

An incident is when an unplanned event has the potential to cause injury, ill health to people or damage to property and the environment.

This guide is to walk you through how to report an incident in FlinSafe Portal.

## Incident Guide Sections

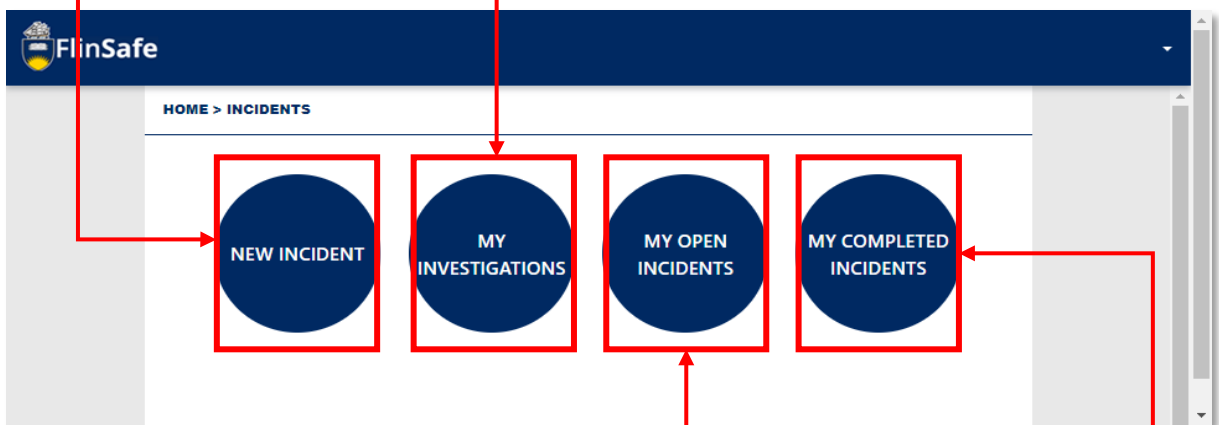
Guide shows the following:

- [Incident Navigation](#)
- [Incident Overview](#)
- [Incident Process](#)

## Incident Navigation

**New Incident:** Select to report a new incident.

**My Investigations:** Select to open an incident where you are assigned as the investigating person.



**My Open Incidents:** Select to view an already reported incident if there are *Corrective Actions* to be completed, you may complete this process through here or through the *Corrective Actions* section from the Home screen.

**My Completed Incidents:** Select to find previously completed incidents you've reported that have been finalised.

## Incident Overview

An incident can be reported to the University by anyone. This includes staff, students, contractor's and members of the public.

When reporting an incident the following information will need to be received:

- Details of the incident itself.

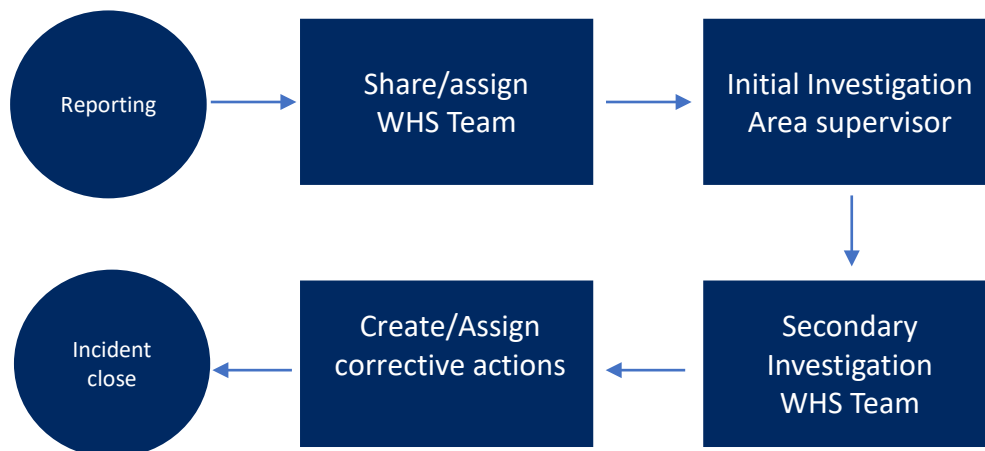
- Details of any immediate actions taken to correct the issue (if any were taken), if none taken, then enter 'None taken'.

- Enter location details of where the incident occurred.

- Details of the injured and involved person(s)

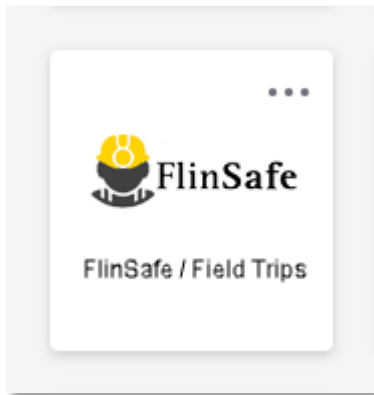
- Documentation if any are available including any video or photographic evidence

Once an incident is reported, the record is shared and assigned by the WHS team. The initial investigation will be undertaken by the area supervisor. Then the secondary investigation will be completed by the WHS team. Any corrective actions following the investigation will be entered and assigned to the relevant person. Once all actions are completed, then the record can be sent for sign off and closed.

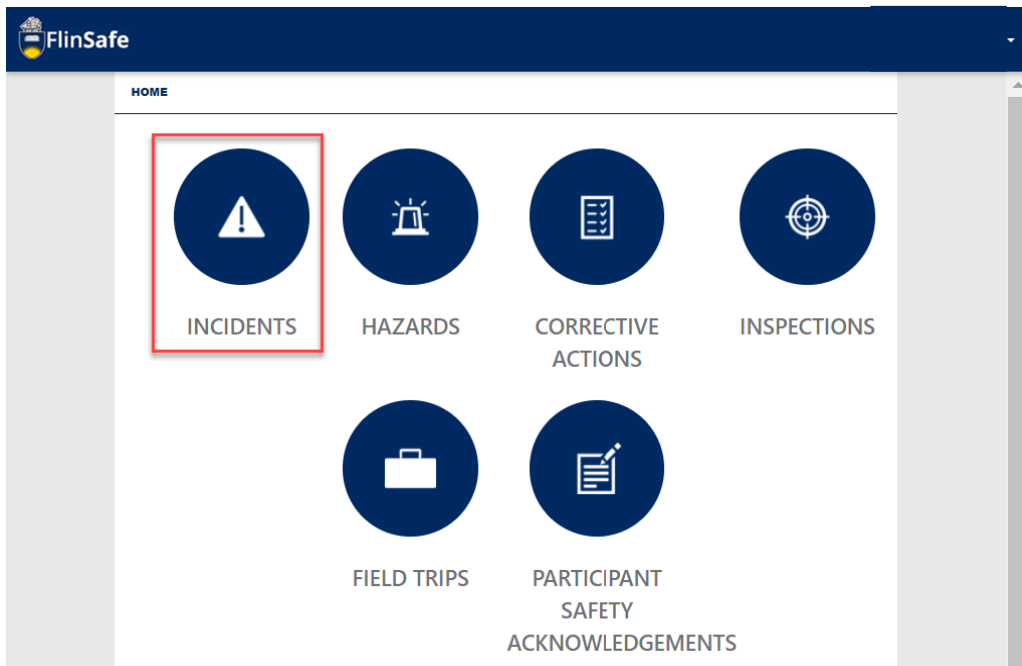


## Incident Process

1. Open FlinSafe from your Okta.



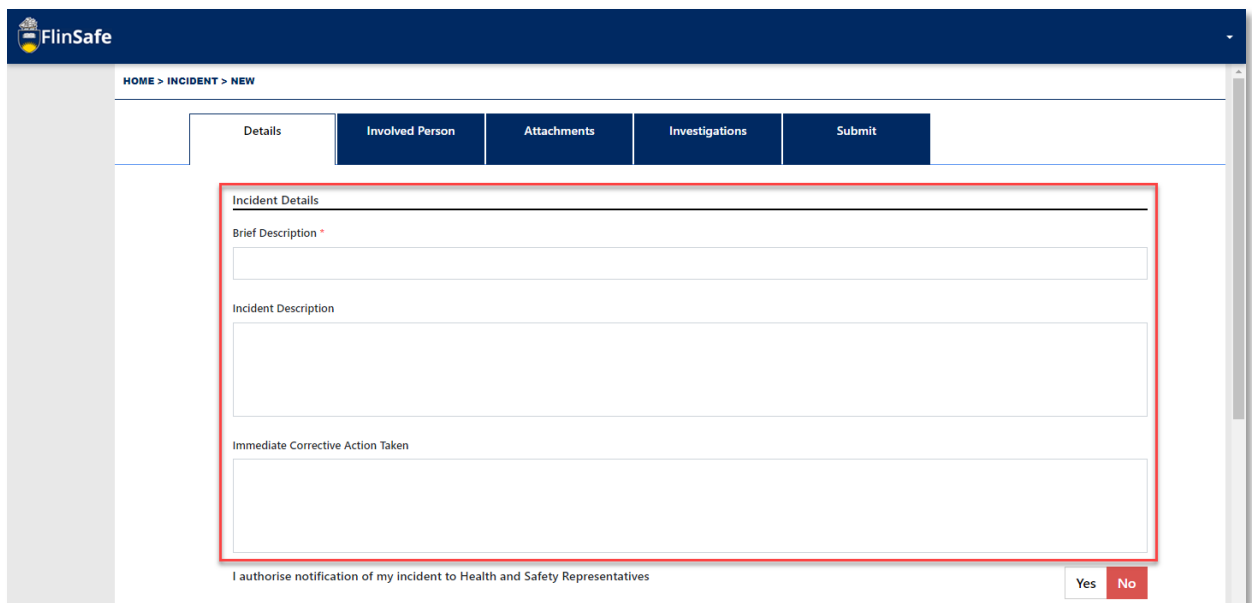
2. Select *Incidents*.



3. Select *New Incident*.



4. Enter in the *Incident Details* this includes a *Brief Description* of the incident, then go into more detail in the *Incident Description* field and include any *Immediate Corrective Action Taken*.



5. Select Yes or No if you authorise notification of your incident to the Health and Safety Representative.

I authorise notification of my incident to Health and Safety Representatives

Yes

No

6. Enter the **Location Details** of where the incident occurred.

### Location Details

College / Portfolio

Business Area

Site \*

Location

Floor / Level

Room / Area

Further Location Details

7. Select **Yes** if you would like to add GPS coordinates to the incident.

Use Your Device GPS Coordinates?

Yes

No

- If the incident occurred during a lecture/tutorial, you can add the Topic to the incident. Skip this section if it is not related to a topic.

Topic

- Select from the drop down lists that appear in each **Incident Notification** items. This includes Operational Activity, Dates, Incident Type and Category.

**Incident Notification**

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Operational Activity \*

Incident Occurred On (User Local Time) \*

DD/MM/YYYY   HH : MM

Incident Reported Date (User Local Time) \*

03/02/2022   07 : 45

Incident Occurred On (Worksite Local Time)

Incident Reported Date (Worksite Local Time)

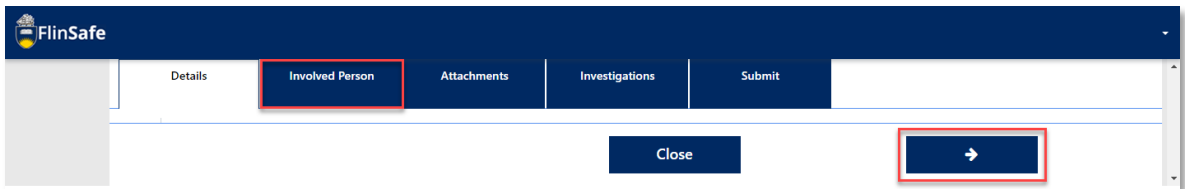
Incident Type \*

Category \*

- Your details will populate as the **Select Reported By Contact**. If you are reporting the incident on behalf of someone else, you are able to amend the details here. Simply select the row and delete, then type in the name of the reporter. If the reporter is not on the list, add your name back in and then add the reporters name in the next screen.

Select Reported By Contact \*

11. Move on to the next tab by either clicking the next arrow, or selecting ***Involved Person***.



12. Add all the ***Involved and Injured Persons and Witnesses*** by clicking on the icon



Involved and Injured Persons and Witnesses

Worker	Injured
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The ***Involved Person*** pop up window will be displayed, this will need to be completed in full for each person involved/injured in the incident.

**Involved Person** ✕

Select Worker\*

Status at Time of Injury \*

College / Portfolio

Business Area

Site \*

Location

Floor / Level

Room / Area



Use Your Device GPS Location? Yes No

Further Location Details

Involved Person Status \*

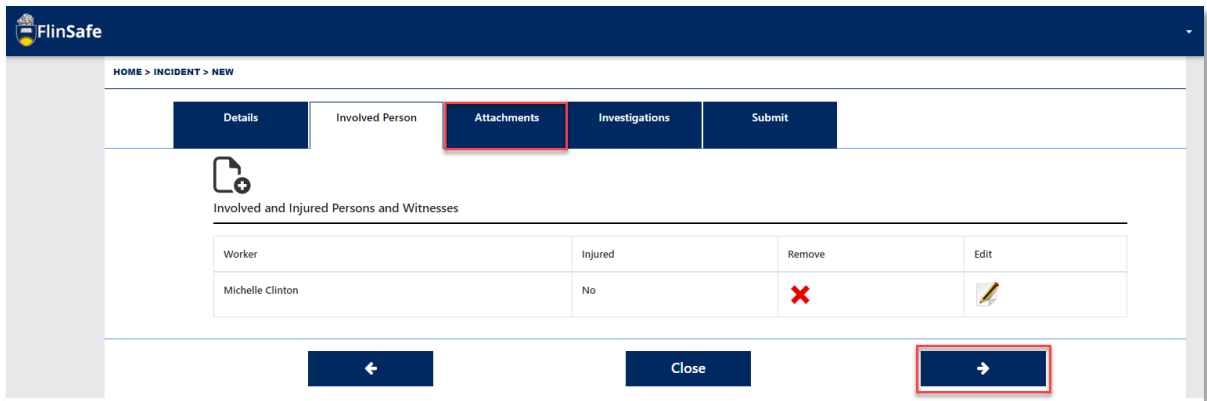
Involved Person Details

Injured? Yes No

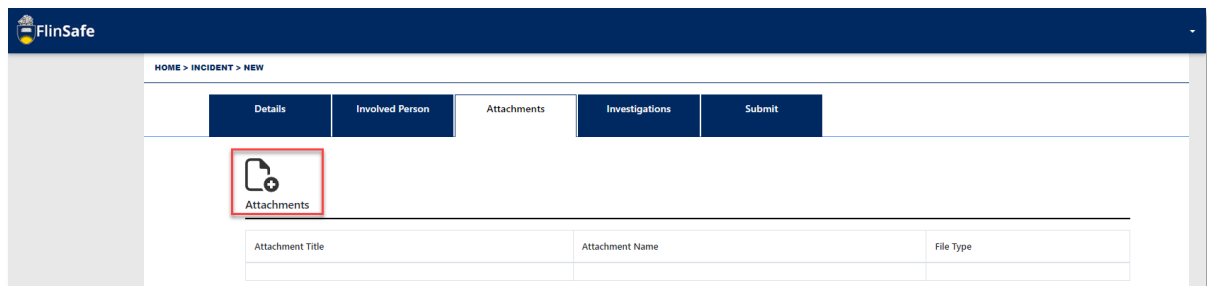
- Once the information for the involved and injured persons and witness form has been completed, select **Add & New** to move on to the next person involved/injured in the incident. Once all involved are entered, on the last person click **Add**.

Cancel Add Add & New

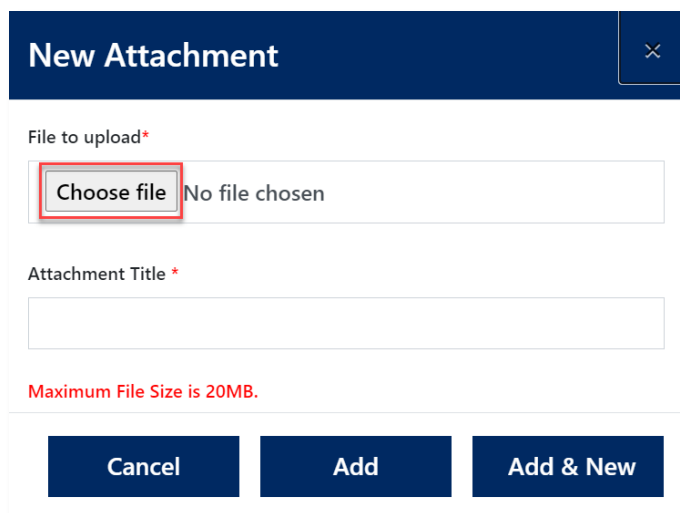
- Once all **Involved and Injured Persons and Witnesses** are entered, select the next arrow or click on the Attachments tab.



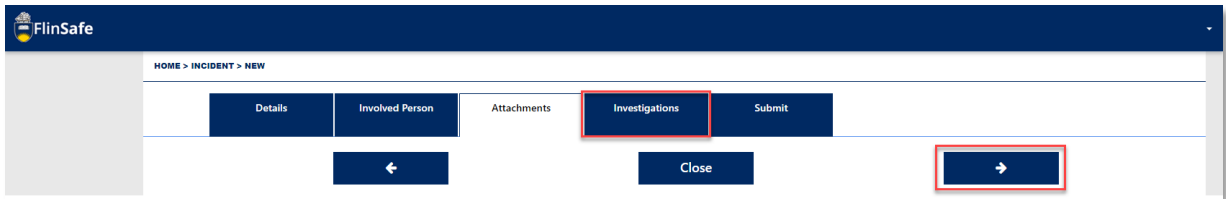
- Click on the **Attachments** icon to add any images or documents of the incident.



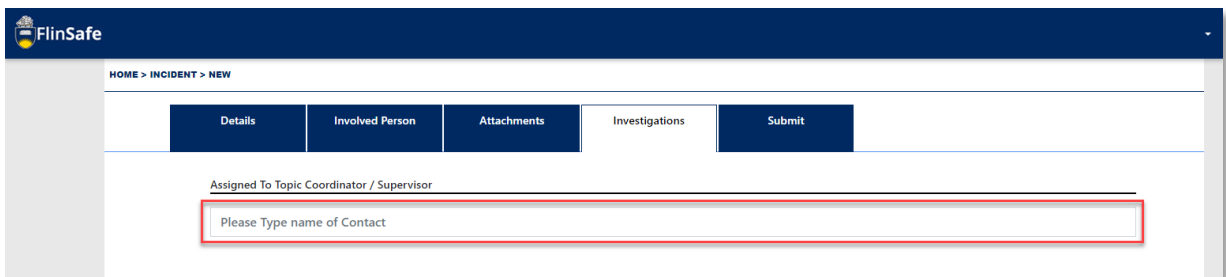
A pop up window will be displayed, you'll need to choose the file you want from that stored in your device. 'Drag and drop' functionality does not work in this system.



16. Once all attachments are added, click the next arrow or Investigations tab.




17. Type in the name of the Topic Coordinator/Supervisor of the incident area.



18. Select the next arrow or Submit tab.



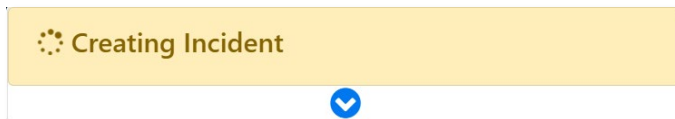
19. A summary of all the information you have entered is available to you if you select Yes on Display Summary? Otherwise, once all information is entered, select Yes if **All details are complete (including all people involved)?**



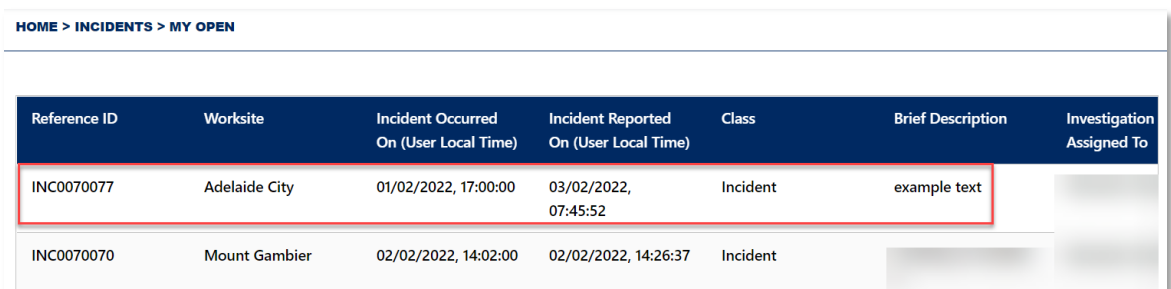
20. Then click **Submit**.



The system will then create the incident.



Once created, your new incident will appear under Home > Incidents > My Open. This will automatically appear on your screen.



Reference ID	Worksite	Incident Occurred On (User Local Time)	Incident Reported On (User Local Time)	Class	Brief Description	Investigation Assigned To
INC0070077	Adelaide City	01/02/2022, 17:00:00	03/02/2022, 07:45:52	Incident	example text	
INC0070070	Mount Gambier	02/02/2022, 14:02:00	02/02/2022, 14:26:37	Incident		

The incident will now be investigated by the area supervisor and/or the Work Health & Safety team. If there are any further requirements the 'Reported By' person (from step 10) will be contacted.

*This ends the process.*