

Frequently Asked Questions

RiskMan Module

What are we doing?

We are rolling out a new 45-minute RiskMan module that all Endeavour Foundation employees (except for employees we support) must complete once per year.

Why do we have to complete it?

It is important that everyone who works at Endeavour Foundation understands how to report concerns and incidents in RiskMan. Understanding what to report, how, and when, is an essential part of keeping the people we support safe from harm.

I already know how to use RiskMan, do I have to complete the module?

Yes, you will still need to complete the module each year. The RiskMan module will ensure you remain aware and are kept up to date with our reporting obligations and how to use the RiskMan system.

I attended the 90-minute RiskMan onboarding webinar, do I do this module?

If you attended the 90-minute RiskMan onboarding webinar **less than 12 months ago**, you do not have to complete this module now. You will receive a reminder email to complete the RiskMan module 12 months from the date you attended the onboarding webinar.

If you attended the 90-minute RiskMan onboarding webinar **more than 12 months ago**, or if you were never required to attend the RiskMan onboarding webinar, then you will receive an email from Engage this **Monday 14 October 2024** reminding you to complete the RiskMan module.

I've never used RiskMan, how do I use it?

The RiskMan training module will outline how to use RiskMan, when, and for what purpose. You do not need to have prior experience using RiskMan to understand this module. For more information on the types of incidents you can log, visit our RiskMan page on the intranet

Can I practice using RiskMan?

Yes. We have a training environment set up for you to practice using RiskMan in: <https://riskmantraining.endeavour.com.au/>.

We encourage you to use this training environment. Nothing is recorded and no emails are triggered from this environment, it is simply designed for you to familiarise yourself with RiskMan.

Do I tell my leader before logging an incident in RiskMan?

We encourage you to speak to your leader prior to logging an incident in RiskMan. Your direct leader is always alerted to any incidents involving their site or team via automated email, unless the report is concerning your direct leader (bypass will be enacted in this instance).

Who else is told about my RiskMan incident?

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

- Line managers (unless the report concerns them and the bypass is enacted).
- Executive Leaders are alerted about serious incidents.

- Client Safeguarding team are alerted about incidents that involve violence, abuse, neglect, or exploitation of a person we support. They also receive alerts for feedback.
- Asset Management team are alerted if the incident includes property damage.
- 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 does reporting help the people we support?

We all play a role in reducing harm and preventing violence, abuse, neglect, and exploitation. Reporting concerns helps to protect the people we support and each other. It creates a culture where everyone feels respected, safe, and confident to report when they need to, ensuring all people we support feel safe every time they access our services.

Why should I report incidents or concerns?

- Reporting keeps the people we support safe. Your firsthand account is invaluable, and documenting this may help ensure people we support remain safe in our services. If it is not reported in RiskMan, we cannot prove it happened.
- Reporting protects you. Your account will lead to a better investigation and resolution, and will protect you should the incident lead to legal action.
- Reporting is part of our Code of Conduct. Everyone has a duty of care to uphold safe practices. Reporting is a legal obligation under the Work Health and Safety Act 2011 and the NDIS Quality and Safeguarding Framework.
- Proper reporting can increase awareness and help prevent the same incident from recurring.

When do I report an incident or concern?

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 report within 24 hours when you are involved in an incident, witness an incident, or are told or discover something serious.

Do I need to report if my manager or team member 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. If underreporting is an issue within your team or site, please discuss your concerns with the next line manager level up, for example, your Portfolio or Operations Manager.

Do I use RiskMan for building maintenance or work requests?

Property and asset issues that **result from an incident** must be reported in both MEX and RiskMan. Property and asset issues that **are not a result of an incident** (for example, leaking sink tap) are to be reported in MEX.

If there are multiple witnesses, do they all need to submit a 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 use the Journal section to record additional witness details.

Do employees we support need to complete the training?

No. At this stage, employees we support do not need to complete the training. If you are a Site Manager, Production Team Leader or Employment Coach and have received an email from Engage prompting the employee you support to complete the RiskMan training, please disregard this email. It has been sent in error.