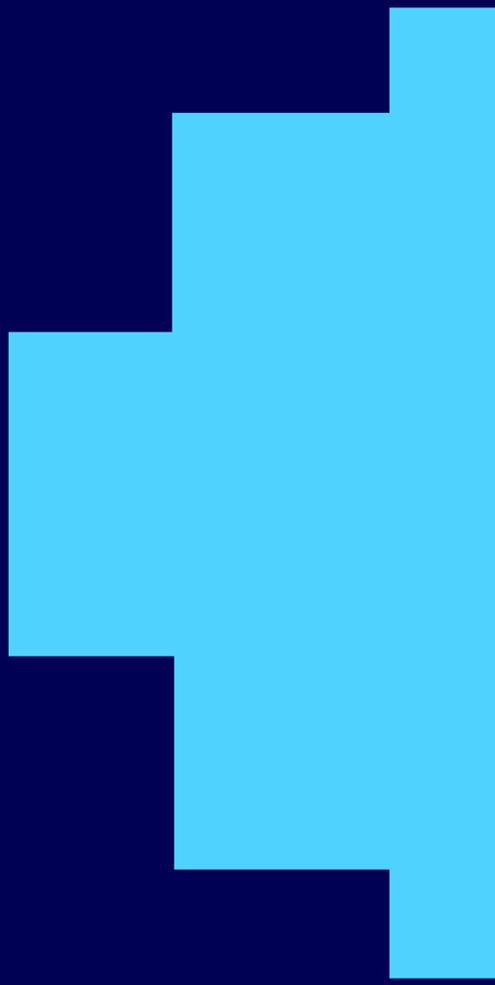


A GUIDE FOR SUPERVISORS

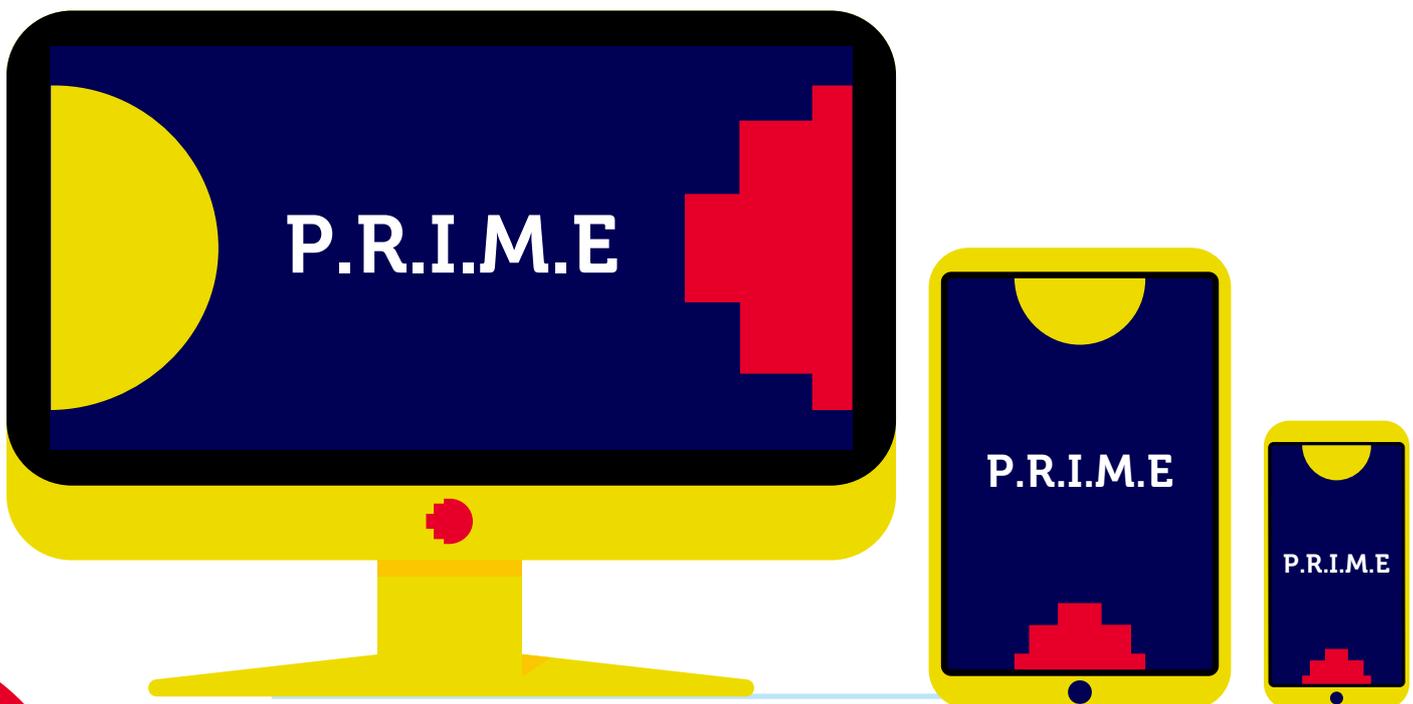


**P.R.I.M.E.
INCIDENT
REPORTING**

Improving the Health, Safety and
Wellbeing for Our Community

What is P.R.I.M.E.?

- Our online hazard and incident reporting system
- P.R.I.M.E. stands for Proactive Risk and Incident Management Excellence
- Single sign-on, from all your devices
- Replaced SafetySuite from July 2017
- A key element in ensuring a Healthy and Safe Work and Learning Environment



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Before you begin

This manual outlines how to use P.R.I.M.E.

Each chapter in this guide is broken into two sections. The first part of each chapter presents explanatory material about topic covered in the chapter. The second part provides you with an overview and step-by-step instructions that guide you through the process.

After reading and completing each chapter, you should have a working knowledge of P.R.I.M.E.

We welcome your feedback on this manual. You can email the Health, Safety and Wellbeing team at healthandsafety@rmit.edu.au.

1 Introduction

1.1 About this manual

This manual is for anyone who supervises staff at RMIT.

1.2 Conventions used in this manual

Conventions	What it means...
	<ul style="list-style-type: none">• Important to note
Text	<ul style="list-style-type: none">• Name of a form, menu, submenu, button, text file, field, or option.

1.3 System Requirements

Web Browser	<ul style="list-style-type: none">• Internet Explorer 7 or greater• Firefox 2.0 or greater• Safari 3.0 or greater• Chrome
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1.4 Terms used in this Manual

Term	Definition
AS: 1885	<ul style="list-style-type: none">• Workplace Injury & Disease Recording Standard
Incident	<ul style="list-style-type: none">• An occurrence that leads to, or might lead to injury or illness of a person and or damage to property or environment.
Confidential incident	<ul style="list-style-type: none">• A sensitive workplace incident which may be uncomfortable or inappropriate for you to report directly to your manager (e.g. harassment, bullying, personal medical condition).
Hazard	<ul style="list-style-type: none">• Any situation that has the potential to cause injury or illness, harm to health and/or danger to property or the environment.
Organisational Unit/School	<ul style="list-style-type: none">• A segment of RMIT such as Human Resources or Finance.

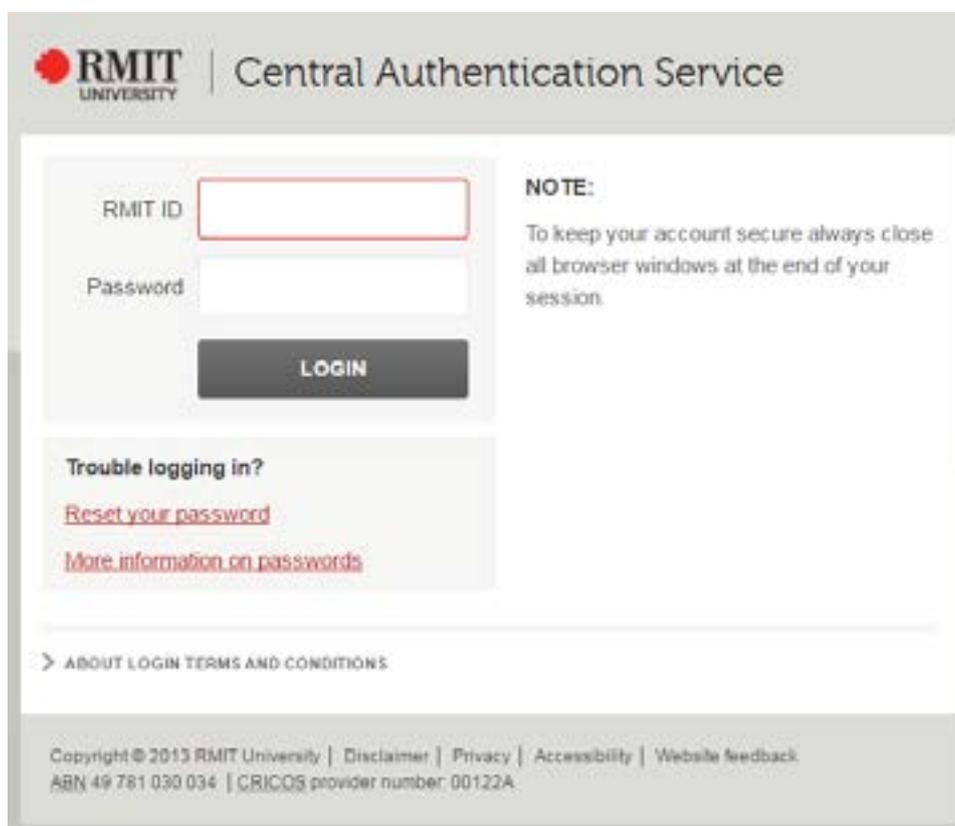
2 Getting started

This chapter explains:

- Incident management - log, manage and track incidents through to resolution.
- Logging into P.R.I.M.E.

2.1 How to login

1. After clicking on the link located on the RMIT Health, Safety and Wellbeing page, you will be asked to provide your username and password (Figure 1).



The screenshot shows the RMIT Central Authentication Service login page. At the top left is the RMIT University logo. To its right is the text 'Central Authentication Service'. Below this is a login form with two input fields: 'RMIT ID' and 'Password'. A dark grey 'LOGIN' button is positioned below the password field. To the right of the form is a 'NOTE:' section with the text: 'To keep your account secure always close all browser windows at the end of your session.' Below the login form is a section titled 'Trouble logging in?' with two red links: 'Reset your password' and 'More information on passwords'. At the bottom of the form area is a link '> ABOUT LOGIN TERMS AND CONDITIONS'. The footer of the page contains copyright information: 'Copyright © 2013 RMIT University | Disclaimer | Privacy | Accessibility | Website feedback. ABN 49 781 030 034 | CRICOS provider number: 00122A.'

Figure 1: Central Authentication Service login page

2. Type your username and password, and then click the Login button.
3. After successfully completing this step the P.R.I.M.E. Welcome Screen will appear



- Your username and password will be the same as the login details you use to log into your RMIT network.
- If you are unsuccessful please call ITS Helpdesk on ext. 58888.

3 Home page - A quick tour



Figure 2: Home page- screen shot

Letter	Components	Description
A	Virtual Assistant	<ul style="list-style-type: none"> The online virtual assistant will provide you with textual and audiohelp for key areas of the application (if activated by Administrator).
B	Information Panel	<ul style="list-style-type: none"> All alerts, information and answer to the FAQ are displayed in this area.
C	FAQs	<ul style="list-style-type: none"> Common questions are displayed here to provide help for specific concepts. To access a FAQ simply click on the appropriate question. The questions for the FAQ section are configured by the Administrator.
D	Notification Centre	<ul style="list-style-type: none"> Any task or message requiring your attention is displayed in this area.
E	Chart Area 1	<ul style="list-style-type: none"> A graphical representation of an aspect of Incident management relevant to you will be displayed. The content of the chart will depend on your level of access and the configuration of the system.
F	Chart Area 2	<ul style="list-style-type: none"> A graphical representation of an aspect of Incident management relevant to you will be displayed. The content of the chart will depend on your level of access and the configuration of the system.
G	My tools	<ul style="list-style-type: none"> The options available to you within the application. To access an option simply click on the title for the option. The options available to you will be determined by the modules purchased and/or the privileges assigned to you by the Administrator.
H	Quick Links	<ul style="list-style-type: none"> Quick access links to the various functions and areas of this application.



- Screen may vary depending on your security privileges and module purchased.

4 Incident/hazard register

This chapter explains the incident/hazard register. After reading this chapter you will understand the following concepts:

- Major components of the incident/hazard register
- How to manage incidents and hazards in P.R.I.M.E.

4.1 About the incident/hazard register

The incident/hazard register is a comprehensive record of incidents and hazards across RMIT. Your level of security and your position will determine the items that you can view and that are under your control.

The incident/hazard register provides an overview of:

- The incidents and hazards relevant to your level of access
- Details of incidents including type, date, status, location and the person/people involved
- The Action Plan risk levels
- A nominated person who takes responsibility for managing the incident

4.2 The incident/hazard register – A quick tour



Figure 3: incident/hazard register

Letter	Components	Description
A	Toolbar	• The toolbar shows various options that are available on the incident/hazard register (See Toolbar table on the next page).
B	Incidents and hazards	• This list displays the core details of the incidents and hazards that you have permission to view. This is a summary of key details allowing the you to view all the details of a risk by clicking the view button.
C	Commands	• The commands consists of various functions corresponding to the incident or hazard. (See list of commands on the next page).

4 Incident/hazard register

4.2.1 Toolbar

Button	Purpose
	<ul style="list-style-type: none">Return back to the previous page
	<ul style="list-style-type: none">Filter the risk register
	<ul style="list-style-type: none">Refresh the risk register to display any new risks
	<ul style="list-style-type: none">Display the calendar of tasks
	<ul style="list-style-type: none">Delegate authority
	<ul style="list-style-type: none">Print the risk register
	<ul style="list-style-type: none">Export incident/hazard register list

4.2.2 Commands

Button	Purpose
	<ul style="list-style-type: none">Cancel incident or hazard
	<ul style="list-style-type: none">View incident or hazard
	<ul style="list-style-type: none">Transfer incident or hazard

4.2.3 Incident/hazard register tab

This tab shows all incidents and hazards you have access to.

4.2.4 Assigned incidents tab

This tab shows all incidents and hazards assigned to you. These are incidents or hazards for people that report to you or have been transferred to you. From this tab you can:

- View incident/hazard details
- Enter, complete, view an action plan
- Invite another user to view the incident/hazard
- Print the incident/hazard details
- Record an incident investigation
- Transfer incident/hazard to another user
- Cancel an incident/hazard
- Under the closed sub tab you may reopen an incident/hazard

4 Incident/hazard register

4.2.5 My incidents/hazards tab

This shows all of the incidents and hazards you have reported. It does not include incidents and hazards you have reported for other people. You can filter the list by incident/hazard status by clicking on:

- Open shows all incidents/hazards that have yet to be closed
- Closed shows all incidents/hazards that have been closed
- All shows all open and closed incidents/hazards

Further commands

- Clicking the 'print' button will allow you to print the details of the incident/hazard.
- If you submitted the report by accident or want to withdraw the report click the 'cancel' button.
- Click the 'view details' button to view all of the captured incident/hazard details.
- Clicking the 'edit' button will take you back through the same process as logging an incident/hazard, but will allow you to change the details you have previously entered.
- The 'attach' button (if configured) will allow you to attach documents to the incident/hazard.
- Clicking the 'action plan' button will display the action plan. This shows the action plan that has been completed by the appropriate Supervisor or OHS Coordinator.
- It highlights:
 - Risk ratings before and after proposed controls.
 - The immediate action taken by the Supervisor or OHS Coordinator upon being notified of the incident.
 - Proposed control measures to mitigate the risk.
 - Date, person responsible and whether proposed control measures are complete.

4.2.6 Department register tab

This shows all of the incidents/hazards within your direct reporting line. This register is only available to Supervisor users.



5 Action plan

This chapter explains the action plan.

After reading this chapter you will understand the following concepts:

- How to create and modify an action plan
- How to complete an outstanding control measure.

5.1 About the action plan

All hazards and incidents are required to have an action plan.

The action plans are designed to assist managers to put measures in place to prevent recurring hazards and incidents. By default an incident or hazard is assigned to the person they report to. Managers must complete an action plan for an incident or hazard.

A control measure is a proposed control that is introduced to minimise or eliminate the hazard or incident occurring again. An action plan can have many control measures. Examples of a control measure are:

- Introduce safety signs
- Fix cover plate to exposed cables.

An action plan is complete when all its control measures are completed. This will close the incident or hazard.

5.2 How to create an action plan

1. To initiate an action plan go to your assigned incidents tab.
2. Click 'enter action plan' button for the incident or hazard you wish to complete an action plan for. The first page of the action plan is displayed.
3. Complete the details required to be entered on page one.
4. Click the 'next' button. Page two is displayed (figure 4).
5. Select the level of risk at the time of the incident or hazard from the risk matrix, by clicking an appropriate cell.
6. Click the 'next' button. Page three is displayed. This page refers to the control measures. A control measure will help reduce or eliminate the hazard or incident occurring.
7. Answer the question, 'Can this risk be completely eliminated?'
 - If 'Yes', the first control measure type is automatically displayed as 'eliminate' in the drop down list and cannot be changed to another option.
 - If 'No', the first control measure type drop down list is not disabled, therefore you may select an appropriate option from the list.
8. Enter a description of the control measure.
9. Select the date the control measure should be completed by. This is the target completion date.
10. If the control measure has been completed, click the square box under the actual completion date column for the control measure.
 - If you wish to change the date, click the 'change date' link and select another date.
 - If you wish to remove the tick from the control measure, click the tick.
11. Click the 'next;' button. Page four is displayed.

5 Action plan

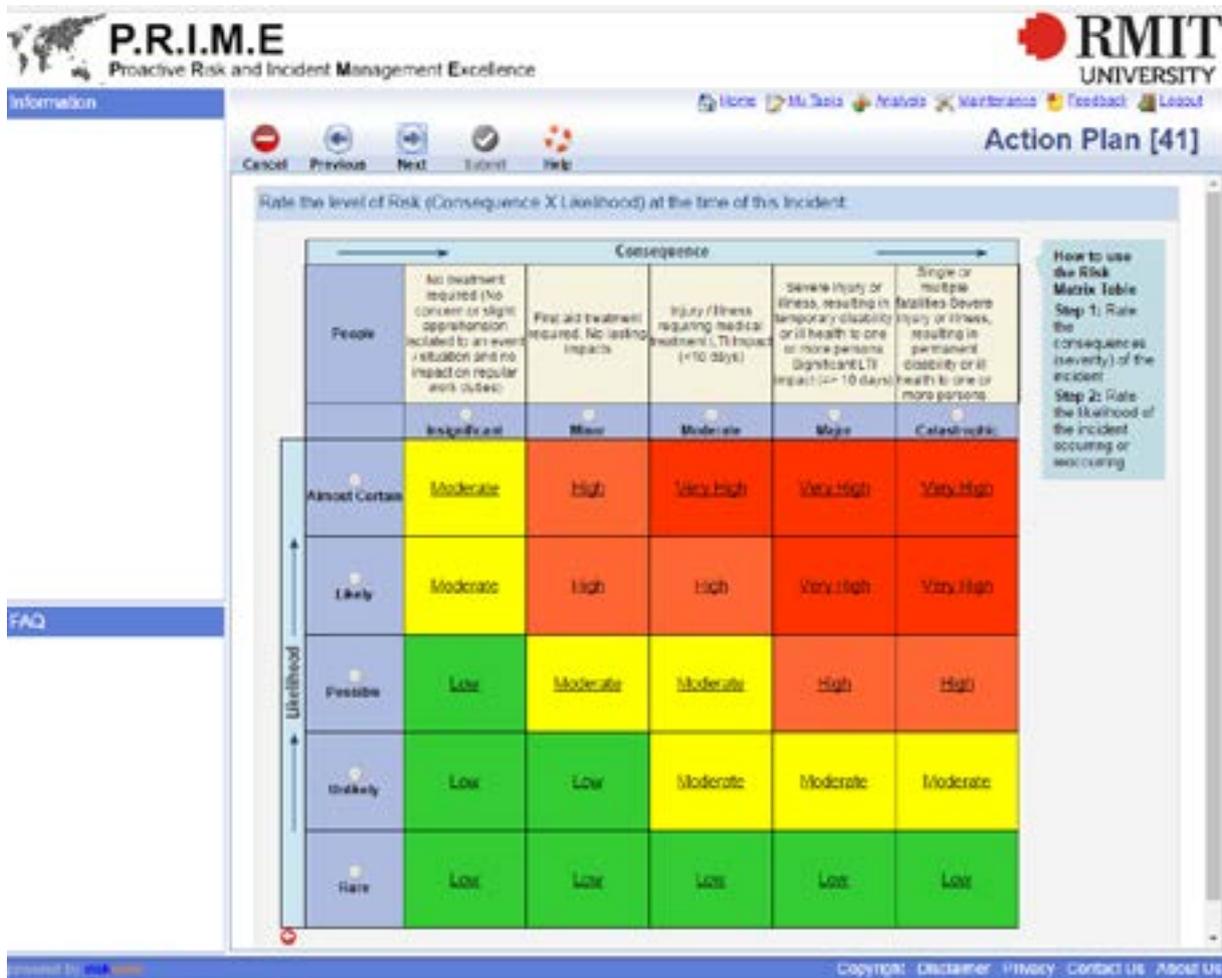


Figure 4: Action Plan risk matrix

12. On the risk matrix select the level of risk by clicking an a numbered cell.
 - The level of residual risk cannot be greater than the initial risk.
13. If your action plan is for a non-injury incident or hazard a 'submit' button will be visible on page four. Click the 'submit' button to submit the action plan.
14. If your action plan is for an injury Incident, the 'submit' button is replaced by the 'next' button. Click the 'next' button. Page five is displayed.



- An action plan is complete when all control measures are completed. The incident or hazard will be closed.

5 Action plan

5.3 How to modify an action plan

You can only modify an action plan for an incident or hazard that is open.

To modify the action plan, click the 'complete action plan' button for the incident or hazard. The action plan will be displayed on the screen.

You may delete, modify or add a control measure. Remember to click the 'save' button to save your changes.



- Click the 'print' button to view a PDF of the details that you can print.

5 Action plan

5.4 How to complete an outstanding control measure

Outstanding control measures can be completed by:

- Accessing the action plan from the 'complete action plan' button in the 'assigned incidents' tab.
- Completing the control measure via the 'my tasks' page.

5.4.1 Complete an outstanding control measure via assigned incidents tab

From the 'assigned incidents' tab, click the 'complete action plan' button for the incident or hazard.

This will display the action plan allowing you to complete the outstanding control measures.

Complete the control measure by clicking on the completed box. A tick will appear, signifying it has been completed. Click the 'save' button to save your changes.

5 Action plan

5.4.2 Complete a control measure from the my tasks page

The 'my tasks' link is located near the top right of the page. It displays the number of tasks you have to complete.

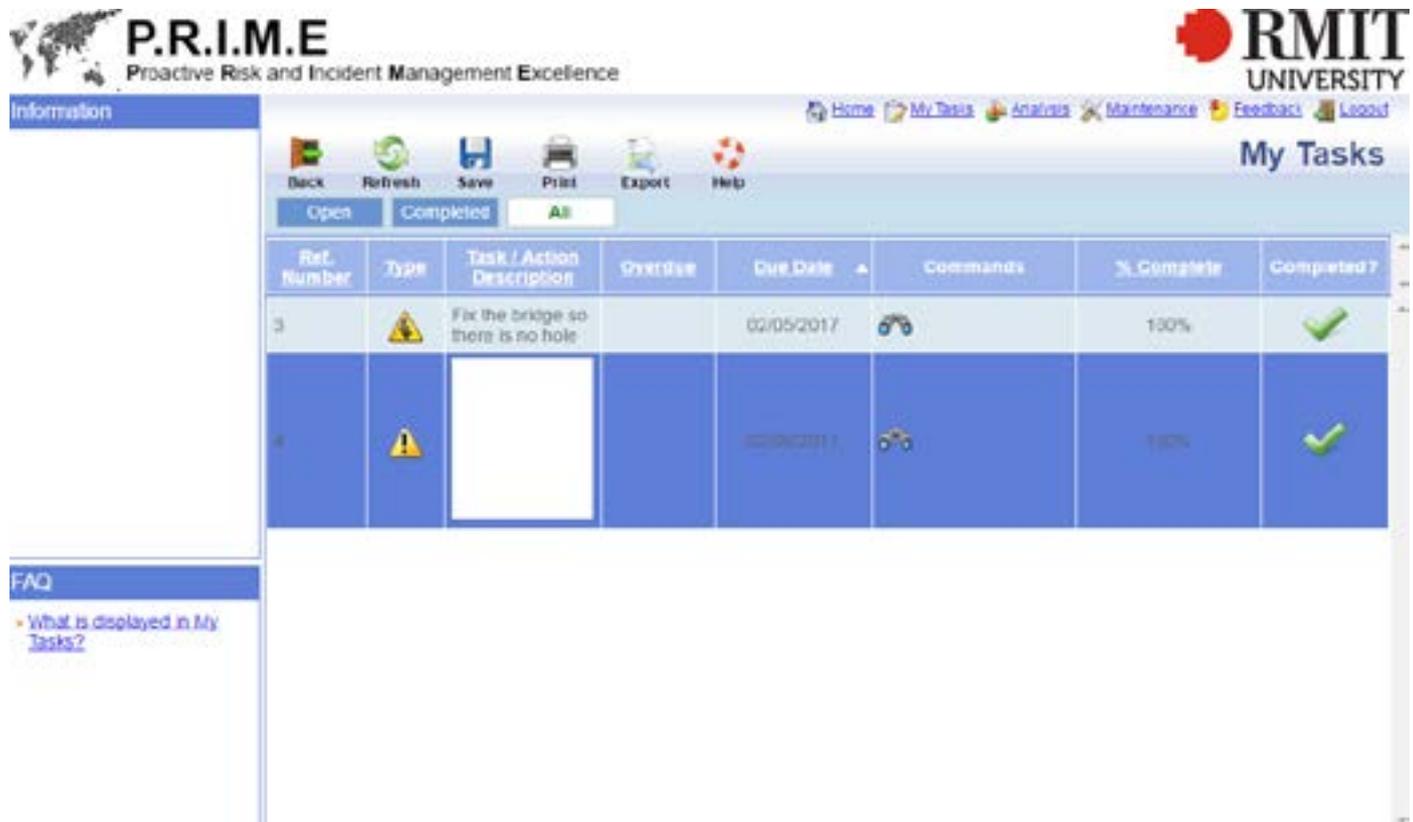


Figure 5: My tasks

1. Clicking on 'my tasks' will take you to the my tasks screen, which lists all of the tasks assigned to you for completion (figure 5)
2. The due date is listed for each task and a red flag will appear for tasks that have past their due date for completion
3. Clicking on the binocular icon will take you to the incident details, so you can get context for completion of the task
4. The notes icon will allow you to document a note that can be viewed by the appropriate Supervisor or OHS Coordinator
5. The 'transfer' button (person icon) will allow you to transfer the task to another person. You are able to search for the appropriate person and write a note to them explaining the reason for transfer
6. Select the appropriate 'percentage complete' to reflect how much of the task has been completed
7. Once 'percentage complete' reaches 100%, or the 'completed' checkbox is ticked, the task will be complete and this will reflect in the action plan being managed by the Supervisor or OHS Coordinator.

6 Invite person to incident or hazard

This chapter explains how to invite another person to view a incident or hazard. After reading this chapter you will understand the following concepts:

- Why you would invite a person to view an incident or hazard
- How to invite a person to view a incident or hazard

6.1 About the invite function

To enable another user to view an incident or hazard they do not have access to, they must be invited. When you have shared the incident or hazard with them they will see it in their 'assigned incidents/hazards' tab.

New, open and closed incidents and hazards may have people invited to them. The invitee will only have rights to View the details relating to the incident or hazard and will not be able to edit information.

6.2 How to invite a person

1. Click the 'invite' button for the incident or hazard in the assigned incident tab or from where you view the incident or hazard's details. The invite popup window is displayed (figure 7).



Figure 7: Invite window

2. Click the 'search;' button on the popup and search for a user to invite to view the incident or hazard.
3. Select the person and add them to the right.
4. Enter your reason for inviting the person in the space provided.
5. Click the 'OK' button on the popup.
6. The person will be invited to the incident or hazard and will receive an automatic notification email.



- The person inviting will still see the record and you may invite more than one person

7 Transfer incident or hazard

This chapter explains how to transfer an incident or hazard.

After reading this chapter you will understand the following concepts:

- Why you would transfer an incident or hazard.
- How to transfer an incident or hazard

7.1 About the transfer function

To enable another user to update an incident or hazard it must be transferred to them. When you have transferred an incident or hazard to them they will see it in their assigned incidents/hazards tab.

You may wish to transfer an incident or hazard to another person if you have received this incident or hazard in error, or if you need to transfer responsibility to another person.

7.2 How to transfer an incident or hazard

1. In the 'assigned incidents' tab, Click the 'transfer' button for the incident or hazard. The transfer popup window is displayed (figure 8).



Figure 8: Transfer window

2. Click the 'search' button on the popup and search for a user to transfer the incident or hazard to.
3. Select the person. The search popup is closed and the person's name appears in the transfer popup.
4. Enter your reason for transferring in the space provided in the popup.
5. Click the 'transfer' button on the popup.
6. The transfer popup is closed and the incident or hazard has been transferred. The transferee will receive an automatic email notification.

8 Delegation

This chapter explains how to delegate a incident or hazard.

After reading this chapter you will understand the following concepts:

- Why you would delegate an incident or hazard.
- How to delegate an incident or hazard

8.1 About the Delegate function

Delegation enables you to transfer your responsibility for incidents and hazards to another user to act on your behalf. Typically, delegation will be used when a supervisor is on leave and a person can be delegated their incidents and hazards.

The delegated user is then able to access the incidents and hazards that the supervisor is assigned to act upon them. The delegation setup allows the delegated user to receive email notifications of any incident and hazards assigned to the supervisor and the supervisor may also elect to continue to receive these notifications.

8.2 How to delegate to another user

1. In the incident register, click the 'delegation' button. The delegation page is displayed (figure 9).

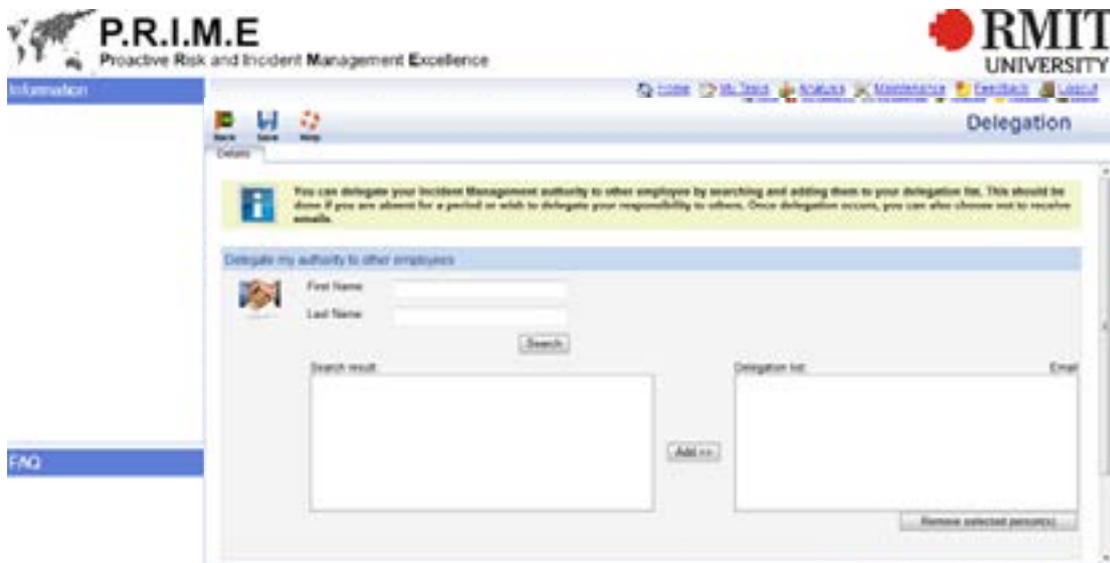
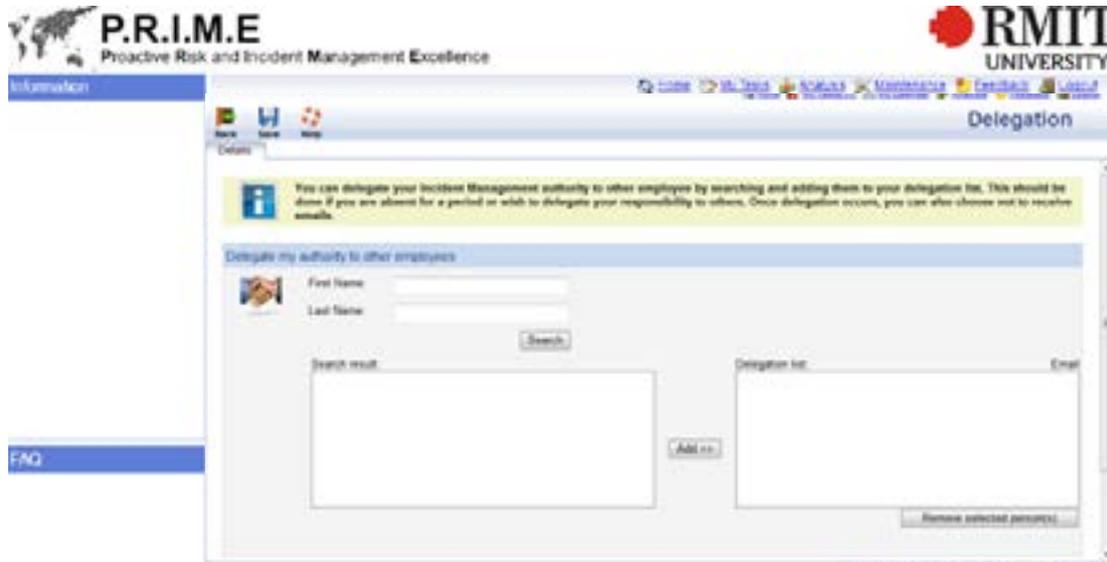


Figure 9: Delegation window



- The delegation function is only available to users who have direct reports.

8 Delegation



2. Click the 'search' button after entering the first name and/or surname of a person you wish to delegate to. A list of people matching your search criteria will be displayed.
3. Select the person to delegate to from the list.
4. Click the 'add' button, transferring them to the 'delegation list' text box.
5. Click the 'email' box, ensuring it is ticked, if you wish the person to receive email notifications of logged incidents and hazards.
6. Click the 'email' box, at the bottom of the page, ensuring it is ticked, if you wish yourself to receive email notifications of logged incidents and hazards.
7. Click the 'save' button to commit your changes.
8. Click the 'back' button to display the previous page.



- To remove a person from the 'delegation list', highlight them and click the 'remove selected person(s)' button. Remember to save your changes.

9 Investigation

This chapter explains how record an investigation.

After reading this chapter you will understand the following concepts:

- Investigation levels
- How to record an investigation
- How to modify an investigation

9.1 Investigation level

Level one	<ul style="list-style-type: none">• Requires Incident Cause Analysis Methodology (ICAM) investigation level.• Includes serious injury, fatality, event likely to cause extreme physical or emotional distress.
Level two	<ul style="list-style-type: none">• Requires either ICAM or basic investigation level, depending on severity.• Includes injury resulting in lost time, medical treatment (more than first aid), multiple person injury.
Level three	<ul style="list-style-type: none">• Requires a basic investigation level.• Includes first aid injury, property damage.

You can find more information about investigation levels in the Incident Management & Investigation process document (HSW-PR10). You can find this document in the Health, Safety and Wellbeing section of the RMIT staff website.

9 Investigation

9.2 How to record an investigation

1. In the 'assigned incidents/hazards' tab, Click the 'investigate' button. The investigation form is displayed (Figure 10).
2. Enter the details on page one which cover the time and people involved in the investigation.
3. Click the 'next' button to display page two (Figure 11).
4. Enter the details on page two which cover the incident itself.
5. Click the 'next' button to display page three (Figure 12).
6. Enter the details on page three which cover causes of the incident.
7. Once complete, Click the 'submit' button.

The screenshot shows the 'Incident Investigation' form in the P.R.I.M.E. system. The form is titled 'Incident Investigation' and is part of the 'P.R.I.M.E. Proactive Risk and Incident Management Excellence' system. The form is divided into three main sections: 'Investigation Methodology', 'Details of the Incident being Investigated', and 'Details of the Incident Investigation Team'. The 'Investigation Methodology' section has a dropdown menu for 'Investigation Methodology' and a 'Select the investigation model' button. The 'Details of the Incident being Investigated' section has fields for 'Person', 'Date of Incident' (15/06/2017 12:00 PM), and 'Description'. The 'Details of the Incident Investigation Team' section has fields for 'Date of Investigation' and 'Investigation Team'. The form is displayed in a browser window with the RMIT University logo and navigation links at the top.

Figure 10: Page one of investigation (planning)

9 Investigation



Figure 11: Page two of investigation (event timeline)



Figure 12: Page three of investigation (contributing factors)

— My notes

RMIT Community Helpdesks

HR Assist

All General Enquiries

Phone (0)3 9925 0600

ITS Helpdesk

Phone (0)3 9925 8888