How to Complete an Action Plan – RiskWare

WHS-PRO-GUI-002e

DOCUMENT CHANGE CONTROL

Issue	Date	Amended By	Change
Version 22-1	23 May 2021	WHS Unit	Updated to reflect updates
Version 23-1	13 September 2023	WHS Unit	Updated to reflect updates
Version 24-1	16 May 2024	WHS Unit	Updated document numbering

Table of Contents

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
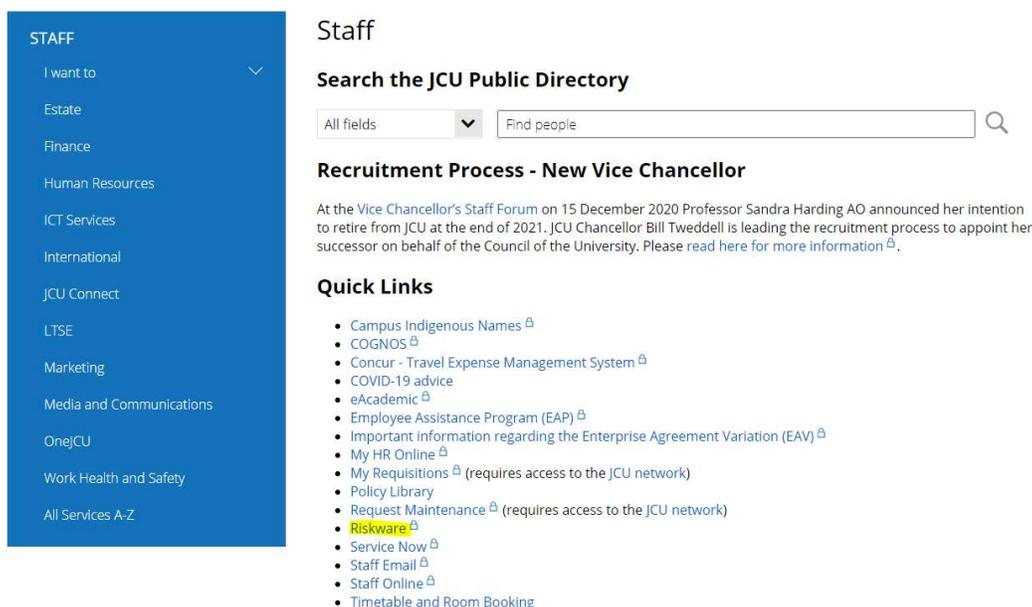- ➢ Create a field trip.

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.

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 Multi-Factor Authentication (MFA).
➢ Once you have registered for MFA, you can access RiskWare
➢ Anyone who has a JCU number can access RiskWare

RiskWare Layout and Navigation

General User
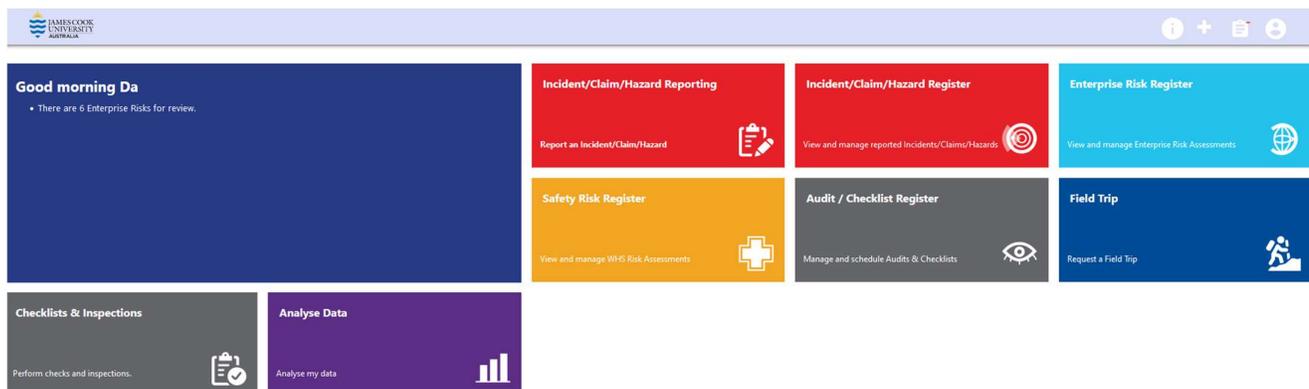
Menu Explanations

Global Menu

	FAQ – Frequently Asked Questions
	Shortcut to – Home, My Tasks, Tutorial, Analysis, Feedback
	My Tasks
	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) Email safety@jcu.edu.au for assistance		Used to perform a search
▼	Indicates a drop down list is available	Save	Used to save as a draft in Risk Assessment
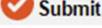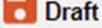
Exiting RiskWare

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.

Step 1 Log off RiskWare

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
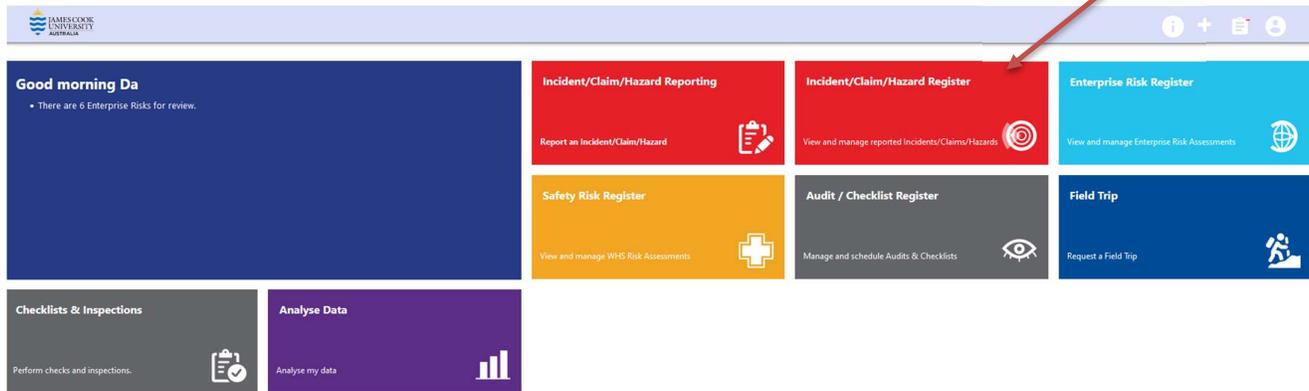
Step 4   Double click on the incident number of the incident being investigated or click on View Incident Icon at the right hand side of the incident record

Step 5   Click on Action Icon

Step 6   Enter the immediate action/s that were taken following notification of the incident

* Enter the immediate action you took after being notified of the incident:

Response - You should record the immediate steps you took after being notified of the incident You need to be thorough in recording factual and relevant details.

Step 7   Click "Next" to move to next page
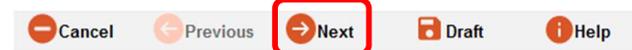
Step 8   Consider the potential consequence and likelihood of the incident with current control measures and click on the appropriate box within the Risk Matrix

> ➤ Consider if the incident with ~~the~~ current controls in place, could have ~~been resulted in~~led to more severe consequences than what it actually did.~~was~~

> ➤ In assessing the likelihood, it is important to consider the nature of the risk in addition to past incidents, frequency of task/activity, number of people exposed etc.,

Rate the level of Risk (Consequence X Likelihood) at the time of this Incident:

		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), notifiable event, finding, notice, suspension of work impacts a substantial part or whole of University with major works between $50-100k.	Fatality, prosecution or 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.	Almost Certain	Medium	High	High	High	High
Could occur within a 3 to 12 month period.	Likely	Medium	Medium	High	High	High
Could occur within a 1 to 5 year period.	Possible	Low	Medium	Medium	High	High
Could occur within a 5-10 year period.	Unlikely	Low	Low	Medium	Medium	Medium
May occur within every 10 year period or more.	Rare	Low	Low	Low	Low	Medium

Likelihood (vertical axis label)

Step 9   Click "Next" to move to the next page

Step 10   Identify relevant contributing factors of the incident by:

- ➢ Clicking next to the relevant People Contributing Factors of the incident
  - • Provide details of why this was a contributing factor
  - • 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
- ➢ Clicking next to the relevant Environment Contributing Factors of the incident
  - • Provide details of why this was a contributing factor
  - • Provide recommended control
- ➢ Clicking next to the relevant Procedural Contributing Factors of the incident
  - • Provide details of why this was a contributing factor
  - • Provide recommended control
- ➢ Clicking next to the relevant Organisational Contributing Factors of the incident
  - • Provide details of why this was a contributing factor
  - • Provide recommended control

Step 11   Click "Next" to move to the next page

Step 12   Identify whether this risk can be eliminated by clicking Yes or No

* Can this Risk be eliminated?

○ Yes   ◉ 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

➢ Further Contributing Factors and Control Measures can be added at this stage

Start at the top of this list and select one or more controls you will put in place:

Contributing Factor*	Control Measure*	Target Completion Date*	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.	Enter your anticipated date for completion	Who is responsible for implementing this Control?	Tick the checkbox when complete

Contributing Factor: -- Select a Contributing ⌄

Control Measure: -- Select a Hierarchy C ⌄

Target Completion Date:

August 2023

< August ⌄ 2023 ⌄ >

M	T	W	T	F	S	S
31	1	2	3	4	5	6
7	8	9	**10**	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Person Responsible: Raelene Fewquandie
🔍 Search

＋ ✕ ✓

+ Add another Contributing Factor/Control Measure

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

Rate the level of Risk (Consequence X Likelihood) at the time of this Incident:

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May occur within every 10 year period or more.	Rare	Low	Low	Low	Low	Medium

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

Is this a notifiable incident?

◉ No   ○ Yes

What is a notifiable Incident?
Notification is required when an incident at one of our workplaces results in:
Serious injury or illness
A serious injury or illness requires the person to have:
* Immediate treatment as an in-patient in a hospital, or
* Immediate treatment for:
     * The amputation of any part of the body, or
     * A serious head injury, or
     * A serious eye injury, or
     * A serious burn, or
     * The separation of his or her skin form the underlying tissue (degloving or scalping), or
     * A spinal injury, or
     * The loss of a bodily function, or
     * Serious lacerations, or
     * Medical treatment within 48 hours of exposure to a substance and includes any other
       injuries or illnesses prescribed by the regulations.
Dangerous Incident
A dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health and safety emanating from an immediate or imminent exposure to:
* An uncontrolled escape, spillage or leakage of a substance, or
* An uncontrolled implosion, explosion or fire, or
* An uncontrolled escape of gas or steam, or
* An uncontrolled escape of a pressurized substance, or
* Electric shock, or
* The fall or release from height of any plant, substance or thing, or
* The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or
* The collapse or partial collapse of a structure, or
* The collapse or failure of an excavation or of any shoring supporting an excavation, or
* The inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
* The interruption of the main system of ventilation in an underground excavation or tunnel

Step 16   Click Submit to complete.

⊖ Cancel   ← Previous   → Next   ✓ Submit   ⓘ Help