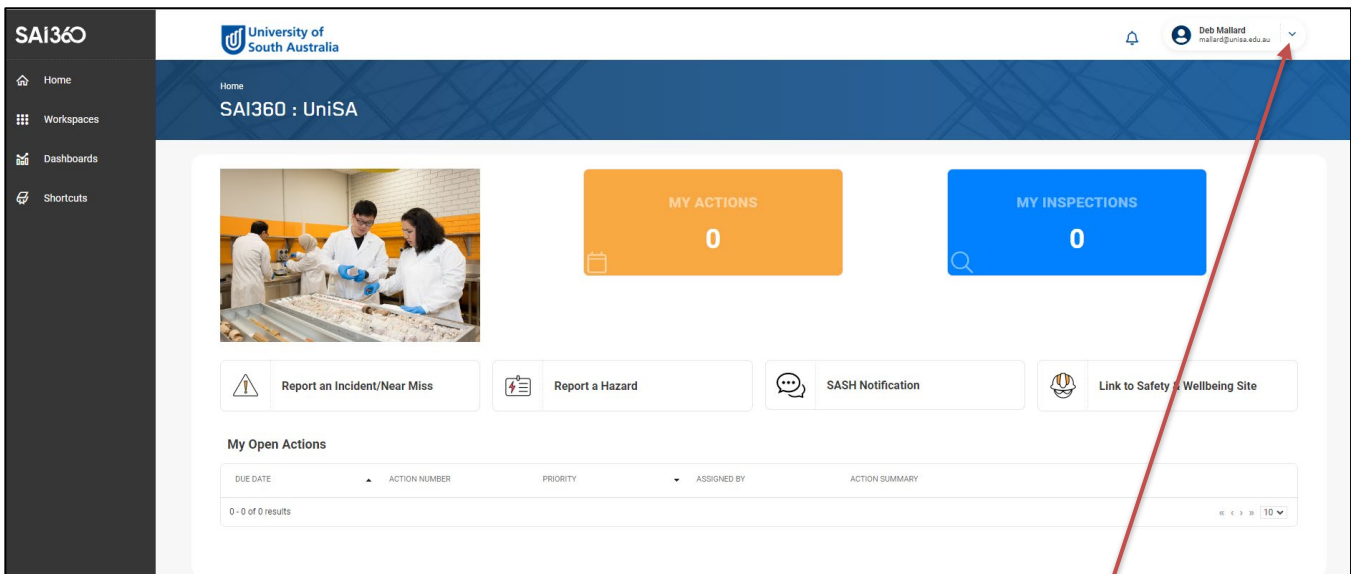# User Guide – Investigating an Incident

Module Overview: The Incident Reporting and Investigation module provides end users (staff and/or student) the ability to report work related incidents or near misses, investigations to be undertaken and appropriate controls to be implemented to prevent a similar incident or near miss from occurring again.

Module Features: The Incident Reporting and Investigation module is an intuitive system that can be accessed via a UniSA desktop/laptop computer or via a mobile App ROAM 5 (available at all app stores) using your staff/student login. ROAM 5 allows incidents or near misses to be reported as they occur (or as soon as possible), allowing more accurate details to be provided, including the ability to upload photos and documents. The Investigation tab provides the nominated Lead Investigator tools to assist them in determining the root cause of the incident/near miss which will assist in identifying appropriate controls, resulting in better overall outcomes.

Accessing the Module:

- Open browser and visit, https://whs.unisa.edu.au which will open your '**Dashboard**'.

Guide to Using the Module:

- *Additional help* - At the top of the '**dashboard**' you will see your name with a drop down icon. On clicking this drop down icon you will see a '**Help**' option that has several resources to assist you in using UniSAfe.

Investigation:

- When an investigation is required, the responsible person will receive an email notification from the UniSAfe system with a link to the Incident report. Click on this link to take you directly to the Investigation page.

Alternatively

- Open UniSAfe and lick on the **'Workspaces'** tab, hover over the **'Incident Management'** option and click on the **'Incident'** tab.
- In the **'Incidents Requiring My Action'** field and navigate to the Incident that you are investigating.
- Click on the **'Detail Submission'** tab and select the **'Potential'** and **'Actual'** severity levels of the incident.
- Add in the names of people to notify of this incident and any external companies that require to be notified by using the **'Selection List'** icon.
- Complete all fields on this form as they open and press the save icon once all have been completed.
- Click the **'injury/illness'** tab and add in the injury/illness details the resulted from this incident if applicable and complete all fields that open as you work through this form and click the save icon once finished.
- Click on the **'Is an Investigation Required'** (Yes or No).
- Select the type of investigation is required (note that ICAM investigation is only required for **'major'**, **'catastrophic'** or **'notifiable'** incidents.
- Select the **'Investigation Team'** members.
- In the **'Sequence of Events'** field click **'add new'** to add as many line items required for this incident.
- Complete the **'Pre-Investigation Risk Assessment'** by sliding the bars to calculate a risk score.
- Click in the **'Confidential/Investigation Related Documents'** and **'+Add New'** if you need to upload any supporting documentation (such as photos or emails) you can **'drag and drop'** items into this field *or* you can locate the file and upload the item.
- If required, click on the **'ICAM'** tab to conduct an ICAM investigation (only for **'Major'** or **'Catastrophic'** incidents. Complete all required fields on this page and press the save icon.
- Click on the **'Investigation Submission'** tab and complete the required fields on this page.
- Add the **'Person Signing Off'** to this investigation by using the magnifying glass icon, the folder icon, or the drop down option. This is the person responsible for reviewing this investigation and signing off on the outcomes then press the save icon once completed.
- The person who is signing off can now click on to the **'Sign Off'** tab to complete the fields in this form if they are satisfied that this investigation has been completed.