themselves or someone else, with or without an injury;
- Report a hazard for themselves or someone else;
- > The option of confidentiality when reporting on incidents and hazards;
- ➢ Register a Risk;
- > View the University wide Risk Register; and
- ➢ Create a field trip.

How to Login to RiskWare

JCU Website

The link to RiskWare is available on the JCU website. To access the website, you will need to do the following:

Step 1 Open an Internet_Explorer Browser to the JCU Homepage and click on 'Staff'.

Step 2 Select 'RiskWare' under Quick Links.

STAFF	Staff		
I want to	Search the	JCU Pu	ıblic Directory
Estate	All fields	~	Find people Q
	Recruitme	nt Proc	ess - New Vice Chancellor
ICT Services	At the Vice Chance to retire from JCL	ellor's Staf	f Forum on 15 December 2020 Professor Sandra Harding AO announced her intention I of 2021. JCU Chancellor Bill Tweddell is leading the recruitment process to appoint her
	successor on beh	ia <mark>lf o</mark> f the C	council of the University. Please read here for more information ${}^{\dot{\Theta}}.$
JCU Connect	Quick Link	S	
LTSE	Campus Ind COGNOS [®]	ligenous Na	ames ⁶
Marketing	Concur - Tra COVID-19 ac	avel Expens dvice	e Management System ^A
Media and Communications	eAcademic Employee A	8 ssistance P	rogram (EAP) ^B
OnejCU	 Important in My HR Onlin 	nformation	regarding the Enterprise Agreement Variation (EAV) $^{\mbox{\footnotesize B}}$
Work Health and Safety	My Requisit Policy Librat	ions ^色 (req ry	uires access to the JCU network)
All Services A-Z	Request Ma Riskware Service Now	intenance	ි (requires access to the JCU network)
	Staff Email ⁶	à	
	 Staff Online 	8	
	 Timetable a 	nd Room B	looking

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Step 3 'LOG IN TO RISKWARE' hyperlink.

To access and use RiskWare, staff and students must first authenticate using their JCU username and password.



*Note, not all staff are required to watch the ERM module; if this module is applicable to your role at JCU, you will be issued formal notification by email.

Step 4 JCU Users will used their JCU log in details to access RiskWare.

- First you will need to register for <u>Multi-Factor Authentication (MFA)</u>.
- > Once you have registered for MFA, you can access RiskWare
- > Anyone who has a JCU number can access RiskWare

JCU
User Name e.g. jc123456
Password
LOG IN
Forgot Password?

RiskWare Layout and Navigation

General User



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Menu Explanations

Global Menu

0	FAQ – Frequently Asked Questions
8	Shortcut to – Home, My Tasks, Tutorial, Analysis, Feedback
Ē	My Tasks
8	Change Password, Sign Out, Switch to Classic View

Panel

Incident/Claim/ Hazard Register	Used to view and manage reported Incidents / Claims / Hazards	
WHS Risk Register	Used to view and manage WHS Risk Assessments	
Field Trip	Used to request a Field Trip	
Incident/Claim/Hazard Reporting	Used to report an Incident / Claim / Hazard	
Checklists and Inspections	Used to perform checks and inspections	
Analyse Data	An alternative way to view statistical information and run reports	

Useful Tips

*	Indicates a required field and must be completed	Cancel	Used to cancel the record
Previous	Used to go back and review or amend data	Submit 🕑	Used to assign to approver
Next	Used to go forward to the next page	🗟 Draft	Used to save as a draft in Incident Report
() Help	Access to user guides (Currently unavailable)	Q	Used to perform a search
	Email <u>safety@jcu.edu.au</u> for assistance		
•	Indicates a drop down list is available	Save	Used to save as a draft in Risk Assessment

Exiting RiskWare

To exit the Web Self Service always use the LOG OUT option which is located at the top right hand side of the navigation screen.

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Step 1 Log off RiskWare

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Investigation of an Incident in RiskWare – Action Plan

- **Step 1** A notification is sent via email with an Incident Number to the responsible person
- Step 2 Log on to RiskWare
- Step 3 Click on View Incident/Claim/Hazard Register

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Good morning • There are 6 Enterp	Da rise Risks for review.			Incident/Claim/Haza	ard Reporting	Incident/Claim/H	lazard Register	Enterprise Risk Reg	ister
°				Report an Incident/Claim/H	azard 🗊	View and manage report	ed Incidents/Claims/Hazards	View and manage Enterprise	Risk Assessments
				Safety Risk Register		Audit / Checklist	Register	Field Trip	-
				View and manage WHS Risk A	Assessments	Manage and schedule A	udits & Checklists	Request a Field Trip	<u>\$</u> _
Checklists & Inspec	tions	Analyse Data							
Perform checks and inspect	ions.	Analyse my data	III						
Step 4	Doubl	e click on t	he incider	nt number	of the inci	dent bei	ng investiga	ted or clic	k on View
	Incide	nt lcon at i	the right h	and side o	of the incid	ent recoi	°d		
Step 5		on Action I	con	A 15 414	10)	- Diat	A	0	
C Back		o Action	Note	Edit	' - Invite	Print	Mattach	😈 Неір	
Step 6	Enter	the immed	iate actio	n/s that w	vere taken i	following	notification	n of the inc	cident
* Enter the									
Ď							Response - You you took after bei to be thorough in details.	should record the ng notified of the i recording factual	immediate steps ncident You need and relevant
						ABC			
Step 7	Click "	Next" to m	ove to ne	xt page					
Cancel	Previous	Next	🔁 Draft	() Help					
Step 8	Consid measu > >	der the pot ares and cli Consider if to more se In assessin past incide	ential con ck on the the incide vere conse g the likeli nts, freque	sequence appropria nt with <u>the</u> quences th hood, it is i ency of task	and likelih ate box wit current con an what it mportant to t/activity, n	hin the R hin the R ntrols in p <u>actually di</u> o consider umber of	e incident v isk Matrix lace, could h <u>d.was</u> the nature c people expos	vith curren ave been re of the risk in ed etc.,	nt control sulted in<u>l</u>ed a addition to

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		Rate	e the level of R	sk (Consequ	ience X Likelihood) at th	ne time of this Incident:				
					→		Consequence	Significant lost time injury (a		
				WHS	Incident including first aid, workplace hazard contained immediately and no ongoing safety risk impact. No known similar risk within University.	Incident including medical treatment, near miss, safety finding resolved in 3 days, impacts a minor part of University with minor works « \$10k.	Lost time injury (< 6 months), finding, ISOS combined extreme/high risk, impacts a moderate to substantial part o University with moderate works between \$10-50k.	months), notifiable event, finding, notice, suspension o work impacts a substantial part or whole of University with major works between \$50-100k.	Fatality, prosecution or f legislative non-compliance impacts a substantial part or whole of University with significant works > \$100k.	
					Insignificant	Minor	Moderate	Major	Catastrophic	
			Likely to occur within a 3 month period or during the performance of an actual task.	O Almost Certain	Medium	High	High		bliab	
			Could occur within a 3 to 12 month period.	Likely	<u>Medium</u>	Medium	High		High	
		1 (fact the soul	Could occur within a 1 to 5 year period.	Possible	Low	Medium	Medium	High	tigh	
		31	Could occur within a 5-10 year period.	Unlikely	Low	Low	Medium	<u>Medium</u>	Medium	
			May occur within every 10 year period or more.	Rare	Low	Low	Low	Low	Medium	
Step 9	Click	"Nez	xt" to	move	e to the ne	ext page				
Cancel	Previous	Ð	Next		Draft 🧃	Help				
Step 10	Ident	ify r	eleva	nt co	ntributing	g factors o	of the inci	dent by:		
	\triangleright	Cli •	cking i Prov	next t ride d	o the relev etails of w	vant Peopl hy this wa	e Contribu s a contrib	ting Facto outing fact	rs of the inc or	ident
	 Provide recommended control Clicking next to the relevant Equipment Contributing Factors of the incident Provide details of why this was a contributing factor Provide recommended control 									e incident
		Cli •	cking i Prov Prov	ide d	o the relev etails of w	ant Enviro hy this wa led contro	onment Co Is a contrib	ontributing outing fact	g Factors of or	the incident
	\triangleright	Cli •	cking Prov	ide f ide d	o the relev etails of w	ant Proce/ hy this wa	dural Cont is a contrib	ributing F outing fact	actors of the	e incident
	•	• Clio	Prov cking Prov Prov	ride ro next t ride d ride ro	ecommenc o the relev etails of w ecommenc	led contro vant Organ hy this wa led contro	l lisational (ls a contrib l	Contributin Duting fact	ng Factors o or	f the incident
Step 11	Click	"Ne	xt" to	move	e to the ne	ext page				
Cancel	Previous	Ð	Next		Draft 🧃	Help				
Step 12	Ident	ify v	vheth	er thi	is risk car	ı be elimi	nated by o	clicking Y	es or No	
* Can this										
\$	○ Yes	1 (No							Eliminate - Wherever possible you must eliminate the Risk. This is the most preferable solution

Step 13 Assign Target completion dates and Person Responsible to Control Measure

> Contributing Factor and Recommended Control are carried over from previous page

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Contributing Factor*	Control Measure*	Tar	get C	omp	letio	n Dat	e*		Person Responsible*	Actual Completion Date
Identified Contributing Factor(s) that led to the incident	Start at the top of this list and select one or more controls you will put in place.	Ent dat	Enter your anticipated date for completion				Who is responsible for implementing this Control?	Tick the checkbox when complete		
Select a Contributing	- Select a Hierarchy C		August 2023				23	>	Raelene Fewquandie	
		M	T	w	T	F	s	S	Search	
		31	1	2	3	4	5	6	D	
		7	8	9	10	11	12	13	Or I	
		14	15	16	17	18	19	20		
+ × 🎽	+ × 🏂	21	22	23	24	25	26	21		
		4	5	6	7	8	9	10		

Step 14 Follow Step 8 for guidance and consider the potential consequence and likelihood after the new control measures are implemented and click on the appropriate box within the Risk Matrix

			→		Consequence			
		WHS	Incident including first aid, workplace hazard contained immediately and no ongoing safety risk impact. No known similar risk within University.	Incident including medical treatment, near miss, safety finding resolved in 3 days, impacts a minor part of University with minor works < \$10k.	Lost time injury (< 6 months), finding, ISOS combined extreme/high risk, impacts a moderate to substantial part of University with moderate works between \$10-50k.	Significant lost time injury (> 6 months), notlitable event, finding, notice, suspension of legislative non-compili- yart or whole of University with major works between \$50-100k.		
			Insignificant	Minor	Moderate	Major	Catastrophic	
	Likely to occur within a 3 month period or during the Almost Certain performance of an actual task		Medium					
•	Could occur within a 3 to 12 month period.	Gold docur Inin a 3 to 12 Likely Madium Jourd docur Dhin a 1 to 5 Possible Low Sould occur Dhin a 1 to 5 Possible Low Sould occur Dhin a 5-10 Unikely Low		Medium				
rivelling	Could occur within a 1 to 5 year period.			Medium	<u>Medium</u>			
	Could occur within a 5-10 year period.			Low	Medium	Medium	<u>Medium</u>	
	May occur within every 10 year period or	Rare	Low	Low	Low	Low	Medium	

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Step 15 Identify if this incident is a Notifiable incident to the Regulator

©	No OYe	s			 What is a notifiable Incident? Notification is required when an incident at one of our workplaces of Serious injury or illness A serious injury or illness A serious injury or illness The mediate treatment as an in-patient in a hospital, or * Immediate treatment for: * The amputation of any part of the body, or * A serious bead injury, or * A serious burn, or * The separation of his or her skin form the underlying tiss * A spinal injury, or * The separation of his or her skin form the underlying tiss * A spinal injury, or * The loss of a bodily function, or * Serious lacerations, or * Medical treatment within 48 hours of exposure to a substingures or illnesses prescribed by the regulations. Dangerous Incident A dangerous incident means an incident in relation to a workplace person to a serious risk to a person's health and safety emanating exposure to: * An uncontrolled escape of gas or steam, or * An uncontrolled escape of a pressurized substance, or * An uncontrolled escape of a pressurized substance, or * An uncontrolled escape of a pressurized substance, or * The collapse, overturning, failure or malfunction of, or damage to authorised for use in accordance with the regulations, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse of a structure, or * The collapse or partial collapse or a structure, or * The collapse or partial collapse or a structure, or * The collapse or partial collapse or a structure, or	esults in: ue (degloving or scalping), or tance and includes any other hat exposes a worker or any other from an immediate or imminent any plant that is required to be ng an excavation, or xcavation or tunnel, or nd excavation or tunnel
	CIICK		complete.	•		
	Previous	Vext	Submit 🏏	U Help		

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