

# RiskMan: Reporting tips

*RiskMan is our incident management tool. It is easy to use software for recording and managing incidents, hazards, and feedback about our service.*

## When do I make a report?

You must make a report in RiskMan when you are:

- involved in an incident
- witness to an incident
- told or discover something serious.

## Essential reporting tips

### 1. *Be concise and clear*

Think carefully about what you are going to write.

We need the perfect amount of information to understand the incident - *too much* information can obscure the main points, and *too little* information can result in an inadequate response.

- Avoid using slang, e.g. gre8, BTW
- Use appropriate and simple language
- Use quotation marks when reporting what someone said  
e.g. Jane stated, "I saw Jim fall."
- Avoid using jargon, e.g. a Kylie when referring to a portable continence aid.
- Avoid acronyms especially those unique to your service  
e.g. Endeavour Foundation (EF), Restrictive Practice (RP)
- Write full names and relationship of people in the report and do not use a person's initials, e.g. Mary Jones (mother), Pat Evens (Residential Worker)
- Be precise about your service and location
- Re-read what you have reported and check that it would make sense to a random person reading it without any understanding of the service, location or person.

### 2. *Be accurate and honest*

Report what you know. Only include information that you have seen, heard or witnessed.

Do not document your assumptions or feelings or judgements about incident or event.

*An example of sticking to the facts:* At 12.30pm, John was observed to be rubbing his chest for the last 10 minutes. He was frowning and grunting.

*An example of assumptions:* John looked like he had indigestion after lunch. He was rubbing his chest and was grunting in pain. He only had spicy noodles for lunch.

### 3. *Be timely*

Create the record as soon as possible.

Be clear about the timing of events e.g. 3pm or 1500hr not 3.00.

Be precise about the day, month and year (20.2.2020) not Tuesday.

### 4. *Be careful*

We must ensure that nothing we report could be interpreted as being - insulting or abusive, prejudiced; racist, sexist, ageist or discriminatory.

## Reasons to report

*It benefits the customer.* Your firsthand account is invaluable. You will realise physical, mental and emotional things about the incident that may come in handy in the future.

*It protects you.* Your account of details will lead to a better investigation and resolution as well as protect you should the incident lead to legal action.

*It is your Code of Conduct obligation.* Every employee has a duty of care to uphold safe work practices.

*It can help prevent similar incidents from happening.* Proper reporting of the circumstances can increase awareness and help prevent the same incident from recurring.

*It meets legal obligations.* Under the *Work Health and Safety Act 2011* as well as the *NDIS Quality and Safeguarding Framework*, we are required to report certain incidences to regulatory bodies.

## Advantages of reporting

By reporting, we ensure:

- a timely response
- appropriate people notified
- suitable supports are provided
- a more accurate, objective and impartial account of details
- a review is triggered
- corrective actions implemented to prevent a recurrence
- a historical record is available if required later.

## Getting help

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

If you need assistance with entering an incident, please contact the Customer Safeguarding team on **1300 730 334**.

*Updated February 2020*