



May 2025

RiskMan Incidents

Purpose

The purpose of this bulletin is to highlight practice improvements around completion of RiskMan incidents and provide tips for this to Endeavour Foundation employees.

Summary

- Our procedure references having 24 hours to enter an incident into RiskMan which is for compliance purposes. Best practice is to enter incidents shortly after the time that they occurred.
- We are transitioning away from referring to the people we support as customers. It is best practice to use person we support / client / supported employee / when referring to a person that we support. This language change supports our person-centred approach, where we are supporting people to lead better lives.
- We are changing our language from absconded to leaves with purpose. This supports the right of choice and control the people we support have.
- We encourage objective language when reporting. Dignity and respect of the people we support should follow through all the way from service delivery to reporting and beyond.
- Tips to save time of follow up questions by providing detailed information –
 - Please identify any immediate risk mitigation strategies that you have implemented.
 - Add full names and titles (person we support, client, supported employee, role, family, member of the public, etc).
 - Avoid using slang, e.g. gr8, BTW; using jargon, e.g. a 'Kylie' when referring to a portable continence aid; and acronyms, especially those unique to your service. This means less follow up to clarify information.
- Please ensure that you are recording injuries and bruises on our bruise/injury monitoring chart and uploading to the RiskMan, even if you have added photos.
- If you forget to clone a master report and create additional reports, you can view how to link of incidents in the how to guide in RiskMan.
- With your help – together we can immediately support the people we support by – Responding, Reporting, Recording and Reviewing. Refer to [MAN 8001 Client Safeguarding Incident Management Manual](#)

Further assistance

Please contact Client Safeguarding at customersafeguarding@endeavour.com.au for any advice or further information regarding the content of this Practice Bulletin.

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