Incident Management: RiskMan

Frequently Asked Questions

GENERAL

What is RiskMan?

RiskMan is an incident management tool.

It is easy to use software for recording and managing incidents, hazards, near misses and feedback about our service.

What is the purpose of RiskMan?

Its purpose is to gather better information about what happened, how and why it happened, what can be done to reduce the likelihood of it happening again and to make care safer for our customers.

Why is RiskMan important?

Using RiskMan ensures that all incidents, hazards, near misses and feedback are recognised, reported and analysed as is a mandatory requirement under the *Work Health and Safety Act 2011* as well as the *NDIS Quality and Safeguarding Framework*.

Who is responsible for using RiskMan?

Everyone is responsible for using RiskMan. However, managers have additional accountability for promoting the use of RiskMan for reviewing all incidents reported in RiskMan.

What policies and procedures refer to RiskMan? And where can I find them?

- QD 5022 Critical Incident Management Policy
- QP 8205 Incident Reporting General
- QP 5402 Complaints Management Procedure
- QP 5301 Medication Management Procedure
- QP 1401 Critical Response after Hours Service

All policies and procedure are available on QMS.

REPORTING

Do I need to report challenging behaviours in RiskMan?

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Yes. A situation or feeling can act as a trigger for challenging behaviour and is usually a way someone is trying to communicate.

To assist us in supporting our customers better, we want to gather pre, during and post-incident behaviour to help us understand why the behaviour has occurred and looked to implement changes that may limit its severity, as well as its regularity should specialist intervention be required.

If a critical incident occurs after hours who do I contact?

Firstly, if it is an emergency call **000**

Secondly, after Hours On-Call **1800 554 340**.

If a customer (including supported employee) assaults a worker, is it classified as assault or abuse?

If a customer (including supported employee) assaults a worker (non-supported employee or supported employee) it is reported with a classification of **assault**.

If a worker (non-supported employee) abuses, neglects or exploits a customer, it is classified as **abuse**.

Do I need to report if my manager or colleague encourages me not to?

We all have a responsibility to report incidents that occur, and your duty of care takes precedence over any directive you receive from other people.

Failing to report in RiskMan is in breach of our policies and Code of Conduct and puts you at risk for being held responsible for any adverse outcomes of your inaction.

If it is not reported in RiskMan, then we cannot prove it happened.

TROUBLESHOOTING

What happens if there is a technical issue and I cannot access RiskMan?

In instances where you are unable to access RiskMan due to technical issues or extenuating circumstances, please complete one of the following forms available on QMS.

- **Customer Related Incidents/Feedback**: QF 8205.03 RiskMan Manual Data Entry Form
- **WHS Related Injury Illness**: QF 4230.01 RiskMan WHS Injury Illness Manual Data Entry Form
- **WHS Related Incidents/Feedback**: QF 4050.02 RiskMan WHS Near Miss or Hazard Manual Data Entry Form

Please note: Once access to RiskMan is reconnected these incidents will need to also be recorded electronically in RiskMan.

Who can I speak to if I have a question about RiskMan?

If at any stage, you need help or more information about RiskMan, please speak to your leader.

Alternatively, if you need:

- technical assistance, contact the help desk at *my Service Centre* on 1300 742 212 or raise a ticket online at https://endeavour.service-now.com/ess/
- assistance with using and entering an incident, please contact the safeguarding team on 1300 730 334.

AGENCY EMPLOYEES

Are agency employees required to use RiskMan?

All employees, including agency workers must report incidents in RiskMan.

Do agency employees have RiskMan login details?

Generic logins exist for agency workers who need to submit an incident in RiskMan.

To organise access for agency workers, managers need to contact *my Service Centre* on 1300 742 212 or raise a ticket online at https://endeavour.service-now.com/ess/.

It is the responsibility of the manager to ensure agency workers have access RiskMan.

RISKMAN AND MEX

When do I use RiskMan feedback function for building maintenance vs entering a work request in MEX?

Property and asset issues that are the result of an incident or are a hazard are to be reported in MEX and Riskman.

Property and asset issues that are not a result of an incident or are not considered to be a hazard (e.g. leaking sink tap) are to be reported in MEX.

OTHER

Where can I access RiskMan?

- From your desktop or through Citrix via the icon on the Intranet page at https://intranet.endeavour.com.au/
- From the internet at https://riskman.endeavour.com.au

What is my login?

Your Username and Password is the same as the one you use to login to the network. Please contact the help desk at my Service Centre on 1300 742 212 if you have a problem.

Can I practice using RiskMan?

Yes, and we encourage you to do this! Click https://riskmantraining.endeavour.com.au/ and practice in a simulated environment, until you are comfortable.

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