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Overview



It is very important to promptly review and investigate all Incident or Hazard Reports to ensure timely and appropriate action is taken and to provide the necessary support to the person who raised the report.

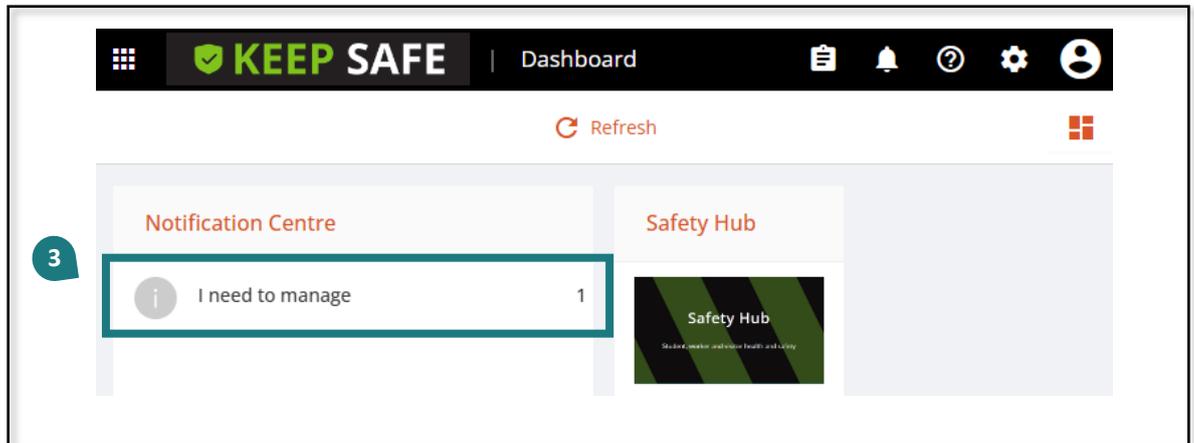
When a report is raised, and you are assigned as the Person Responsible for completing the investigation, you will receive an email notification with a link to the report. You can also access the report from the Keep Safe Dashboard.

To access Keep Safe Dashboard follow this link –

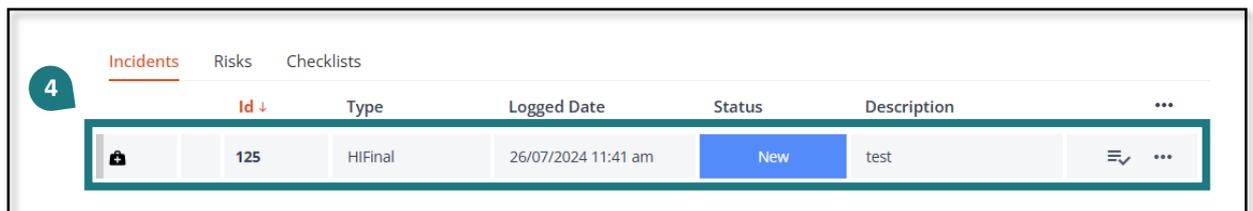
- [Keep Safe Dashboard](#)

Viewing an Incident or Hazard Report

1. Access [Keep Safe Dashboard](#)
2. Complete the Single-Sign-On process using your standard UNE email address, password and authentication method.
You will land on the Keep Safe Dashboard.
3. In the Notification Centre Tile, click *I need to manage*.

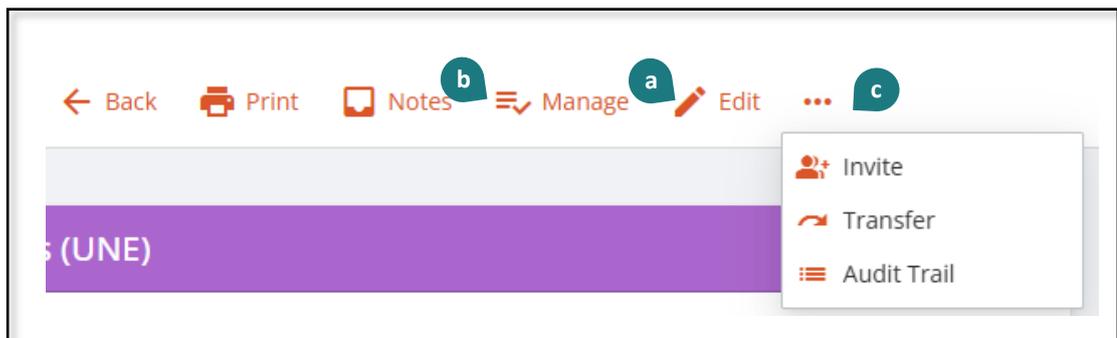


4. Click the report you need to review.
(View may change depending on screen size)



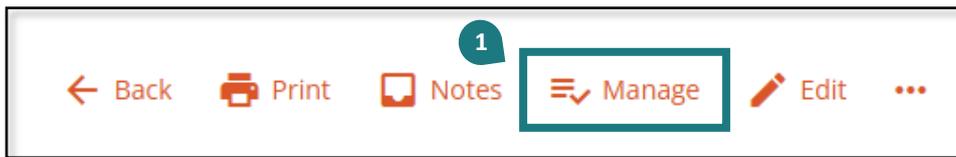
Form functions

- a. **Edit** – Allows you to modify the original report.
This should only be done in consultation with the person who raised the report. Ideally, the reporter should complete the edit via their Keep Safe Dashboard using the “My Data” tile.
Any changes you make will be tracked in the Audit Trail, which records your name, the changes made, and the original content (see more details below).
An email will also be sent to the original reporter, notifying them that a change has been made.
- b. **Manage** - Commence the investigation
- c. **Additional Functions**
 - i. **Invite** - invite someone to review the report and contribute to the Investigation.
 - ii. **Transfer** - If you have been assigned to investigate the report incorrectly you can transfer to another person.
 - iii. **Audit Trail** - If any changes are made to the original Report or the Investigation the changes will be noted in this Audit Trail



Completing an Investigation

1. From within the report, click **Manage**.



2. Work down the form, reviewing any guidance notes and completing the required fields.
 - Actions Table - click + **Add** to populate the table sections.
 - Risk Level Matrix - click the **selected option** within the matrix.

i **Note: Viewing Report Details in the Investigation Page**
Within the Investigation Page you can view report details as a scrollable column on the left-hand side of the screen

3. In Step 2, if you have identified the potential risk as High or above, you will need to complete the **5-whys Investigation** – an additional section will appear, work through this as required.

! Completing the 5-whys Investigation

You will be asked a sequence of 'Why' questions to find the exact reason to help formulate your Action Plan.

General instructions are included below, however, please see the next section for further information on completing the 5-whys Investigation, including an example.

- a) Select the **Source of the hazard**
 - b) Click **Investigate**
 - c) Add your response
 - d) Continue asking why by clicking **Ask why again** and responding, until you reach the root cause
 - e) Once you have identified the root cause – click **This is a primary contributing factor**
 - f) The action plan section will open, click + **Add** and **complete the action plan** for the identified cause
 - g) Repeat for each source selected, if there is more than one
4. Continue through the form to complete the Develop Action Plan section. Note that actions added in the 5 Whys process don't have to be repeated in this section.

5. Once finished, at the top or bottom of the page, click **Submit**.

i Note: Save as Draft

Investigation not complete?

At the top or bottom of the page, click Save Draft

 ← Back  Save Draft  Submit  Print

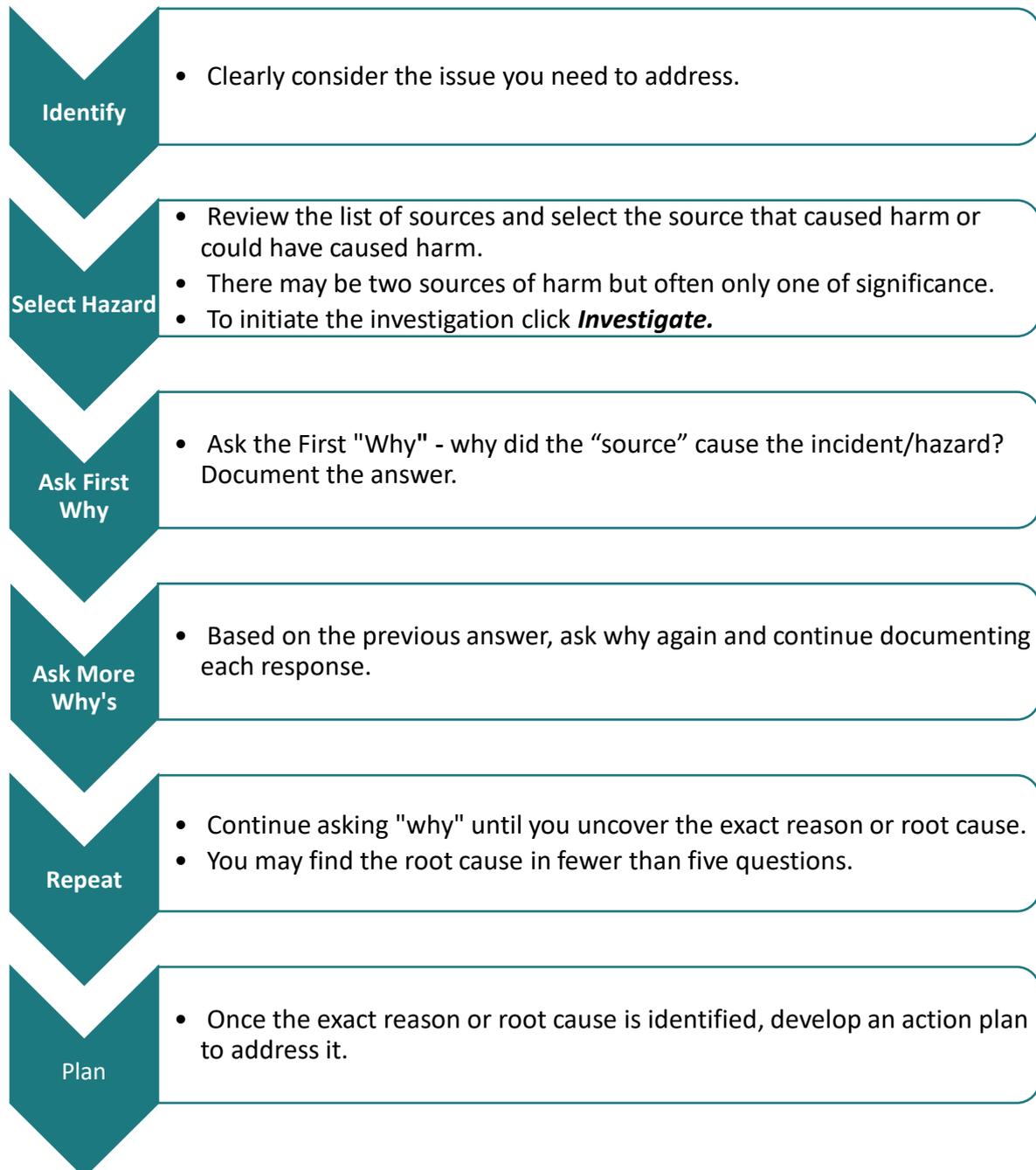
You can return to the draft investigation from the ***I need to manage*** option on your Dashboard's Notification Centre tile.

Click the Manage button to go straight to Manage the report.

5-whys Investigation

Completing a 5-whys investigation involves asking "why" repeatedly (typically five times, but as many times as necessary) to drill down to the root cause of a problem.

Here's an overview of the process:



By using this method, you can identify the exact reason for the incident or hazard and create an effective action plan to prevent recurrence.

5-whys Example

In the following example the reporter has selected **Buildings** as the source of the hazard. They then click **Investigate**.

Environment - Built

| | | |
|---|-------------|--------------|
| <input type="checkbox"/> Building Works | Investigate | Tasks 0 of 0 |
| <input checked="" type="checkbox"/> Buildings | Investigate | Tasks 0 of 0 |

They are presented with the following Investigation screen.

Why #1 – They are asked the question **Why did Buildings cause the incident?**

The person answers “The tiles were slippery due to being covered in water”

Investigation ×

Ask a sequence of 'Why' questions to find the exact reason to help formulate your Action Plan.
 Note that the word 'Incident' below should be replaced by Hazard if associated with a Hazard Report. You don't need to complete 5 stages if complete with less.

* **Why did Buildings cause the incident?**

The tiles were slippery due to being covered in water 53/500

This a primary contributing factor Ask why again

This doesn't identify the reason or root cause of the incident or hazard, so they click **Ask why again**.

Why #2 – They identify and consider the question **Why were the tiles covered in water?**

The person answers “There was a water leak from the cooler”.

* **Why?**

There was a water leak from the cooler 38/500

This a primary contributing factor Remove Ask why again

Again, this doesn't identify the exact reason or root cause of the incident or hazard, so they click **Ask why again**.

Why #3 – They identify and consider the question **Why were the tiles covered in water?**

The person answers “The cooler leaks frequently because the seal on the drain has perished and cracked”.

A screenshot of a form titled "Why?". It features a text input field with the text "The cooler leaks frequently because the seal on the drain is perished and cracked" and a character count "81/500". Below the input field are three buttons: "This a primary contributing factor" (highlighted in orange), "Remove", and "Ask why again" (highlighted in orange).

The person has now identified the exact reason for the incident or hazard. The hazard was therefore caused by the damaged drain seal.

The person then clicks **This is a primary contributing factor**.

This allows actions to be added to the action plan to resolve the hazard or incident.

A screenshot of a form titled "Add your Action Plan for one or more of the Causes identified above". It contains a table with the following columns: "Description", "Assigned to", "Due date", "Status", and "Actions". Below the table is a "+ Add" button.

The person then clicks **Add** and completes the form. This includes selecting the control measure and providing a description.

In this case the control measure may be “Contact the cooler supplier and determine an alternative material seal that is less receptive to perishing is available.”

This would then be assigned to the appropriate person with a due date.

A screenshot of the completed "Add your Action Plan" form. The table now contains one row of data:

| Description | Assigned to | Due date | Status | Actions |
|---|-------------|-------------|--------|---------|
| Contact the cooler supplier and determine an alternative material seal that is less receptive to perishing is available | WHS Team | 31 Aug 2024 | To Do | ... |

Below the table are buttons for "+ Add", "Cancel", and "OK" (highlighted in orange).

! If there is a second **Source of Hazard** selected, repeat the process to complete the Investigation for this source.