

# RiskMan General User Guide

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### Getting help

If at any stage, you need help or more information about RiskMan not covered in this guide, please speak to your leader.

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/>

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

See page 20 for the list of relevant procedures for more information.

### RiskMan: Incidents, hazards, and feedback

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

All staff are responsible for using RiskMan and reporting incidents and hazards.

### On-Time Reporting

Our policy is for all incidents, hazards, near misses and feedback to be recorded in RiskMan **within 24 hours** regardless of the severity.

You must make a report in RiskMan within 24 hours when you are:

- Involved in an incident
- Witness to an incident
- Told or discover something serious

**Even if you believe the incident was minor or if there was no injury, you must still record it in RiskMan. If you have any doubt, please speak to your leader.**

### 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.

### Definitions

**Incidents:** An incident is anything that is an unintended event that is unusual or disturbs normal operations. An incident:

- is likely to lead to an undesirable affect for the person we support, a colleague, agency staff or volunteer, contractor, or other member of the community
- varies from Endeavour Foundations policies, procedures, and practices.

**Hazards:** A hazard is an item or situation that *can* cause potential injury, illness or damage to something or someone. It is not an event.

**Near misses:** Any unplanned event that occurs where due to the nature of the event something or someone could have been damaged, injured or become ill.

**Feedback:** A mechanism to relay information from any source to the business around the support and services we provide to customers. It includes compliments, complaints, and concerns.

### Grievances

Staff to staff matters (grievances) are not to be submitted to RiskMan.



Grievances could include:

- Poor communication between yourself and a colleague or your leader – that does not impact on customers
- Bullying and/or harassment between staff members
- A staff member not showing up to shift - unless it results in a customer being unsupported
- A staff member not fulfilling the duties of their role – unless it results in the neglect of a customer

The best mechanism to report these concerns is directly through your Leader, or Leader's Leader, either by having a conversation, sending an email to them, or emailing them the QF 5274.01 Grievance Record.

Please refer to ***QP 5274 Grievance and Dispute Settlement Procedure*** for further information regarding staff to staff grievances.

### Essential Reporting Tips

There are three important elements to consider when recording in RiskMan:

#### 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.

### Advantages of reporting

By reporting promptly, we ensure:

- a timely response
- appropriate people are involved and 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 if required.

### Accessing RiskMan



RiskMan can be accessed:

- from your desktop or through Citrix via the icon on the Intranet OR
- from the internet at <https://riskman.endeavour.com.au>



#### What is my login?

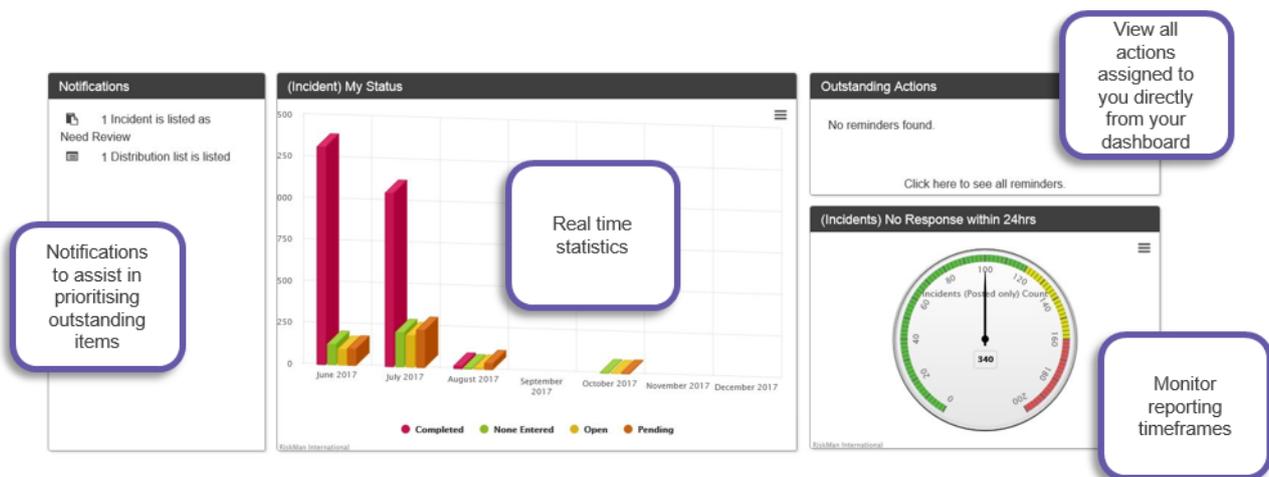
Your **Username** and **Password** are the same details you use to login to the network. Please contact the help desk at my *Service Centre* on **1300 742 212** if you have a problem.

### My Dashboard

My Dashboard is designed to provide a greater visual representation of your incidents. You can quickly view notifications, the status of incidents, actions, and monitor reporting timeframes.

Depending on your access level, widgets (i.e. sections) displayed on your dashboard can be customised by clicking each header to either move or minimise the section.

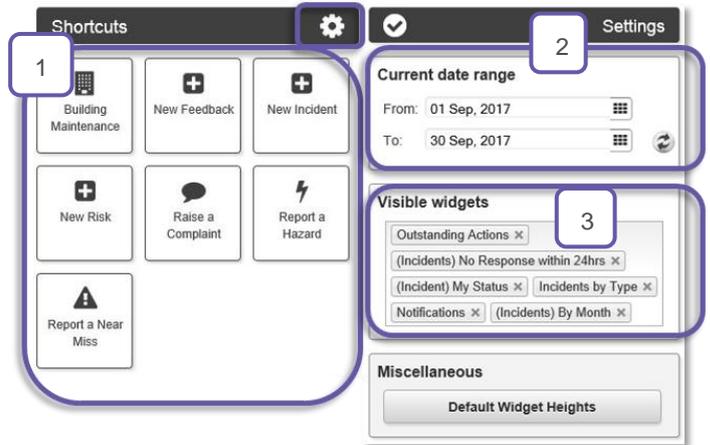
*The range of widgets you have, as well as the level of customisation is based on your level of RiskMan access.*



### Shortcuts and Settings

Shortcuts make reports easy!

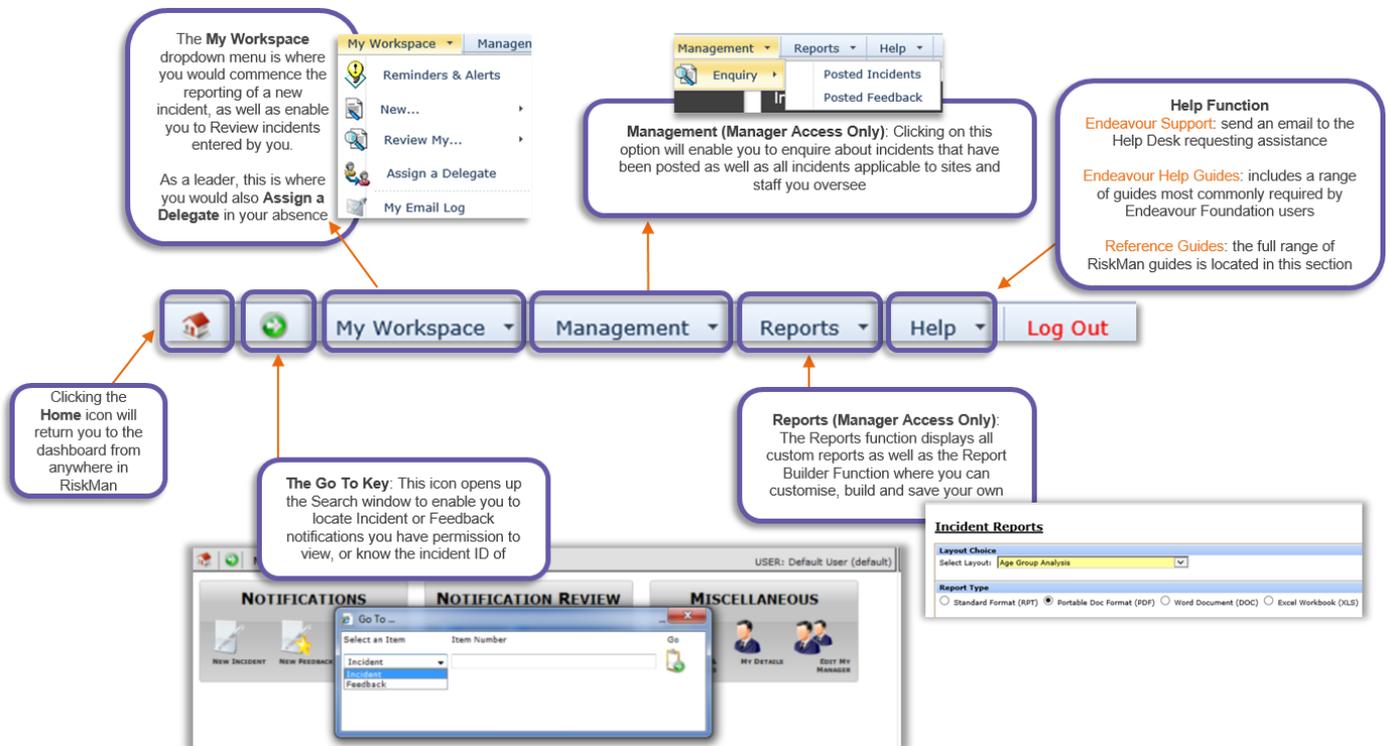
1. Click on the relevant icon to begin a new Form
2. Select a date range to only view reports submitted within a set time period
3. Add or remove visible widgets from your Dashboard here



### Menu

Navigating RiskMan is simple via the Menu bar.

Take the opportunity to familiarise yourself with the various symbols and menus of your home screen below.



### Entering an incident, hazard, near miss and feedback

It is crucial all staff are confident in their ability to use RiskMan.

When recording in RiskMan remember:

Use FULL NAMES when entering incidents, this will assist us to investigate appropriately.	Tool tips may appear when you hover your mouse over some of the fields to assist you with entering the incident.
Extension fields will appear as you enter data throughout Riskman. These additional fields aid us in ensuring all critical information is captured.	Submit ONE report per person, utilising the Link Incidents function to ensure they are managed together.
Complete all fields/buttons that are displayed YELLOW. The incident cannot be saved unless these fields are completed.	Access to the Incident Entry page is via the menu option or New Incident Shortcut.
Policy Links may appear next to specific fields providing you with additional information that may assist you in entering the incident.	DO NOT enter data with CAPS LOCK on.

### Linked incidents



#### Why do we need to submit ONE report per person?

A **separate** incident report must be submitted by or on behalf of **each person involved in the same event** to capture information from each person's perspective.

Each report can be linked and managed as one to ensure a more accurate, objective, and impartial account of details enabling a better investigation and resolution.

Stop and think about who was involved in the incident before entering a report. If more than one party was involved utilise the **Link and Clone** feature when finalising the report – see *page 12 for more information*.

### Tips for interviewing Customers.

- Take your time to reassure the customer that they are safe, and it is not their fault.
- Let the customer know that it is ok that they have told you what's been happening and that it is being taken seriously.
- Reinforce to the customer that they are not to blame and that they are not in trouble and that we can help them.
- Let the customer use their own words to describe the situation-
  - Be calm and patient – allow the customer to be heard
  - Be careful not to interrupt or ask leading questions

## Entering an incident

From your Dashboard select **My Workspace > New > Incident Entry** OR select from shortcut.

### Who Reported the Incident?

Complete all fields displaying a red asterisk (\*)

- Ensure your name appears in the **Reporter's Name** field
- Enter your Contact Phone number
- Reporting on behalf on another person? Select **Yes/No**

### What are you reporting?

Select the applicable Incident Type

- Utilise **Incident, Near Miss, Hazard, CRAHS Register** only

### Who or What Was Affected?

Enter the details of who or what was involved in the incident. Depending what was selected via *Incident Involved (Supported Employee, Person Receiving Support, Visitor/Contractor/Volunteer, Facility Environment, Employer/Worker - select one only)*, related fields will be displayed for completion. Make sure names are spelled correctly.

**Supported Employee?** A Supported Employee is an NDIS participant who works for Endeavour Foundation.

If a Supported Employee was involved in the incident you will be prompted to answer **Is this a Workplace Health and Safety (WHS) incident?**

- You will only select **Yes** if the Supported Employee was involved in an incident which occurred at work, or to and from work.
- For **Type of Employee** select Supported Employee

*For Supported Employee related WHS Incidents you are only required to complete the WHS classification list located in the **Incident Type** section*

**Incident Refer to Management?** If the incident is against your manager, select **Yes**. The report will bypass your manager and go directly to the Customer Safeguarding team. Your manager will not be made aware of this report.

**When did it occur:** The date and time of the incident.

**Associated Division/department /service:** Select the applicable details from the drop-down options of the service you are working from.

**Where did it happen:** Enter the specific location details of where the incident occurred, including where the incident happened in the community.

**What Happened?**

**Details of Incident:** Give step by step details of the incident. What did you see/hear, who was involved and who witnessed the incident. Write details so people not involved in the incident can easily understand the sequence of events

**Remember:**

1. Be factually accurate
2. Be balanced and unbiased
3. Be concise and clear

**Was this incident related to the customer’s behaviour?** Select **Yes/No**. If Yes, the PBS Extension Section is displayed.

**Incident severity:** utilising the descriptors as a guide, determine the severity level on a scale of 1 to 5 (see *Incident Severity* section below).

**Has an Injury Been Sustained?** Select **Yes/No**. If Yes, complete the additional fields **Body Part Affected**, **Type of Injury**, and **Was medical treatment required?**

**Immediate Action Taken:** describe everything that was done to manage the incident at the time it occurred e.g. applied first aid and called an ambulance.

**Were there any witnesses?** If yes, please provide their details in the proceeding section. There is space to list **two** witnesses; however please utilise the Journal section to record additional witness details. Written statements can be scanned or saved and uploaded.

### Incident severity

All incidents lodged in RiskMan are required to be rated by severity, on a scale of 1 to 5. When a user selects the **Incident severity** function, a pop up will be displayed that provides a description of each rating. Severity ratings are used for reporting purposes. In addition, they are mapped to system alerts which ensure the correct people are notified of serious incidents that occur within the organisation. e.g. Level 5 incidents trigger alerts to the Customer Safeguarding team, Senior Management and the CEO.

When entering incidents, take the time to reflect on the severity level descriptors and contact the Customer Safeguarding team if you are ever unsure. Severity levels can be changed during the review process should the need arise, or circumstances change.

Incident Involved	Minimal (1)	Minor (2)	Moderate (3)	Major (4)	Severe (5)
<b>People (Resident or Supported Employee - Health &amp; Well-being)</b>	No injury/illness. Minimal disruption or change to support/service provided (up to 30 minutes). No impact on a person's health and wellbeing. No health or wellbeing monitoring required.	First Aid required. Minor disruption to support or service provided (up to 2 hours). Minimal impact on a person's health and wellbeing. Monitoring of first aid treatment.	Health check required by GP or by Allied Health Practitioner. Temporary disruption to support or service (up to 8 hours or a whole shift). Impact on a person's health requiring short term monitoring of health and wellbeing by Endeavour Foundation employees (vital signs, orientation, risk of infection, dietary intake, psychological impact etc). Medication incidents should initially be triaged as moderate.	Impact on a person's health and wellbeing requiring immediate medical review including review at the hospital emergency. Medical monitoring required. Disruption to support or service over a short-term period (more than 8 hours or more than one shift) or a temporary change to routine. Violence, abuse, neglect or exploitation (VANE). Incident is reported to the Police.	Any admission to hospital. Death of a person. Permanent disruption or suspension of support or service.

### Extension fields

Additional entry fields will be displayed based on information collected via the Incident Type section, all of which are required to be completed prior to finalising an incident report.

See below for further information related to **Medication**, **PBS**, and **Restrictive Practice** extension fields.

The screenshot shows a form with two main sections:

- Customer Action or interaction impacting themselves and others Information:** A dropdown menu is set to "Aggression towards others (yelling, intimidation, swearing)".
- Customer Slip/Trip/Falls Information:**
  - Type of slip / trip / fall: "From a slip / trip"
  - Activity At The Time: "Showering/Bathing"
  - Was The Fall Witnessed: "Yes"
  - Assessment:
    - Mobility Aids Required?: "No" (selected)
    - What Footwear was the resident wearing at the time of the fall?: "None"

*In this example, fields related to "Customer Action..." and "Customer Slip/Trip/Falls Information" appear as this is what was selected earlier in the form.*

### Medication information

Medication errors can occur at several different stages. The information in this section assists us in identifying the root cause of the error for better analysis and corrective action process.

**Medication related to:** choose what classification the medication incident related.

**Medication is part of Restrictive Practice or Chemical Restraint?**  
Select Yes/No.

**Name of Medication (s) involved:**  
enter the medication name in full as displayed on the Webster-pack.

**Medication Incident Related To:** at what point in the process did the error occur.

**Medication Incident Contributing Factors:** select the applicable answer from the displayed list.

**On what shift did the Medication Incident Occur?** select the applicable shift from the list provided.

The screenshot shows a form titled "Medication Information" with the following fields:

- Medication related to \* (dropdown menu)
- Medication is part of Restrictive Practise or Chemical Restraint? \* (radio buttons for Yes and No)
- Name of Medication(s) involved \* (text input field)
- Medication Incident Related To \* (dropdown menu)
- Medication Incident Contributing Factors \* (text input field)
- On what shift did the Medication Incident Occur? \* (dropdown menu)

*All staff should know the medication requirements of customers they support. Staff must provide assistance to customers in the least restrictive manner as outlined in organisational policies and procedures.*

*Seek clarification from your leader immediately if you are unsure regarding medication or any other inherent aspects of your role.*

The screenshot shows a dialog box titled "Contributing Factors" with a list of checkboxes:

- Documentation / Communication related
- Drug policy/procedure/ protocol not followed
- High workload
- Interrupted/Distracted
- Medication packaging error
- Not familiar with drug preparation/ equipment - knowledge gap
- No photo ID on drug chart
- Other

At the bottom of the dialog box are "OK" and "CANCEL" buttons.

## Restrictive Practice Information

Staff must record all uses of suspected or real restrictive practices as outlined in organisational policies and procedures.

### Type of restrictive practice:

select applicable type from **Chemical/ Environmental/Mechanical/ Physical/Seclusion**

**Type of authorisation:** select applicable item from displayed list

**Was this an emergency use of restrictive practice?** Select Yes/No

*Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. It is a practice of last resort.*

## Positive Behaviour Support (PBS) Details

Behaviour support is about creating individualised strategies for people with disability that are responsive to the person’s needs, in a way that reduces the occurrence and impact of behaviours of concern and minimises the use of restrictive practices. Recording of any ‘behaviours of concern’ is to be lodged in RiskMan. Documentation may be provided by the Behaviour Support Practitioners to record actions where a PBS Plan is in place.

### What happened before the incident?

Describe the events, actions or circumstances directly *before* the behavioural incident.

### What was the detail of what happened?

Describe the actions and behaviour during the incident e.g. Jill screamed loudly and bit the back of her left hand piercing the skin.

### What happened immediately after the event?

Describe the events, actions or circumstances directly *after* the behavioural incident. e.g. Staff immediately assisted Jill and administered first aid.

*All staff should be aware of, and familiar with any PBS plans in place for customers they support.*

*PBS plans are located within customer folders on site. If required, please speak to your leader for assistance with completing this section.*

**Who was contacted:** does this incident require an external party be notified? e.g. family member, police, mandatory reporting to government department? **Add** any external party details here.

**Journals and Documents:** to add notes and other supporting information such as photos, letters, videos. Further information about these sections is provided below.

### Journal Entry

A Journal is an on-going diary of events, progress/file notes and allocated fact-finding tasks. If you are assigned a task via the Journals on an Incident, all your un-actioned Journals will be listed in your **Outstanding Actions** section of your Dashboard. If you are delegating an action, discuss first to ensure the person is aware and capable and able to complete in the timeframe.

**Add a Journal Entry**

1. Select **Type**
2. Enter a **Description**
3. If applicable, assign to another staff member via **Follow Up Allocated To**
4. Assign a **Follow Up By Date**
5. Add **Sent To**, **Sent Date** if applicable
5. Select **Add Entry**

**Add a Journal Entry**

1. Select **Type**
2. Enter a **Description**
3. If applicable, assign to another staff member via **Follow Up Allocated To**
4. Assign a **Follow Up By Date**
5. Add **Sent To, Sent Date** if applicable
5. Select **Add Entry**

**Document files**

This is a way to attach files to support the incident such as documents or photos. They can be attached to an incident via Documents

1. In the **Documents** section, press the **Add Document** button
2. Enter **description** of the file
3. Press **Browse** to locate the file
4. Once selected press **Add**
5. Repeat above steps if more files need to be attached
6. Press **return to form**

**Submit a report or update**

REMEMBER: After entering any information into a RiskMan, you will need to Submit for data to be saved!

Prior to submitting a report reflect on how many parties were involved. If more than one party, remember a **separate** incident report must be submitted by **each person involved in the same event** to capture information from each person's perspective. See *Cloning Incidents below for more information.*

If only one party, select **Submit**.

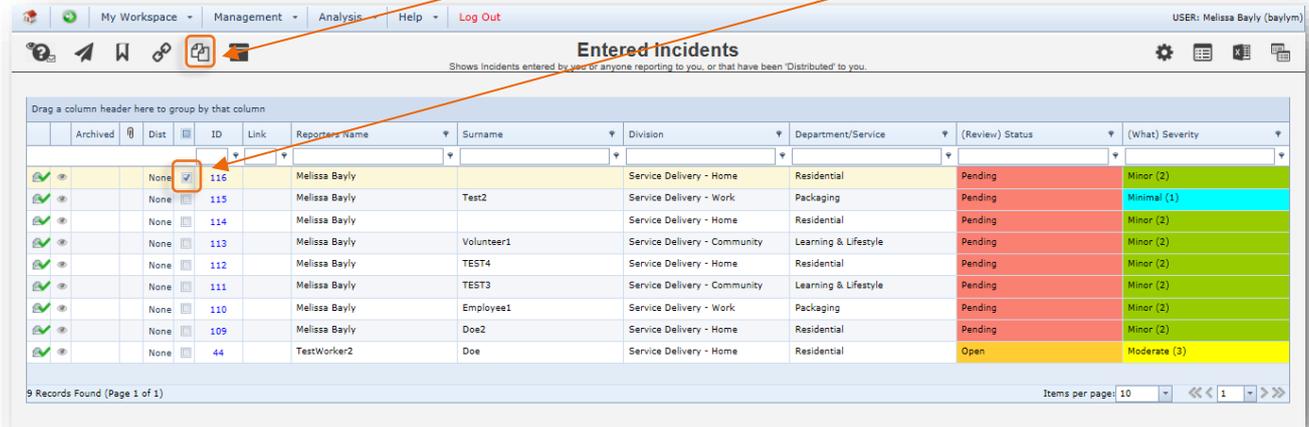
**Cloning incidents**

If additional incident reports are to be submitted, select the **Submit and Clone** button to both *copy and link* the current incident to a new one.

Critical aspects of your current report will display on your new incident, saving you time by automatically duplicating the information.

**Submitted a report, but forgotten to clone it?**

Simply locate the report via **My Workspace > Review My > Incident**. Select the checkmark of the incident you wish to clone and then select the **Clone** icon.



A new incident report will now open with pre-populated fields. Once completed, an ID number will be assigned to the new report with the **Link** field denoting which report is the **Master**.

ID	Link
19129	
19128	Master

**Linked incidents**

Each report can be linked and managed as one to ensure a more accurate, objective, and impartial account of details, leading to a better investigation and resolution.

In RiskMan we can link all these related reports but conduct separate, yet simultaneous incident reviews where required.

1. On your Entered Incident listing page **My Workspace > Review My > Incident** check mark the incident you wish to group from
2. Click the **Link Incident** icon

Archived	Dist	ID	Link	Reporters Name
<input checked="" type="checkbox"/>	None	19129		line mana...
<input checked="" type="checkbox"/>	None	19128	Master	line mana...

Incident ID's



3. Enter an **Incident ID**
4. Hit **Enter** to link



The screenshot shows a search interface for Incident IDs. At the top, there is a label 'Incident ID:' with an arrow pointing to a text input field containing the placeholder text 'Enter a record ID'. To the right of the input field are icons for a link, search, and information. Below the input field is a table with the following data:

Status	Exclude	ID	(Who/What) First Name	(Who/What) Surname
Master		19128	Bayly	Melissa

### Feedback

A mechanism to relay information from any source to the business around the support and services we provide to customers.

Feedback in RiskMan is about recording

- Complaint / Concern
- Compliment
- Suggestion/Query
- Community Visitor Report

### Definitions

**Compliments:** A *compliment* is where someone wants to politely congratulate or praise Endeavour Foundation about a service or employee.

**Complaint / Concern:** A *complaint* is a strong dissatisfaction about an Endeavour Foundation service or staff. A response may be explicitly or implicitly required as a way to move forward officially or legally. All Complaints are managed centrally through Customer Safeguarding.

### Examples (not exhaustive)

- Complaint about the way a staff member was discourteous to a customer
- Complaint about the manager not returning a customer's call
- Complaint about price structure for services
- Complaint about driving behaviour of a staff member

Where a complaint / concern involves a customer incident it may be best to create an incident for the issue and link the feedback (see page 19).

### Reporting a grievance?

Staff to staff matters (grievances) are not to be reported to RiskMan.

See page 3 of this guide for further information related to the grievance handling process.



## Entering Feedback

Go to **My Workspace > New > Feedback**

### Who logged the feedback?

Complete all fields displaying a red asterisk (\*)

- Ensure your name appears in the **Reporter's Name** field
- Enter your Contact Phone number

### Reporters Associated Division/ Service/Site?

- Select your **Division**
- Select your **Department/ Service**
- **Remember Associated Division and Site:** select **Yes** if you would like RiskMan to remember these details for future Feedback reports

### Type of Notification

- **Type of Feedback:** Use Complaint / Concern, Compliment, Suggestion / Query or Community Visitor Report
- **Source of Notification:** how did you receive this feedback? Select the applicable option.

**Which area does the feedback belong to?** Enter the details here of the **Division/Department/Site** the feedback relates to.

### Person Providing Feedback

Complete all fields displaying a red asterisk (\*)

#### Anonymous?

- Feedback can be submitted anonymously. If Yes is selected a complainant may still provide their details so they can be advised of an outcome without disclosing their details to others.

#### Who is providing the feedback?

Select the applicable option from the list. If you are an Endeavour Foundation employee select 'Other'.

Complete the remaining fields with the relevant information.

**On behalf of**

Complete all fields displaying a red asterisk (\*)

**Is the feedback being made on behalf on another person?**

Select **Yes/No**

If yes...

**Who was the affected person?**

- Choose from **Person Receiving Support, Child/Young Person, Employee/Worker, Supported employee, or Other.**

**Details:**

- **Add first name and last name**
- Optional Fields: **Date of Birth, Age, Gender, Is the Person receiving support aware that the complaint has been lodged on their behalf?**

**Subject of feedback**

**Does the feedback relate to another person's conduct?** Select **Yes/No**

**Key Dates**

**Date Entered in RiskMan:** this will be auto populated

**Date Received:** enter the date you received the feedback

**Details**

This section allows you to describe the classification of feedback that has been received.

Select **Feedback Classification:** Classifications that appear are determined by the information provided in previous sections.

- Please select all applicable classifications.
- You will be asked to provide further information relating to each selection via extension fields in the proceeding steps.

Click **Save and Exit** when completed.

**Summary:** provide a very brief outline of what the feedback is about e.g. complaint about staff not arriving to provide support.

**Detail:** Provide all details of the feedback here. Should you receive the complaint in written form you still must write the details here. Do not just say 'see attached'. If you receive the complaint verbally enter as much detail here as you have noted. If you are making a complaint yourself (not a grievance) enter all details so an informed assessment of the matter can be made.

**Feedback Objectives:** from the pop-up options, **select** what the complainant expects to happen as a result of this feedback. Click **OK**.

**Related to Incident?** Select **Yes/No**. If yes, please enter the **Related Incident Number** – use the look-up tool (☰) to locate these details.

**Has an attempt been made to resolve the feedback matter?** Select **Yes/No**. If yes, extra input is required to explain what these attempts have been.

**File notes (Journal Entry)** and **Documents** can be added to feedback reports. Further information about these sections is provided below.

### Journal Entry

A Journal in the Feedback section is an on-going diary of events, progress/file notes, register of correspondence and allocated fact-finding tasks. If you are assigned a task via the Journals on an Incident, all your un-actioned Journals will be listed in your **Outstanding Actions** section of your Dashboard.

**Add a Journal Entry**

1. Select **Type**
2. Enter a **Description**
3. If applicable, assign to another staff member via **Follow Up Allocated To**
4. Assign a **Follow Up By Date**
5. Add **Sent To, Sent Date** if applicable
5. Select **Add Entry**



### Attaching files

This is a way to attach files to support the incident such as documents or photos. They can be attached to an incident via Documents

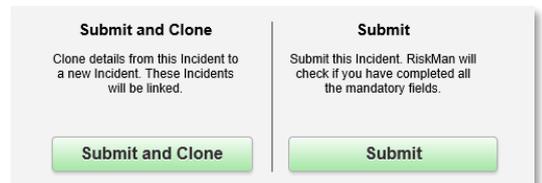
1. In the **Documents** section, press the **Add Document** button
2. Enter **description** of the file
3. Press **Browse** to locate the file
4. Once selected press **Add**
5. Repeat above steps if more files need to be attached
6. Press **return to form**



### Submitting a feedback report

Prior to submitting a feedback report reflect on how many people were involved. A **separate** feedback report must be submitted for **each person involved in the same feedback event** to capture information from each person's perspective. Submitting more than one related report is made easy using the **Submit and Clone** function.

If only one party was involved in the feedback however, select **Submit**.



### Frequently Asked Questions

#### Do I need to report challenging behaviours in RiskMan?

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 to support a person better it is helpful to have information recorded as this data may help us understand why the behaviour has occurred, and lead to changes that may limit the severity, as well as the regularity and inform when specialist intervention is required.

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

Please contact **After Hours On-Call** on **1800 554 340**.

#### If an employee/worker is assaulted by a customer is that classified as **assault** or **abuse**?

If a customer assaults a staff member it is reported with a classification of **assault**. If a staff member 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 incidences that occur, and your *duty of care* takes precedence over any directive you receive from other people which is in direct conflict with policy and procedure. If underreporting is cultural within your service, you should discuss your concerns with the next line manager level up e.g. your Portfolio or Operations Manager.

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. It is also a demonstration of our values.

If it is not reported in RiskMan, then we cannot prove it happened and we can't improve our services to our customers.

#### 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 considered to be 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.

### 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 the following applicable forms:

#### 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*

All policies and procedure are available on QMS <http://insite.endeavour.com.au/Pages/default.aspx>

**Please note: you must ensure your manager receives a copy of the completed form. Once you have access to RiskMan you must also complete a record electronically.**

### What if there were multiple witnesses to an incident, do they all need to submit a separate RiskMan report?

No. Report one incident for each party affected and record any witness information under the **'What Happened'** section. There is space to list **two** witnesses; however please utilise the Journal section to record additional witness details.

### What policies and procedures related to incident reporting? 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
- QP 8001 Customer Safeguarding Incident Management Procedure

All policies and procedure are available on QMS <http://insite.endeavour.com.au/Pages/default.aspx>

### Who is notified when I submit a report?

When reports are submitted, various email alerts will be triggered depending on the level of severity. This may include the following:

- *Line managers* are always alerted to any incidents involving their site or team (unless the report is against your manager and the bypass is enacted)
- *Leaders* are alerted about serious incidents
- *Customer Safeguarding* team are alerted about incidents that involve violence, abuse, neglect or exploitation of a customer. They also receive alerts for feedback.
- Asset Management team are alerted if the incident includes property damage
- In addition, any person named as either a Reviewer, assigned an action, or added to a Distribution List will also be notified that a report has been submitted.

### How do I monitor the progress of my incidents?

1. From **My Workspace > Review My > Incident or Feedback** menu click on the applicable **Incident ID**.
2. Scroll to the bottom of the review page. The **Review History** section displays details of who has viewed, modified, or been notified of the notification.

Review History		
Date	User	Notes
31 Oct 2017 11:19	line manager1 (line manager1)	Promoted to Master Incident ID. Previous Master Incident ID was 19129
31 Oct 2017 11:20	line manager1 (line manager1)	De-linked from ID 19129
31 Oct 2017 11:22	line manager1 (line manager1)	Promoted to Master Incident ID. Previous Master Incident ID was 19129
31 Oct 2017 11:22	line manager1 (line manager1)	De-linked from ID 19129

The original version (the one you entered) of the notification will remain intact. Any changes will be reflected in the current version of the notification.

### What happens when an incident is closed in RiskMan?

A reviewer or equivalent delegate is responsible for closing incidents in RiskMan.

In many instances, you will not be officially notified of the outcome, however you will be notified when an incident is closed. Please discuss any concerns or questions you have regarding the status of any incident with your leader.

When an incident is closed you will receive the following notification:

*“Thank you for reporting this matter. Management have taken appropriate action. If you would like to know more, please discuss this with your line manager. Endeavour Foundation cares about your health, safety and wellbeing. Remember, the person who can have the biggest impact on your health, safety and wellbeing is you. If you are feeling you need to speak to someone about this incident, please do not hesitate to;*

- Contact your manager and arrange a debriefing session
- Contact the Employee Assistance Program
- (Benestar: 1300 360364 or [www.benestar.com](http://www.benestar.com))
- Speak with a support person

*If you have suggestions or queries about RiskMan please use the RiskMan Feedback section and change the ‘Type of Feedback’ to ‘Suggestion/Query’ and complete the form which will send to the Customer Safety Team.”*

### Are agency staff required to use RiskMan?

Yes. External labour hire staff e.g. Edmen workers require an Endeavour Foundation network login in order to access and lodge incidents on RiskMan. Please lodge a ticket via *my Service Centre* to organise access.

### 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.