SAFETYSUITE CLOUD
Long Guide – Report an injury or illness

Report all safety incidents in SafetySuite. A safety incident is any event, including a near-miss situation, which has caused, or has the potential to cause injury or illness. Incidents fall into three categories: hazard, near miss, and injury/illness.

Hazard

A hazard is a situation or an object that has the potential to harm a person.

Near Miss

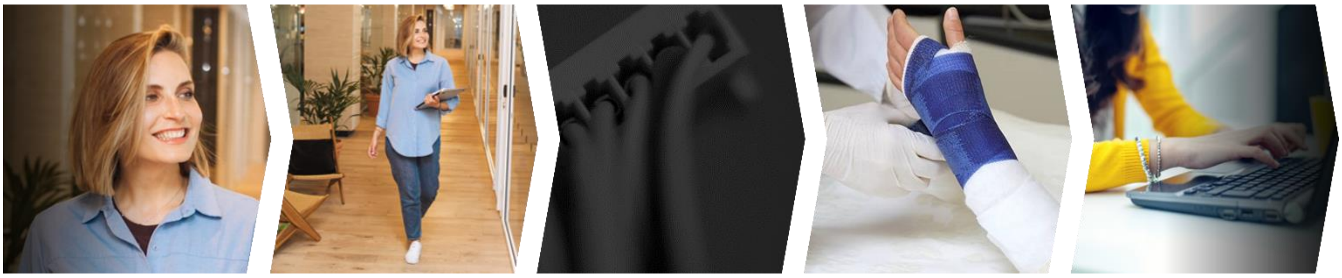
A near miss is where an incident occurs but no injury, illness or damage is sustained.

Injury/Illness

Injury/illness is any occurrence which resulted in an injury or illness.

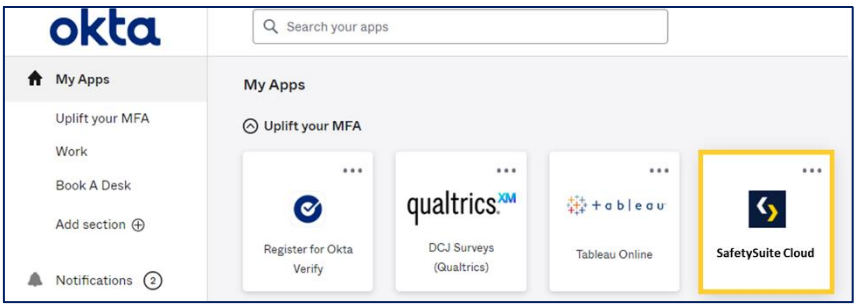
Reporting an injury/Illness in SafetySuite

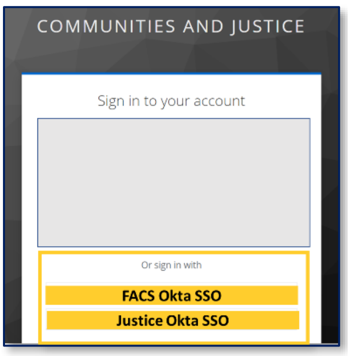
Let's meet Sophia, a Community Corrections Officer. Sophia was in the office and tripped over a power cord and got hurt. She received treatment for a fractured forearm as an outpatient in a local hospital. Let's follow Sophia as she reports her injury.



STEP 1: Access your SafetySuite

- Find SafetySuite Cloud via **Okta (Justice or FACS Okta)** or **Citrix (FACS).**
- Then, simply double click the **SafetySuite Cloud tile.**
- Finally, click on sign in with **Justice Okta SSO** or **FACS Okta SSO** as applicable for you. You won't need to type an email address or password.





STEP 2: Select 'My Incidents' to create a new incident

From your SafetySuite homepage, click on ***SafetySuite - Employee***. Here you see three tiles:

1. My Incidents 2. My Confidential Incident 3. My Actions

***My Incidents* tile**: Use to report all types of safety incidents - hazards, near misses and injury/illness. Using this tile means your incident workflows to a manager for investigation (in CSNSW this is the Leave Approver in the org. area where the incident occurred).

***My Confidential Incident* tile**: Bypasses your manager. Sometimes, information about your incident is sensitive and needs to be investigated outside of your normal reporting structure (for example – when reporting a bullying or harassment incident). Use *My Confidential Incident* tile to report this type of incident. This ensures your incident is investigated by a WHS Project Officer/Safety Officer, NOT your manager/leave approver. See the *Report a Confidential Incident* guide on the intranet.

NOTE: Only use the Confidential Incidents tile if you need the incident to bypass your manager for investigation

In this guide, we will follow Sophia report a normal incident. We use the *My Incidents* tile to create a new incident.

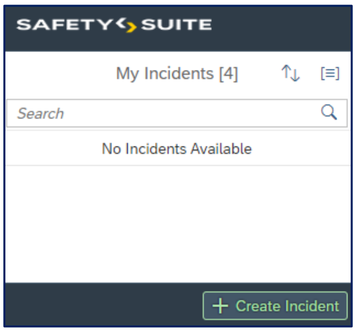
Click on the *My Incidents* tile

STEP 3: Create an incident

Click the ***+ Create Incident*** icon at the bottom left. This opens a New Incident page.

At the top of the new incident page, there's a ribbon containing seven icons. As you click on an icon, it gets highlighted, and that relevant screen opens for you.

TIP: If you need help on any screen, click on the *Question Mark* icon (*?*) at the top right corner.



TIP: To go back to your home page simply click the SafetySuite logo.

STEP 4: Incident Detail

Enter details for all fields marked with a red star. If you miss entering an essential detail, a red bar will highlight what you have missed.

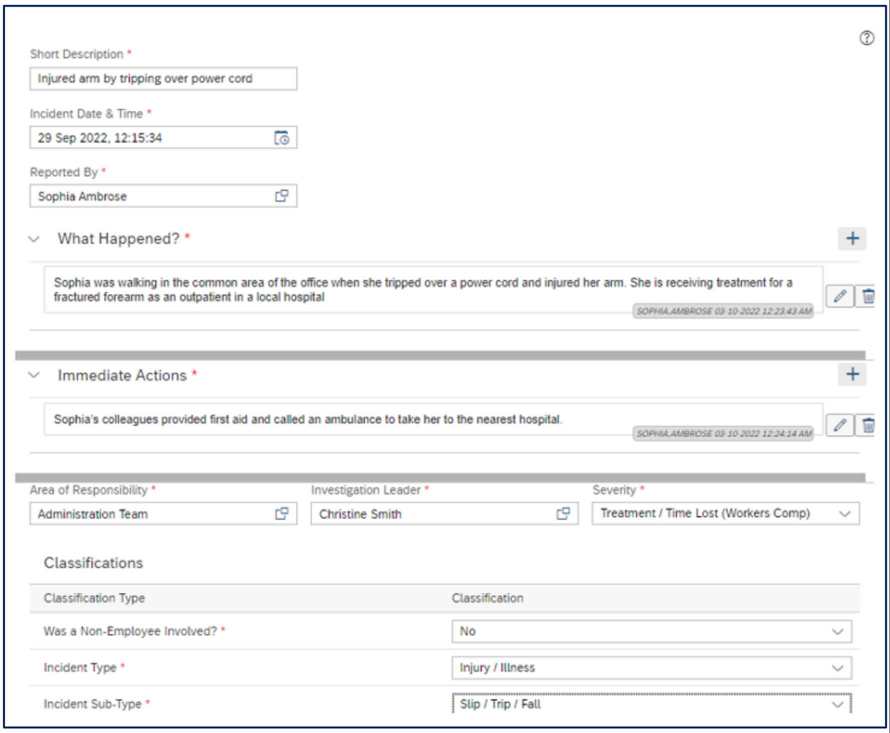
Short Description: Provide a short description of the incident. This field has a limit of 40 characters. For Sophia's example: *Injured arm by tripping over power cord.*

Incident Date and Time: Use the calendar to report the time and date when the incident **occurred**. So if Sophia got injured on 29 September and reports the incident the next day, use the calendar to select 30 September as the date of the incident.

Reported By: When you create an incident in SafetySuite, your name automatically appears in this field.

If reporting an incident on behalf of someone else, you must change this field to their name so they have the record and notification of their incident/injury.

Start typing at least three letters in the Reported By field and a list with matches is displayed – select the name you want to add (you can also click the double squares to open a search box)



Note: Two things happen when you **change the Reported By** person

1. You are prompted to confirm if the *Investigation Leader also needs to be recalculated.* If you select Yes, a pop-up box appears with the name of the manager who is now the Investigation Leader. If you don't want to change this, select No.
2. The *Area of Responsibility* field also changes to reflect the new person in the Reported By field.

What Happened: Click on the + sign on the right-hand side of page. A text box appears. Describe in detail what happened. For example: *Sophia was walking in the common area of the office and tripped over a power cord and injured her arm. She is receiving treatment for a fractured forearm as an outpatient in a local hospital.* Then click 'Accept' to save changes.

Immediate Actions: Click on the + sign on the right-hand side of page. A text box appears. Enter the immediate actions that were taken. For example: *Sophia's colleagues provided first aid and called an ambulance to take her to the nearest hospital.* Then click 'Accept' to save changes.

Area of Responsibility: Defaults to the organisation unit of the *Reported By* employee. For example, we see Sophia's area of responsibility (in this example : Adminstration team).

If this field does not represent the organisation unit where the incident happened, shows an incorrect organisation unit, or is blank, you need to choose the relevant area of responsibility where the incident happened. This ensures the incident workflows to the correct manager to investigate.

There are two ways to change Area of Responsibility:

1. If you know the exact area, start typing the required area name directly into the ‘Area of Responsibility’ field and a list with matches is displayed, OR
2. Click on the *double squares* to initiate a search. You’ll see the original Area of Responsibility displayed. You may need to expand the view - click on the ‘>’ symbols - to find the area you want (this could be ‘lower’ or ‘higher’ than the initial area displayed)

When you change *Area of Responsibility*, you are alerted the Investigation Leader has also changed. Review this field to ensure it is the right person.

Important note!
Do <u>not select</u> “Communities and Justice” as this will default to the wrong area and Investigation Leader. Instead, use the arrows to narrow down to the correct organisation level.

Investigation Leader: The investigation lead defaults to the *Reported By person’s* manager (for example Sophia’s manager). This can be changed (for example if Sophia’s manager is on leave) by either typing in at least three letters into the field to view a list of matches, or use the *double squares for a full search*.

When reporting an incident on behalf of someone else, after you enter their name in the *Reported By* field, a pop-up message asks you to change the *Investigation Leader* to the *Reported By person’s* manager. Select *Yes.*

Severity: This field is mandatory, For this field select:
3. *Notification only* for a hazard, near miss or minor injury for which no medical treatment costs were incurred and no time was lost from work and when you don’t want to report this injury as a compensable injury.
4. *Treatment/Time Lost (Workers Comp)* when you incurred medical treatment costs and/or lost time and you want to report this as a compensable injury.
5. *Treatment/Time Lost (Non-Employee) when the incident is entered on behalf of a non DCJ employee.*

As Sophia required hospital treatment, she selects *Treatment/Time Lost (Workers Comp)*. For a hazard or near miss for example you would select notification only.

Classification Type:

Was a Non-Employee Involved: Select *Yes/No* to inform if a non-employee was involved. For Sophia’s example, she selects *No.*

Incident Type: Select *Injury/Illness*.

Incident Sub-Type: Select from the drop-down. For this example select *Slip/Trip/Fall*.

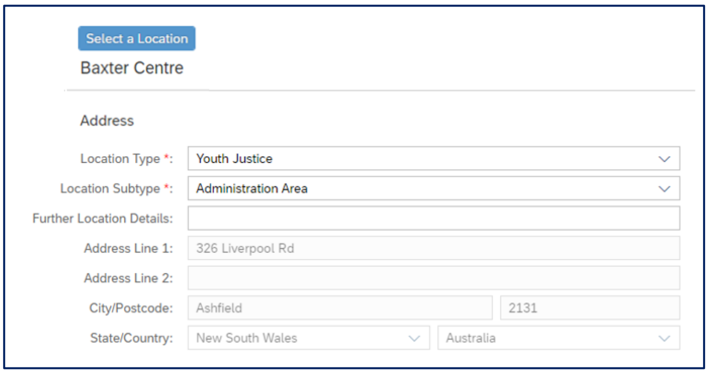
STEP 5: Incident Location screen

Location Type: Select from the drop-down menu. For Sophia, select *Youth Justice*.

Location Sub-type: Select from the drop down menu. For Sophia, select *Administrative Area*.

Further Location details: Optional field to add more information or further details about where the incident occcurred, if relevant.

Address: Populates automatically based on the *Reported By* employee's organisation unit.



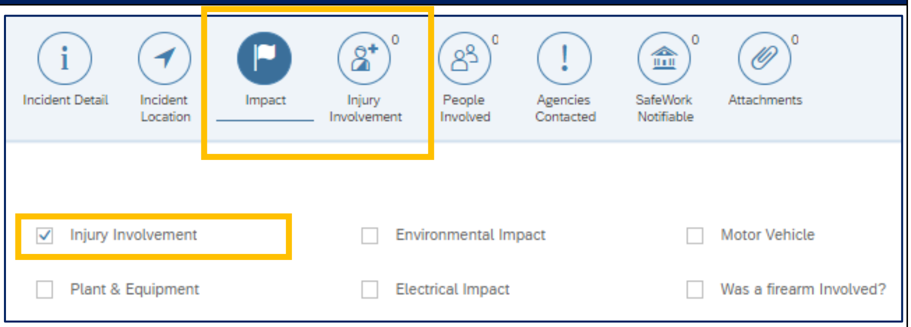
To change it, for example if the incident happened outside the employee's usual workplace, click on the blue **'Select a Location'** button. Search for a location by typing in characters and any matching addresses will be listed. If you cannot find the address, select '*Add a new Location*; to create a new location.

Working from home? For incidents that occur in an employee's home, select Location Type – **Offsite** and Location Sub-type **Home/House**. **You do not need to provide the home address.**

STEP 6: Impact Screen

When you select an Impact, an additional tab shows up in the ribbon.

In this example Sophia selects Injury Involvement option and then an additional *Injury Involvement* tab appears next to Impact at the top of the screen.

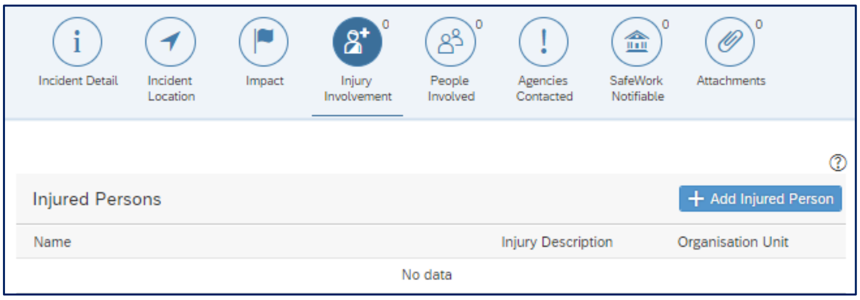


STEP 7: Injury Involvement

In this tab you must add the injured person.

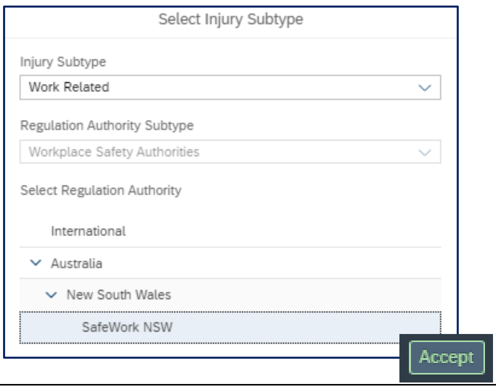
Click +Add Injured Person button. As you begin to type in a name, the field will provide options. Select the correct person and accept

An injury Subtype box appears.



Injury Subtype: *Work Related* and *Non Work Related* options appear in the dropdown box. Sophia will select Work Related.

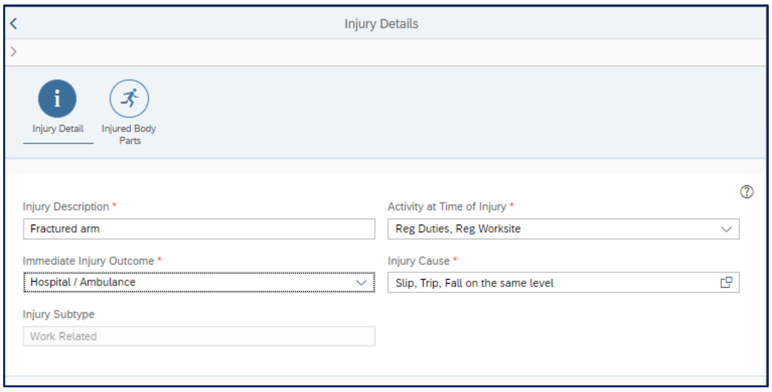
Regulation Authority Subtype: Sophia will select Australia – New South Wales – SafeWork NSW and clicks Accept.



You are then directed to an *Injury Details* page which is mandatory.

Injury Description: Enter a short description of injury. For Sophia, something like Fractured Arm is OK.

Activity at Time of Injury: Click the down arrow for a list of options. For Sophia's example, we will select *Reg Duties. Reg Worksites* as the injury occurred whilst she was at work in her usual office location

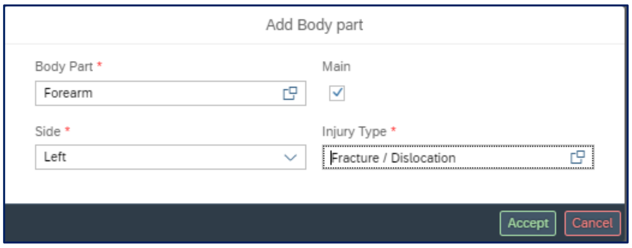


Immediate Injury Outcome: Click on the down arrow to show a list of injury outcomes. In this instance, we select *Hospital / Ambulance.*

Injury Cause: Click on the double squares to the right and a list of mechanisms will appear. For Sophia, we have selected *Slip, Trip, Fall* and then *Slip, Trip, Fall on the same level.*

Now select ***Injured Body Parts*** tab to add a body part.

Body Part: Select the most appropriate body part. Sophia will select *Upper Limb – Forearm* and select *Main.*



Side: Then select the side (if applicable) and injury type. If multiple body parts were injured, add all parts, but check the main box for the body part that is injured the most.

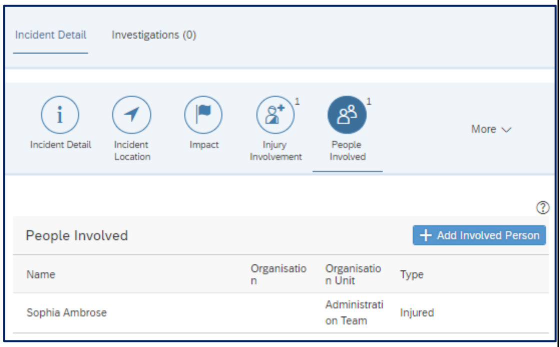
Injury Type: Select from a list of options. Sophia will select *Fracture / Dislocation* and **Accept**

Note: at any point you can save your work by selecting 'Save Injury'. This information remains in your draft incidents for further editing if required. Note that 'Saving' does not submit the incident to the nominated investigation lead.

Step 8: Record People Involved (optional step)

Here you can add other people involved in the incident, for example a witness.

Sophia's details already appear as she is an injured person recorded in Step 6.



Select + *Add Involved Person*.

To add an employee, select **Person Type** – **Employee.**

Start typing the required name directly into the Person involved field and a list of matches displays or click on the double squares which opens a search box and enter the information.

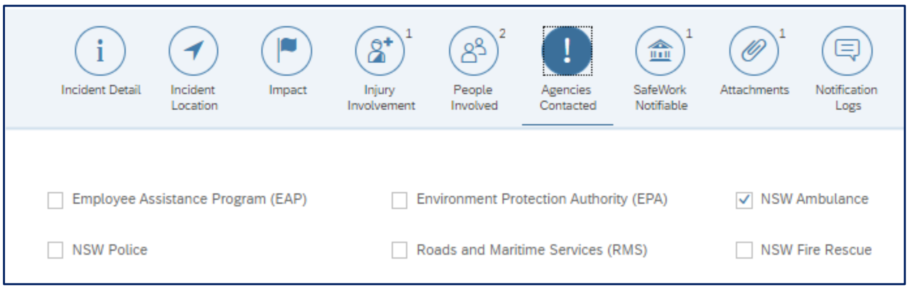
Sophia's Manager saw the injury Sophia sustained an Sophia adds her manager here as a witness.

To add a **Non-Employee** refer to the **Guide - Report an incident for a non-employtee**

Note: <u>Do not create a new person record for an employee</u> – all employee data is already in SafetySuite as it draws directly from SAP records.

Step 9: Agencies Contacted (optional)

This field is important for managers and investigation leaders during the investigation. If one or more agencies were contacted, check the boxes to select which were notified and/or arrived at the location of the incident to assist.



For Sophia, we will check the box for *NSW Ambulance*.

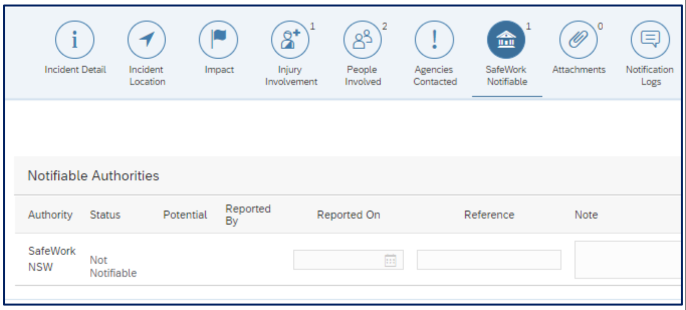
Note: Information is for reporting purposes only and does not trigger a notification to the agencies.

STEP 10: SafeWork Notifiable (Optional Step)

This section is optional. You are not required to complete it.

This section is important for managers /investigation leaders to record in SafetySuite during the investigation

A notifiable incident is an incident that results in a death, serious injury, or serious illness of a person or involves a dangerous incident which is reportable to SafeWork NSW.



STEP 11: Attachments (Optional Step)

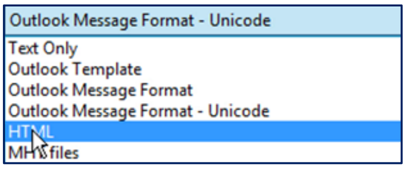
Attach any document, photos and even emails

First, save the document or images/video on your computer. Then in SafetySuite, click *+Add Attachment* button, select attachment group - Images & Video or Document and click Accept.

You will then see your folders - find your saved document/Image and upload it. Acceptable formats include Excel, Word, PDF, JPG, HTML Files

For example: We have attached the exposed power cord image here.

Attach emails: First open the email in Outlook. Then click on *File* and click on *Save As* and change its format from Outlook Message Format to an HTML file. You must make sure you save it as an HTML file before you upload.



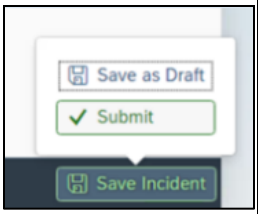
STEP 12: Submit the Incident

Click on *Save Incident* at the bottom right.

Then, click on the green *Submit* button to submit this incident or click on the *Save as Draft* button, if you need to gather more information.

If you have missed entering an essential detail, the system will highlight which details you need to provide so you can submit the incident.

After you click Submit, wait until the incident appears on the left side of the screen.



When an incident is submitted, the *Investigation Leader* will be notified automatically and the *Reported By* employee will receive an email confirming their submission with an Incident Number.

For Sophia’s example she will see the incident in her SafetySuite as **Open.**

This means **Sophia can edit this incident until its investigation begins.** After the investigation starts, she will have read-only access to this incident.

After you have submitted an incident, you will be able to see all the notifications that have been issued as a result of the submission.

This brings us to the end of this guide. Thank you.