# SafetySuite Cloud
## Long Guide – Report a Hazard or Near Miss (no injury)

April 2023

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**

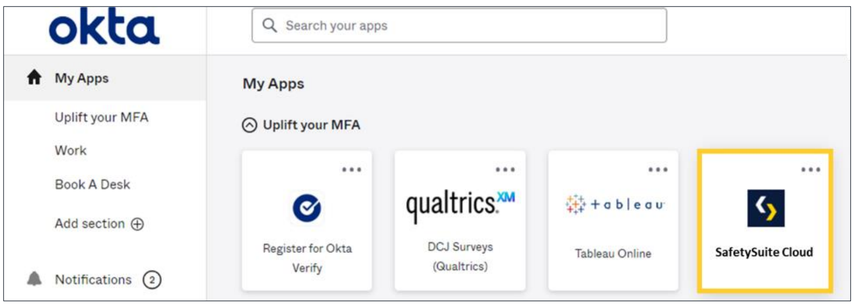
Injury/illness is any occurrence which resulted in an injury or illness.

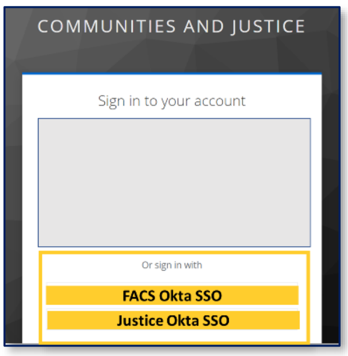
### Reporting a hazard in SafetySuite

Let’s meet John Phillips who is a Sheriff Officer. He was returning from lunch and taking the stairs to his workstation on level 1 when he noticed a significant water spill on the steps. Let’s see how John reports this hazard in SafetySuite.

## 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 Incidents 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**: 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.

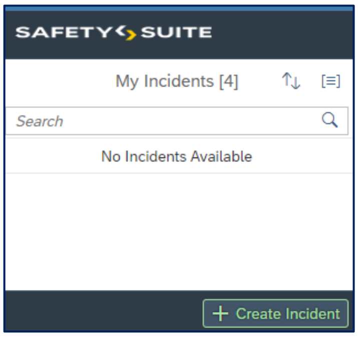
**NOTE: Don’t use this tile if you don’t need the incident to bypass your manager for investigation.**

In this guide, John is reporting a normal incident. We use the *My Incidents* tile to create a new incident. Click on the *My Incidents* tile.

## STEP 3: Create Incident

Click on the *My Incidents* tile then click the green **+ *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 John's example: *Significant water spill on steps*

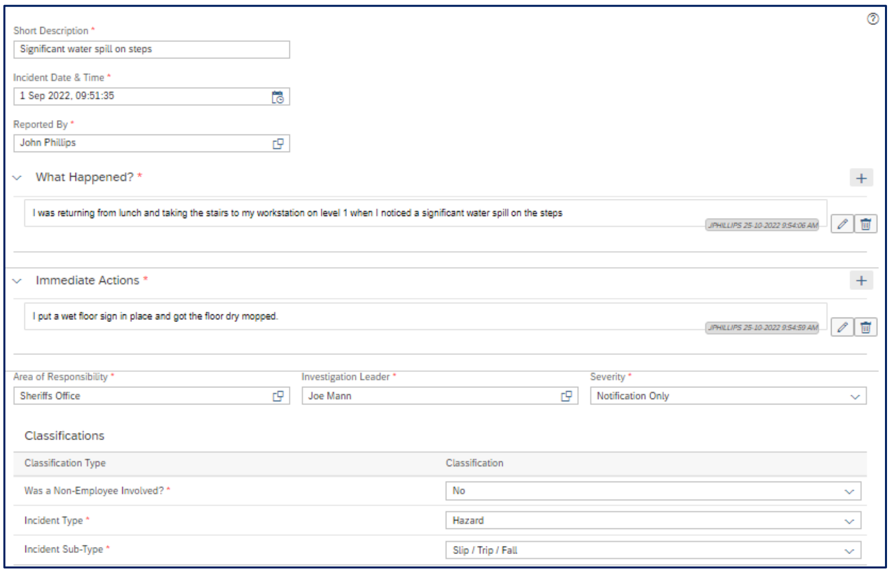
**Incident Date and Time**: Use the calendar to report the actual time and date when the incident occurred. For example: If John's incident happened on 1 September and he is reporting it on 2 September, he should use the calendar to select 1 September as the date of the incident.

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

If you are 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: John writes "I was returning from lunch and taking the stairs to my workstation on level 1 when I noticed a significant water spill on the steps". 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: John put a wet floor sign and got the floor dry mopped. Then click 'Accept' to save changes.

**Area of Responsibility**: Defaults to the organisation unit of the *Reported By* employee. For example, we see John's area of responsibility here

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, click on the left side arrow to search for your work site by narrowing down to the correct organisation level.

**Investigation Leader**: The investigation lead defaults to the *Reported By person's* manager (for example John's manager). This can be changed (for example if John'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:
*Notification only* – this is 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.

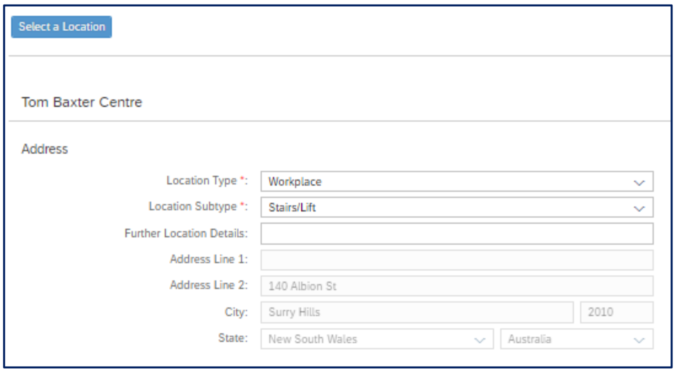
**Classification Type:**

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

**Incident Type**: Select *Hazard*

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

## STEP 5: Incident Location screen – Mandatory step


**Location Type**: Select from the drop-down menu. For example: *Workplace*.

**Location Sub-type**: Select from the drop down menu. For example: *Stairs/Lift*.

**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: Record People Involved (optional step)

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

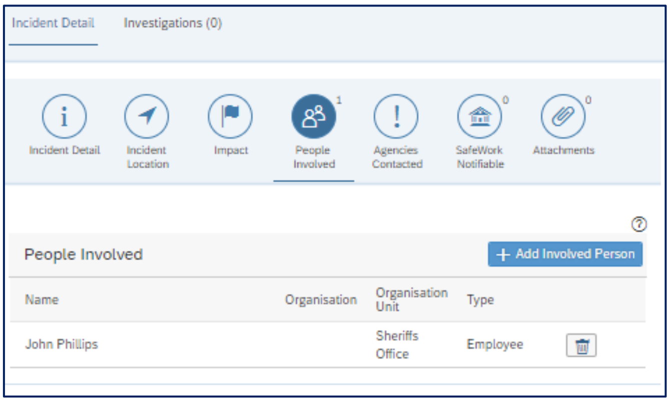
Select + *Add Involved Person*.

**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.



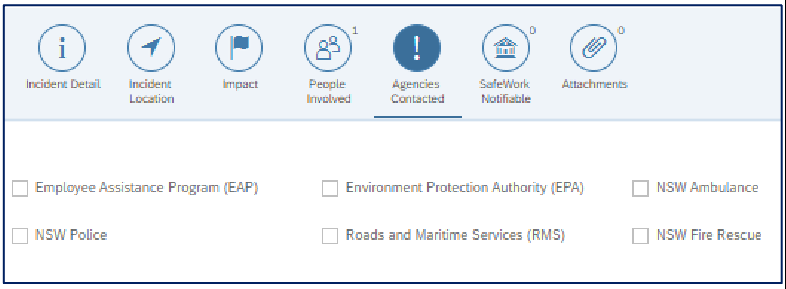

To add a **Non-Employee** refer to the **Guide - Report an incident for a non-employee**

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

## Step 7: Agencies Contacted (optional step)

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.

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

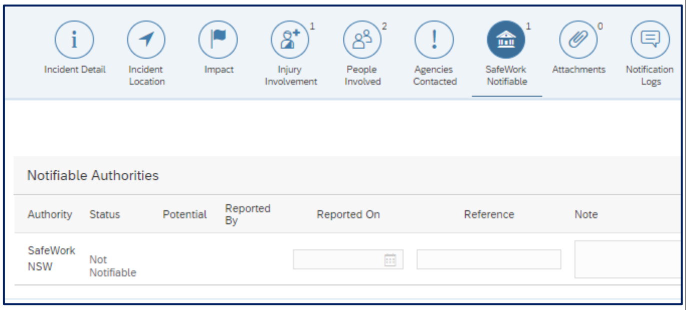



## STEP 8: SafeWork Notifiable (Optional Step)

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

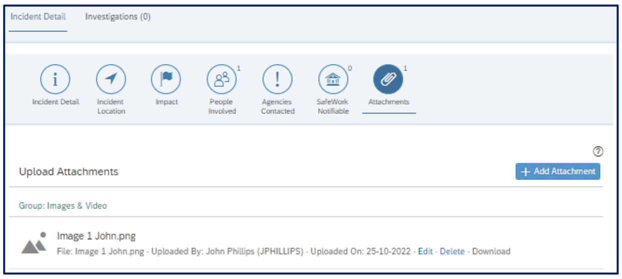
This section is important for managers /investigation leaders to record in SafetySuite during the investigation

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 9: Attachments (Optional Step)

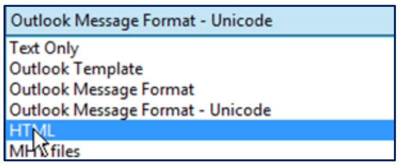
You can attach any document, photos and even emails




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

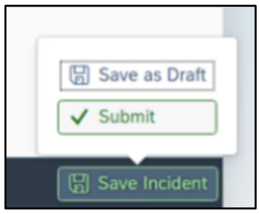
For example: John could attach photo he took of the wet steps and an email he sent to his reporting manager about the water spillage




**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 10: Submit the Incident

Click on *Save Incident* at the bottom right.




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

If you have missed entering an essential detail, SafetySuite 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 John's example he will see the incident in his SafetySuite as Open.

This means John can edit this incident until its investigation begins. After the investigation starts, he 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.