University of South Australia

UniSAfe

User Guide – Investigating an Incident

Module Overview: The Incident Reporting and Investigation module enables end users (staff and/or student) to report work-related incidents or near misses, conduct investigations and implement appropriate controls to prevent similar incidents or near misses from occurring again.

Module Features: The Incident Reporting and Investigation module is an intuitive system accessible via a UniSA desktop/laptop computer or the ROAM 5 mobile app (available at all app stores) using your staff/student login. ROAM 5 enables 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 "Initial Assessment" tab provides the nominated Lead Investigator tools to determine the root cause of the incident or near miss, aiding in identifying appropriate controls and achieving better overall outcomes.

Accessing the Module:

- Log into your myUniSA staff portal and under "Support and resources for staff" at the bottom of the page, click on UniSAfe. Note: UniSAfe is not compatible with Firefox. Microsoft Edge and Google Chrome are the supported browsers for UniSAfe.

Investigation:

- When an incident has been logged, the nominated investigator will receive an email notification from unisafe@sai360.com with a link to the Incident report. Click on this link to take you directly to the Notification page i.e. the page with the incident details.

Alternatively

- Open UniSAfe and click on the 'Workspaces' tab, hover over the 'Incident Management' option and click on the 'Incident' tab. You will see all incidents allocated to you to investigate.
- Click on the 'Incidents Requiring My Action' field and navigate to the Incident you are investigating.
- Click on the 'Initial Assessment' 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 need to be notified by using the 'Selection List' icon.
- Select the option of Yes or No for 'Is an Investigation Required'. If an investigation is not required, state the reason and click on 'Save'. Click on the 'Sign Off' tab to close off the incident.
- If an investigation is required, select the type of investigation (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 on '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 relevant 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 person is responsible for reviewing the investigation and signing off on the outcomes. Press the save icon once completed.
- The person signing off can now click on the 'Sign Off' tab to complete the fields in this form if they are satisfied that this investigation has been completed.