

USING UNISAFE

A guide for the members of the HSW Community of Practice

Overview

This manual seeks to provide a guide to accessing and systematically working through the components (Tabs) and associated fields within each component and provide an understanding of the relationship between each component (Tabs).

This manual will continue to be updated and modified in line with HSWO consultation and modifications/enhancements to the UniSafe reporting system.

The Web application has its own online “**Help**” available through the Help icon (left side menu column, above the Cintellate logo). It provides extensive Help on using the web application tools and functions to facilitate ease of navigation.

(Where snips have been used in the guide to demonstrate screen shots in Unisafe, please increase the size of your view using your zoom function.)

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Note: Remember to make use of the UniSafe Tip of the Week at –
<https://www.adelaide.edu.au/hr/hsw/intranet/forums/cop/hsw-manual/unisafe/>

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1 Cintellate

Cintellate is a HSW Incident Reporting system that is the replacement for RMSS.

Help



It allows any persons on any campus or University business to easily, effectively and accurately notify incidents, hazards and near misses. This can be done via any channel, anytime, anywhere.

The mobile application used by the majority of users to notify is available in App Store and Google Play and called EHS Manager 360 ROAM

The web application URL address is <https://unisafe.adelaide.edu.au/>.

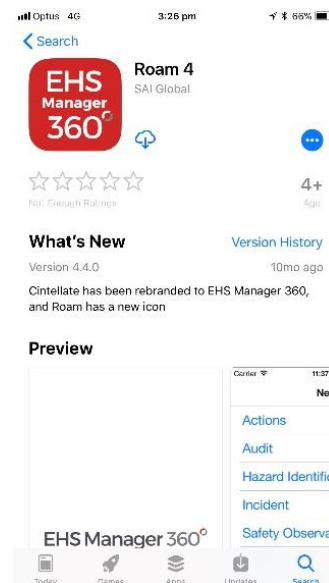
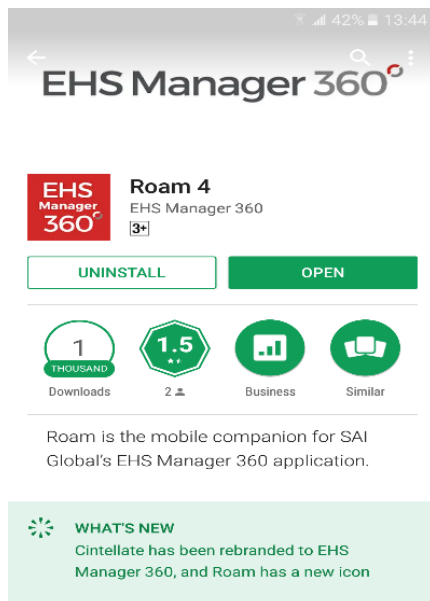
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2 Installing the mobile app

Installation and accessing information has been incorporated so that HSWO'S may extract and on-forward this information to new staff and students that wish to upload/access the UniSafe application.

HSWO's are to advise the person wishing to notify a safety issue/incident to:

Step 1: Download EHS Manager 360 app from the relevant app store.



[iPhone](#)



[Android](#)



[Microsoft](#)



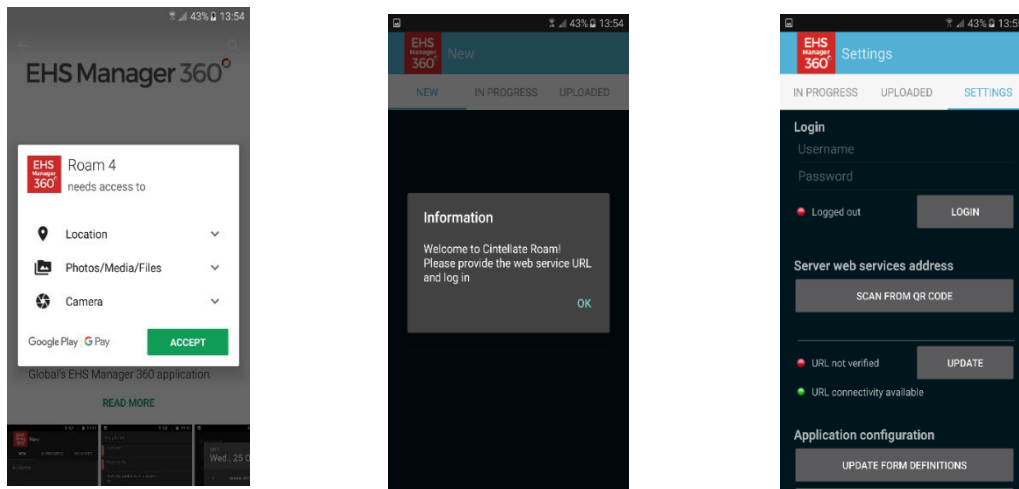
Step 2: Once installed, tap the EHS Manager 360 app to start

Note:

- Upon launching the app for the first time, the user will be prompted to allow the app to use location information from the device.
- Some app forms use location services and require access. Tap Allow (or Don't Allow) to proceed.
- This permission can be modified on the device in the Settings app under EHS Manager 360.

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2 Installing the mobile app (continued)




Step 3: Enter the Server Details

- (a) Via QR Code



Or

- (b) By entering the URL manually
<https://unSAFE.adelaide.edu.au/UniSafe/ws/mobile>



Note:

- If using a QR code you will need a QR Reader installed on your mobile
- Upon using the built-in QR code scanner for the first time, the user will be prompted to allow the app access to the device's Camera in order to scan the code.
- The user must tap Allow to use the QR code method of entering the Cintellate web server URL.
- If the user chooses Don't Allow, the URL must be entered manually.
- This permission can be modified on the device in the Settings app under Roam.

Step 4: Enter your University Login Details (a-number) to login

Step 5: Once logged in, EHS Manager 360 will automatically download mobile form definitions and referential data. These will be available to the user for both online and offline use in creating new records.

Step 6: When completed, the user will be prompted accordingly, then taken to the mobile form "Report a Safety Issue" - where the user can click on to report a safety issue.

Step 7: Logging in once installed and logged in you won't need to log in again.



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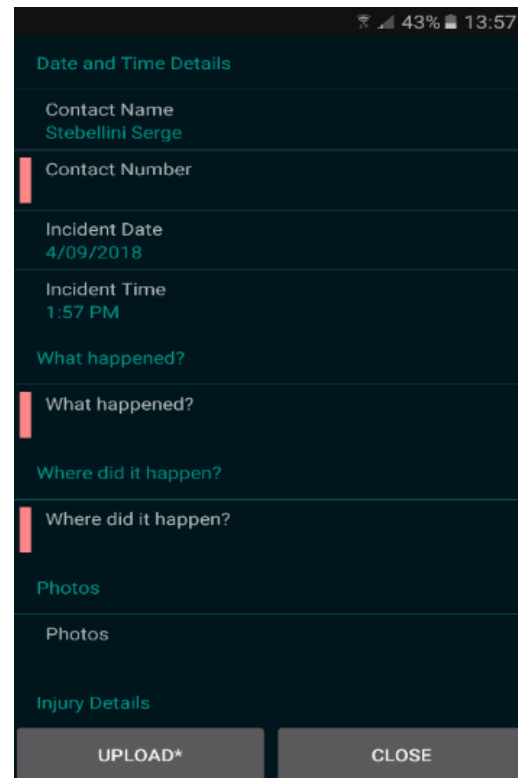
3 Logging in

3.1 Logging in via the mobile app

1. Tap the EHS 360 app to start
2. Navigate to New > Report a safety issue
3. Enter the required information
4. Tap Upload to submit the Incident

Note:

- There is a known issue for certain Samsung mobile devices which does not show “OK” to save long text fields. To show “OK” pressing the back button on the keyboard/arrow at the bottom of the phone, otherwise click at the top of the screen
- Mobile or Wifi connection is required to submit an Incident. If you have submitted a new Incident which isn't showing on the Triage page, check the “Uploaded” tab to confirm the status



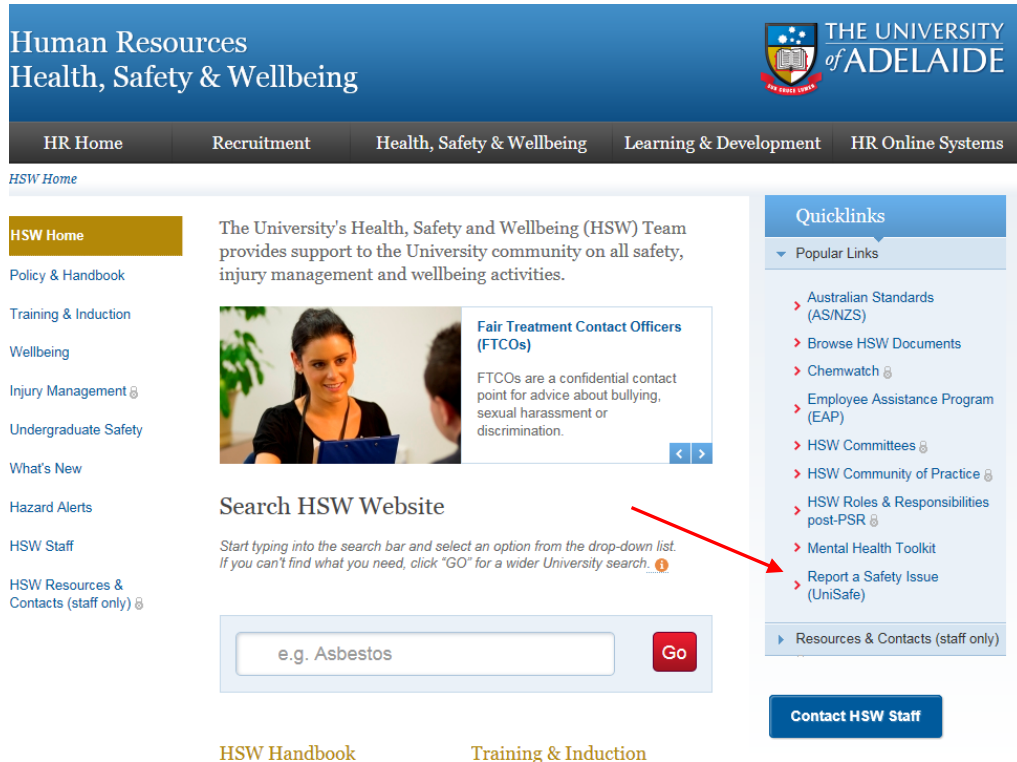
When using an iPhones/Samsung you can access the 'Uploaded' or 'In Progress' tabs on the screen (either top or bottom of screen dependant on type of phone) to check the status of submitted reports. Upload waiting – submenu of Uploaded tab should be checked that no reports are held pending connectivity resolution.

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3 Logging in (continued)

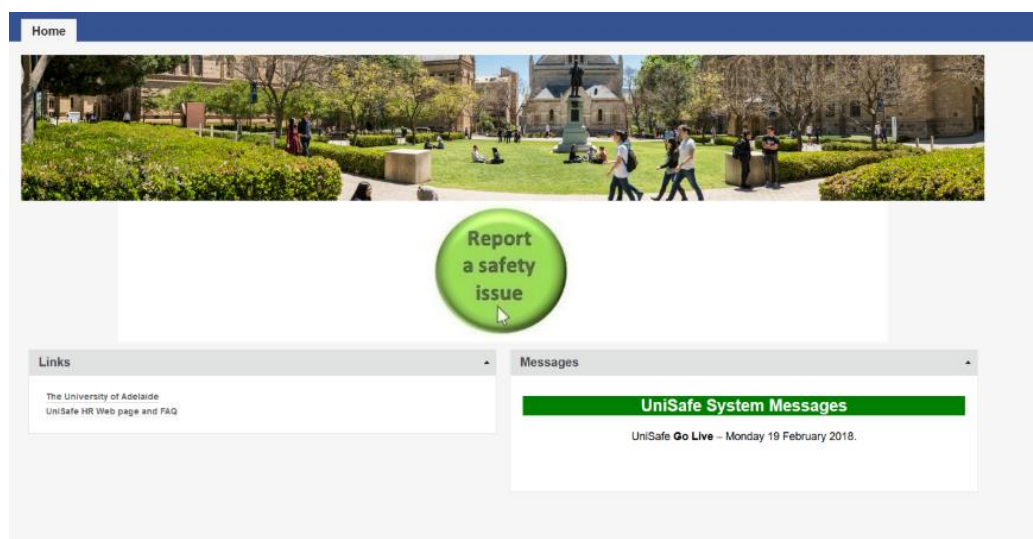
3.2 Login via Web Application

Use the link on the Human Resources Web page under Quicklinks “Report a Safety Issue (UniSafe)”



Note

This is what the person entering the safety issue/incident will see on their screen. This is different to what member’s of the HSW Community of Practice will see on screen, as you have been given management level user access.



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3 Logging in (continued)

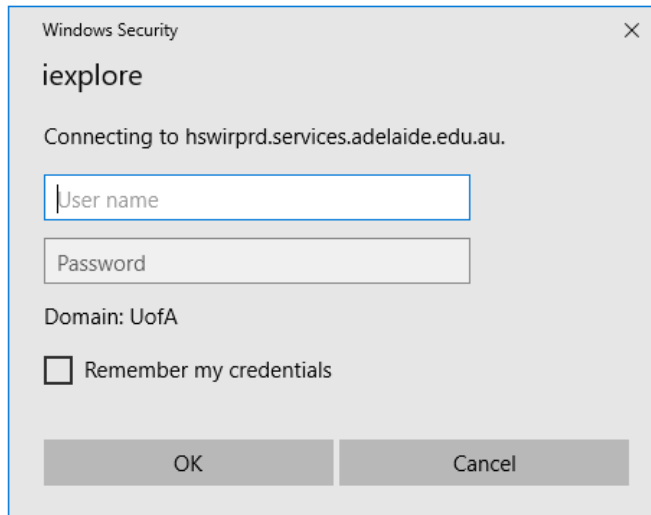
3.2 Login via Web Application (Continued)

Alternatively, Copy the following link into your browser - <https://unisafe.adelaide.edu.au/UniSafe>

Enter your University Login Details (a-number) to login

Once logged in you will be able to Create or Manage Incidents.

As a HSWO you have a management level user access which allows access to all pages, relevant list views, and the ability to create new records and edit existing ones.



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4 Triage an incident

It is the role of HSW Hubs and HSWO's to **Triage** incidents as they come into Unisafe.

UniSafe has no automatic escalation to anyone other than the HSWO's and the Faculty Technical Services Managers. It is important to Triage incidents in a timely manner, preferably within the same day of when the safety issue has been reported.

There are 3 options for the HSWO

1. Null Report (error, not safety, duplicate)
2. Student Placement Report
3. HSW Incident Report

A quick way of triaging an incident is to apply the methodology below:

- If it's not a safety issue it's a **Null report**
- If it involves a **student on placement**, but do not have enough information, make it a Student Placement report.
- If subsequently find out that the student was undertaking an activity within the University you can always change it to a HSW Incident report.
- Any other type of incident will be a **HSW Incident report**. Once again, if you discover later that it is a student placement or a duplicate you can go back and change this decision.

Notifications as part of Triage

It is the role of HSW Hubs and HSWO's to send notifications that they, the HSW Team or the Faculty/Division feel are appropriate (if they have decided this).

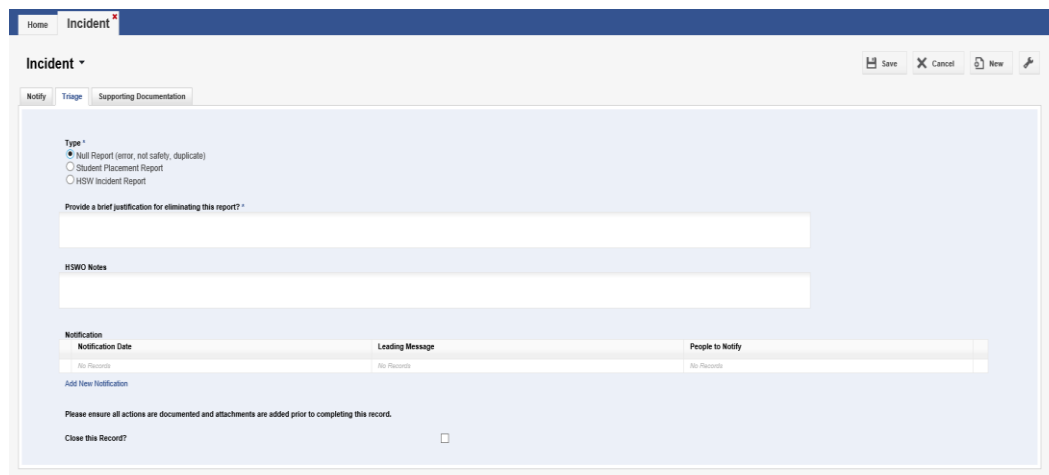
Examples of when you might want to send a notification would be:

- If there is a significant injury where a worker might need support or follow up i.e. from the Central HSW Team [Injury Management & Wellbeing Advisor](#).
- If it is an incident where workers have been, or could have been, exposed to a serious risk of injury; or
- Where an incident involves a hazardous or high-risk task.

4.1 Null Incident

Null Incident could be a duplicate of another incident, a maintenance issue, a waste management issue a hoax, something that is clearly not a safety issue. If the issue can be dealt with either through another system or via email, then do this and Null the incident. Remember also, that it is easy to "Null" incidents that have been notified multiple times.

Enter the relevant details, provide justification why the incident is a null incident and then use the notification to advise what has been done (if applicable), add supporting documentation on the relevant tab, press the save tab and click the **Close the incident** box.



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4 Triage an incident

4.2 Student Placement Incident

A student placement incident is an incident that occurs in a placement area outside of the University’s control (i.e. Placement in a hospital or vet surgery).

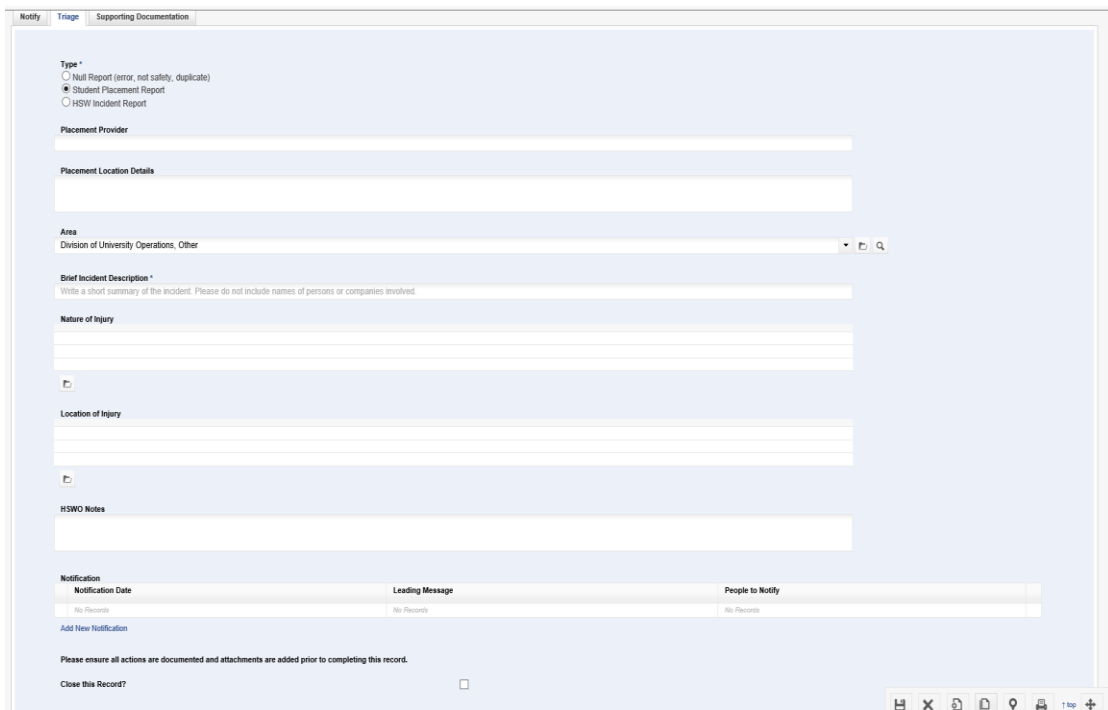
Given the limitations we have as a PCBU to control hazards in student placement environments it is up to the Faculty/Division/Branch/HSWO as to whether an investigation is required.

Enter the relevant details on the Triage tab.

Select the add new notification tab to send an email to those who need to be advised that an incident has occurred.

Select the supporting documentation tab, to upload any additional information and select save.

When you are ready to close, go back to the Triage tab and select the Close this Record button, to close.



The screenshot shows a web-based form for reporting incidents. The 'Triage' tab is active. The form contains several sections:

- Type ***: Radio buttons for 'Null Report (error, not safety, duplicate)', 'Student Placement Report' (selected), and 'HSW Incident Report'.
- Placement Provider**: A text input field.
- Placement Location Details**: A text input field.
- Area**: A dropdown menu with 'Division of University Operations, Other' selected.
- Brief Incident Description ***: A text area with a note: 'Write a short summary of the incident. Please do not include names of persons or companies involved.'
- Nature of Injury**: A text area.
- Location of Injury**: A text area.
- HSWO Notes**: A text area.
- Notification**: A table with columns 'Notification Date', 'Leading Message', and 'People to Notify'. All three columns show 'No Records'.
- Close this Record?**: A checkbox at the bottom left.

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4 Triage an incident (continued)

4.3 HSW Incident

HSW incident is an incident that occurs in an area or location that the University controls or owns or is an activity that the University directly controls (such as a field activity). It can be an incident involving staff, volunteers, students or contractors.

Please Note: You can choose whether there is a need to notify someone and if there is you can choose to wait until an appropriate level of detail is entered and saved.

By choosing HSW Incident option, with an injury selected on the notify page and saving this Tab – the following Tabs will be activated: HSW Incident Report and Injury/Illness.

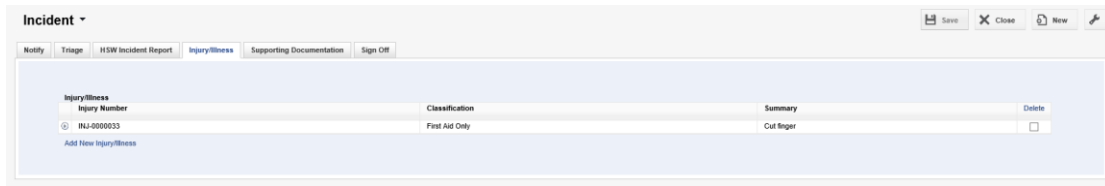
At this point you may decide that is a minor incident e.g. First aid only and complete all the tabs including sign off.

Note:
 Make sure you fill in justification for no actions.
 You will need to select the justification from the list in the drop down box.

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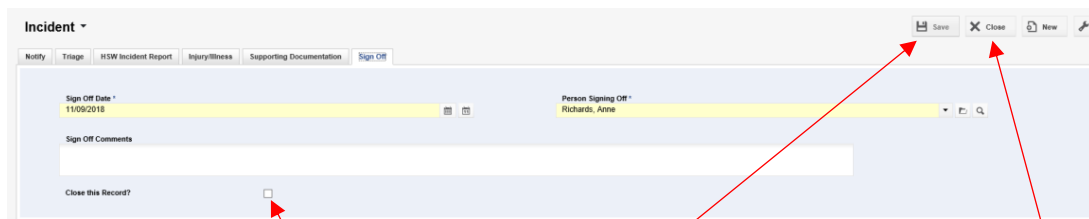
4 Triage an incident (continued)

4.3 HSW Incident (continued)



Once the injury illness tab has been filled in the Sign Off tab will appear

The **Sign off date** and **Person Signing Off**, self-populate with current date and name of person who has signed into the system. Fill in sign off comments.



Then

Click the **close this record** box.

Select the **save** button.

Select the **close button**

Once you select the close button it will take you back to the main screen.

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5 HSW Incident report

This page provides more location and incident details as well as a summary of Completed Immediate Actions and the ability to add further immediate completed actions.

Prompts the question “Are further actions required” with drop down box options and “Type of Investigation”

Type of Investigation

Once again, this decision should not take long, and if you need advice contact your Senior HSW Advisor.

Basically:

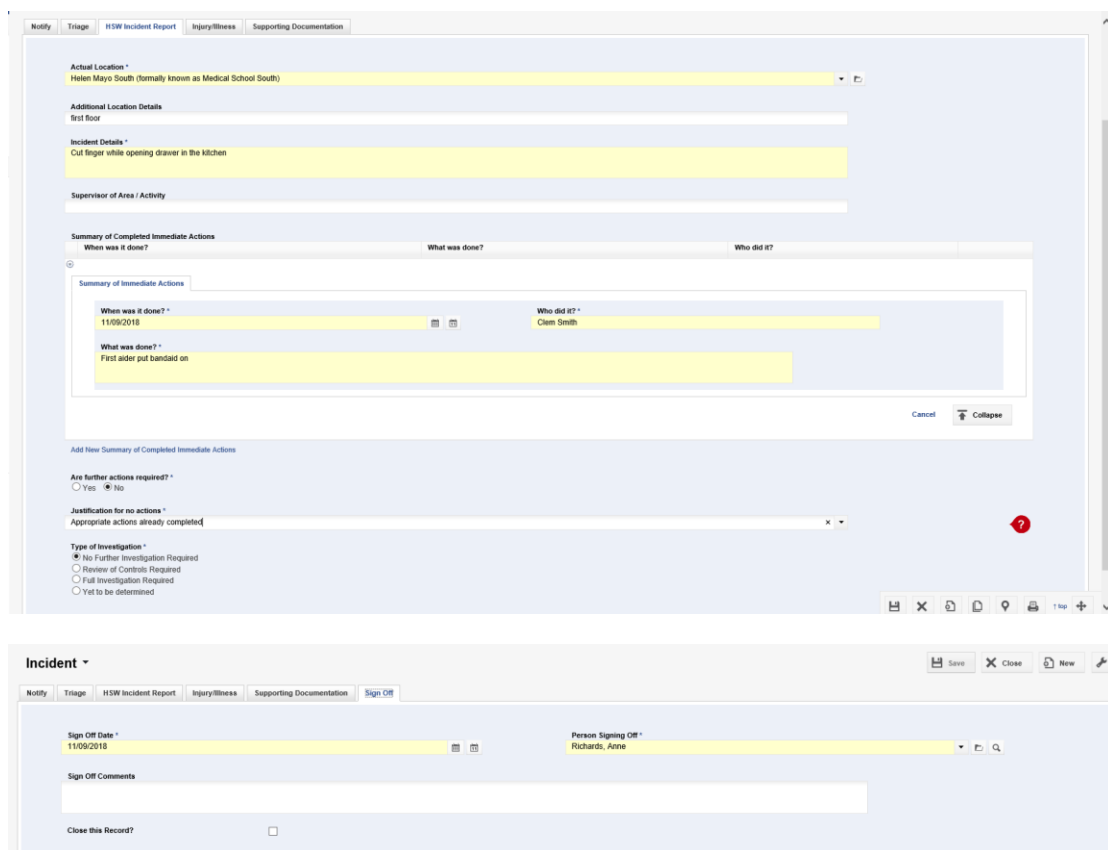
No further Investigation – means that it is a straight forward incident, that is not covered by a risk assessment or identified a new hazard, and where any make safe or corrective actions are simple or nil.

Review of Controls – is used where a near miss or injury occurred despite having a risk assessment with controls for the task/activity and you suspect no other factors were involved.

Full Investigation – is where you suspect factors, associated with systems failures, like those listed on the Incident Investigation Template, are in play. Meaning findings require analysis and an investigation report.

Yet to be determined – is where you do not have enough information available to proceed to the investigation stage. You may suspect that an investigation may be required but are unsure as to the scale or detail required.

No Further Investigation Required with ‘Are further actions required’ = No – will open “Justification for no actions” with dropdown box as well as Sign Off Tab.



The screenshot displays the 'HSW Incident Report' form. Key sections include:

- Actual Location:** Helen Mayo South (formally known as Medical School South)
- Additional Location Details:** 8th floor
- Incident Details:** Cut finger while opening drawer in the kitchen
- Summary of Completed Immediate Actions:** A table with columns for 'When was it done?', 'What was done?', and 'Who did it?'. One entry shows '11/09/2018', 'First aider put bandaid on', and 'Clem Smith'.
- Are further actions required?:** Radio buttons for 'Yes' and 'No' (selected).
- Justification for no actions:** Appropriate actions already completed
- Type of Investigation:** Radio buttons for 'No Further Investigation Required' (selected), 'Review of Controls Required', 'Full Investigation Required', and 'Yet to be determined'.

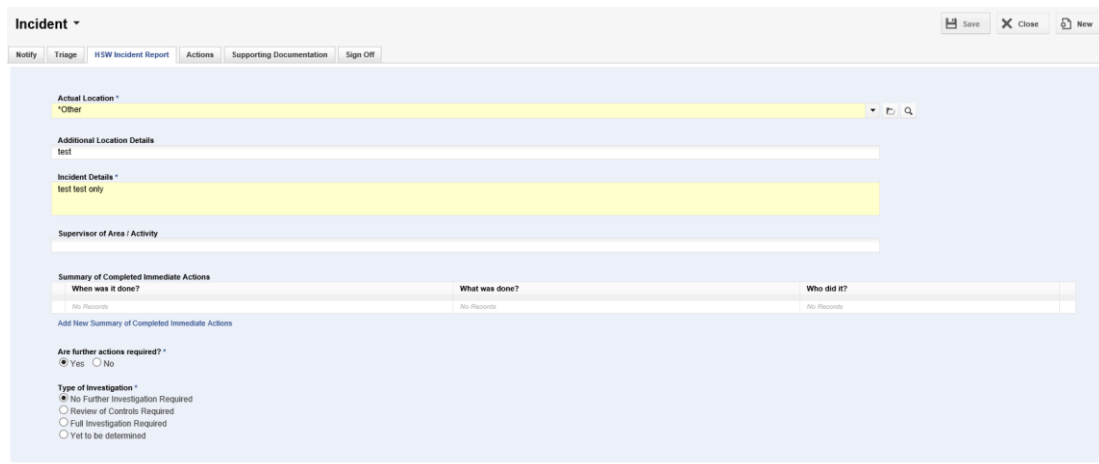
A second screenshot shows the 'Sign Off' section of the form, including 'Sign Off Date' (11/09/2018), 'Person Signing Off' (Richards, Anne), and a 'Sign Off Comments' field.

(Reminder – use your zoom function to increase the size of the screen shots.)

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5 HSW Incident report (continued)

No Further Investigation Required with ‘Are further actions required’ = Yes – will open Actions and Sign Off Tabs.



The screenshot shows the 'Incident' form with the following configuration:

- Actual Location:** *Other
- Additional Location Details:** test
- Incident Details:** test test only
- Supervisor of Area / Activity:** (empty)
- Summary of Completed Immediate Actions:**

When was it done?	What was done?	Who did it?
No Records	No Records	No Records
- Are further actions required? *** Yes No
- Type of Investigation ***
 - No Further Investigation Required
 - Review of Controls Required
 - Full Investigation Required
 - Yet to be determined

OR

Yet to be Determined

If unable to determine whether an investigation is required use the “**Yet to be determined**” option.

This is a holding option only and further decision making and selection will need to be made as facts come to light.



The screenshot shows the 'Incident' form with the following configuration:

- Actual Location:** *Other
- Additional Location Details:** test
- Incident Details:** test test only
- Supervisor of Area / Activity:** (empty)
- Summary of Completed Immediate Actions:**

When was it done?	What was done?	Who did it?
No Records	No Records	No Records
- Are further actions required? *** Yes No
- Justification for no actions *** Other
- If other, please provide a justification** Unsure of what might have been done already
- Type of Investigation ***
 - No Further Investigation Required
 - Review of Controls Required
 - Full Investigation Required
 - Yet to be determined

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5 HSW Incident report (continued)

Review of Controls required with ‘Are further actions required’ = No – will open “Justification for no actions” with dropdown box as well as Review of Controls Tab.



The screenshot shows the 'Incident' form with the 'Review of Controls' tab active. The 'Actual Location' is set to 'Other'. The 'Additional Location Details' and 'Incident Details' fields contain test text. The 'Supervisor of Area / Activity' field is empty. The 'Summary of Completed Immediate Actions' table shows three columns: 'When was it done?', 'What was done?', and 'Who did it?'. The 'Are further actions required?' field is set to 'No'. The 'Justification for no actions' dropdown is set to 'No actions required'. The 'Type of Investigation' field is set to 'Review of Controls Required'.

Review of Controls required with ‘Are further actions required’ = Yes – will open Review of Controls and Actions Tabs.



The screenshot shows the 'Incident' form with the 'Review of Controls' and 'Actions' tabs active. The 'Actual Location' is set to 'Other'. The 'Additional Location Details' and 'Incident Details' fields contain test text. The 'Supervisor of Area / Activity' field is empty. The 'Summary of Completed Immediate Actions' table shows three columns: 'When was it done?', 'What was done?', and 'Who did it?'. The 'Are further actions required?' field is set to 'Yes'. The 'Type of Investigation' field is set to 'Review of Controls Required'.

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5 HSW Incident report (continued)

Full Investigation required with ‘Are further actions required’ = No – will open “Justification for no actions” with dropdown box as well as Investigation Tab.

Full Investigation required with ‘Are further actions required’ = Yes – will open Investigation and Action Tabs.



These options will produce further tabs, fill these out as they populate. Allocate some actions to specific people. Fill out all relevant details and upload some documentation and send a notification to yourself and check if it has been delivered. The next step would be to submit to QA, but this will lock the incident and you will not be able to make any further changes whilst it's in the QA process.

5 HSW Incident report (continued)

Investigation – the “Investigation Methodology Used” field is mandatory and asks you to check which method used to investigate the incident. You will then need to upload a document to support this. “The Key Factors Contributing to Incident” field identifies the underlying causes of the incident.

The screenshot shows the 'Investigation' tab of the HSW Incident Report form. It includes fields for 'HSWO Undertaking Investigation' (Stebellini, Serge), 'Investigation Start Date', 'Investigation Methodology Used' (with radio buttons for ICAM, 5 Whys, University HSW Investigation Template, and Other), 'Summary of Key Findings', an 'Investigation Report Upload' table, 'Hazard Management', and 'The Key Factors Contributing to Incident'. A red arrow points to the file upload icon below the key factors field.

The dialog box titled 'The Key Factors Contributing to Incident' has 'OK' and 'Cancel' buttons, and radio buttons for 'Full List' (selected) and 'Selected Items Only'. Below the instruction 'Click on the required item then click OK to complete your selection.', there is a 'Clear All' button and a search bar. The list of factors includes:

- Failure of process to provide information, instruction and training
- Inappropriate conduct/behaviour
- Failure to appropriately supervise
- Failure to appropriately manage/control contractors
- Poor Housekeeping
- Failure to follow safe work procedure
- Failure to report incidents
- Plant/Equipment/Materials not fit for purpose
- Failure to appropriately maintain plant/equipment
- Infrastructure/Facilities not fit for the activity being undertaken
- Failure to identify a hazard
- Failure to appropriately assess a hazard (conduct an effective risk assessment)
- Failure to effectively control a hazard

No decision you make will limit your options down the track

This was specifically design into the system because we know that initial reports and reported facts can change.

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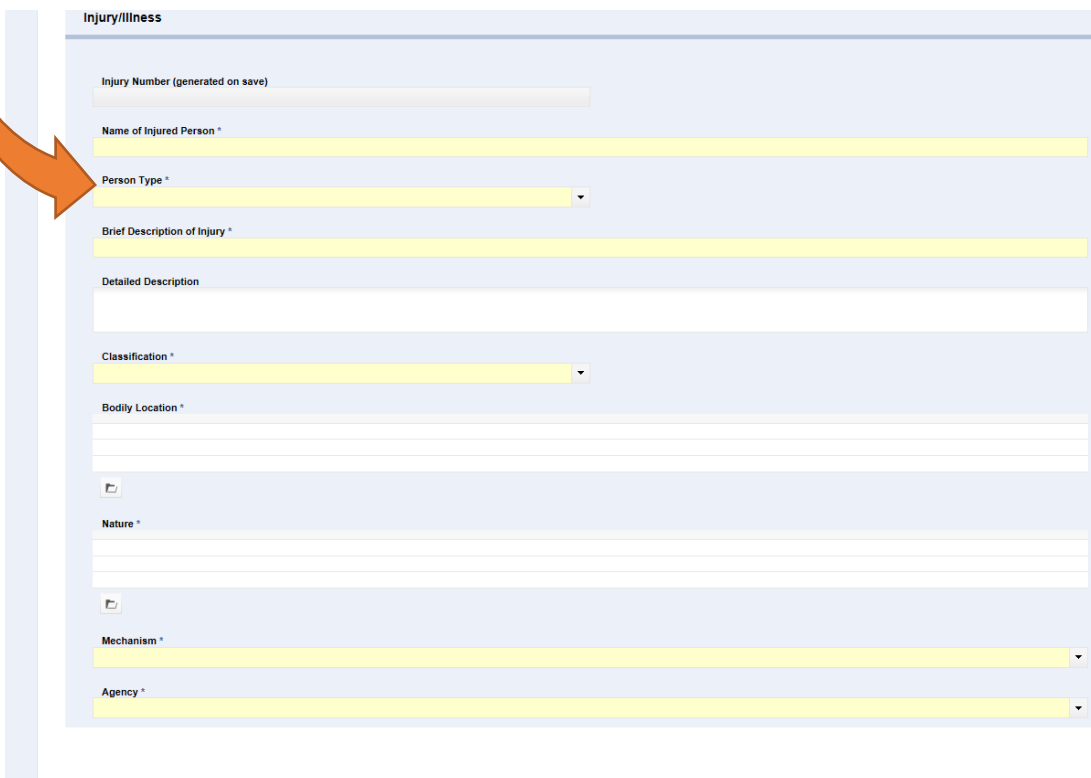
6 Injury/Illness

This page enables details of injured person(s) to be entered. Drop down boxes are attached to enable ease of population.

It is important to complete all areas as this data is captured when undertaking statistical analysis in relation to nature, mechanism and agency of injury/illness.



Injury/Illness –
 Add a new illness.
 Note the “Nature”, “Mechanism” and “Agency” details. (Please refer to [Appendix A](#)).
 Save the information.



7 Review of controls

If there is **no existing risk assessment** you should not be using this process.

For hazards that should have been risk assessed and were not, use the detailed investigation process.

This section is designed to review existing controls and how they impacted on the reported incident.

UniSafe has formalised this new process and it is important to understand what it entails.

This should only occur when the incident is straight forward, and other organisational factors are not in play.

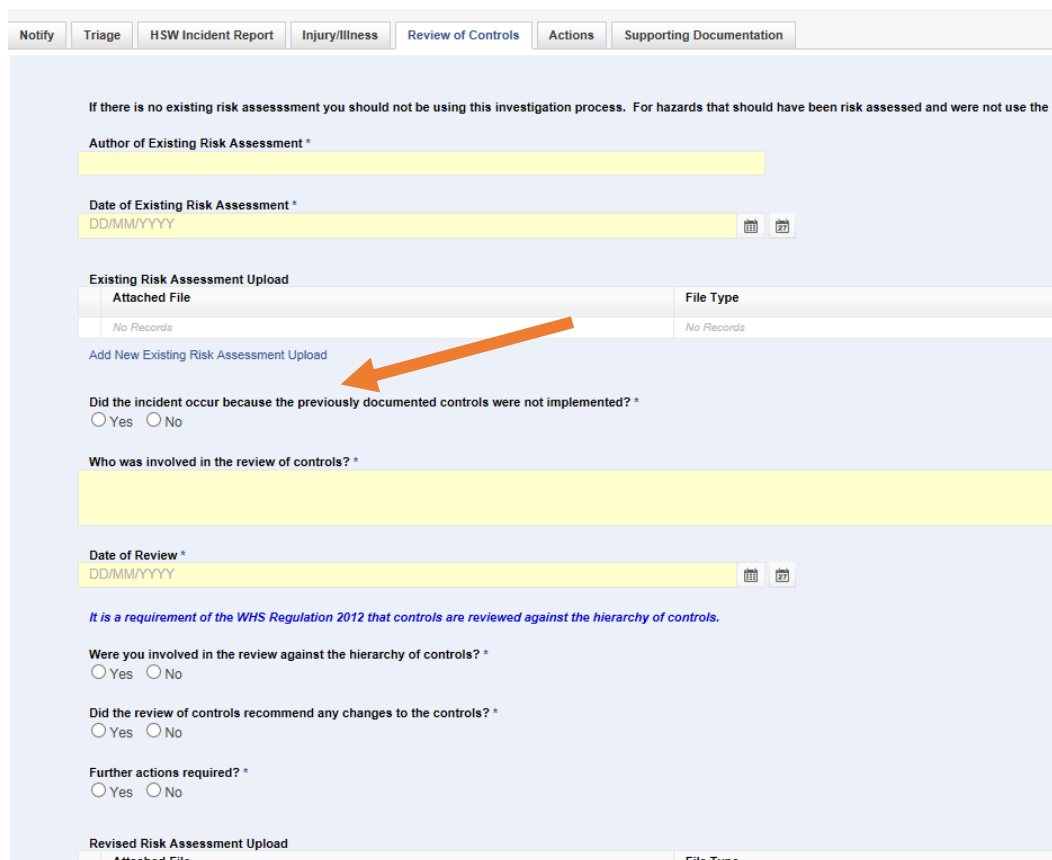
The first critical question comes when **the Review of Controls Tab** asks **Did the incident occur because the previously documented controls were not implemented?**

The answer needs to be based on evidence that HSWO's have established as part of their incident response. If the answer is YES, HSWO's should look closely and consider if the incident needs a full investigation Why weren't they followed?

If the answer is NO, The HSWO's should support or advise the group of workers and the supervisor review their risk assessment and the controls chosen.

Any actions that are not immediately completed should be entered the Actions Tab.

The revised and fully complete Risk Assessment, with signatures if required, should be uploaded. Don't forget to mark that the Review of Actions is complete when finished so Senior HSW Advisors can QA them.



Review of controls can be completed as part of the investigation process and may even be incorporated as an 'Action' item.

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7 Review of controls (continued)

A review of controls is an analysis of whether the controls themselves are effective. To be effective they need to be appropriately implemented, and when implemented they should prevent injury. Therefore, a review of controls should involve:

Step 1:

Examine the current risk assessment and any associated SOPs.

Given the task/activity being performed:

- What instruction and/or training was required
- Identify the controls that should have been in place

Step 2:

Attend the scene and inspect the area and interview staff and others involved (as appropriate)

- Look at local records to verify any required instruction and training was undertaken (the control was in place)
- Gather evidence (photos/interviews) that any required controls were understood by workers and in place.

Step 3:

Determine if:

- Risk assessment correctly identified and assessed the risk of the hazard
- Appropriate controls were in place
- The documented controls should have been effective in preventing an injury

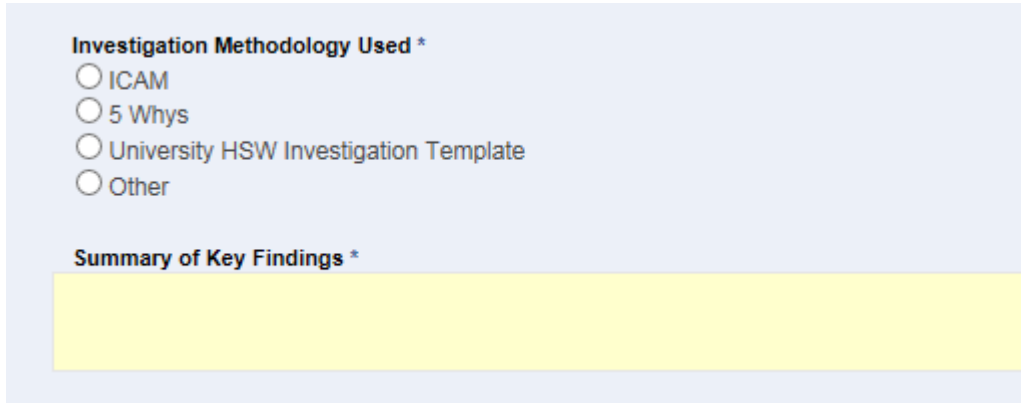
It is possible and likely that your answers to the questions in Step 3 will determine if this incident required a full investigation. For example, if documented controls were not implemented then you need to consider what factors led to that so that appropriate actions can be taken, and the factors recorded.

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8 Investigation

Once the Investigation has commenced or has been completed it can be uploaded into this section of UniSafe.

The Investigation Methodology Used field is mandatory as is the Summary of Key Findings. This should be a very brief description of the root cause(s).



Investigation Methodology Used *

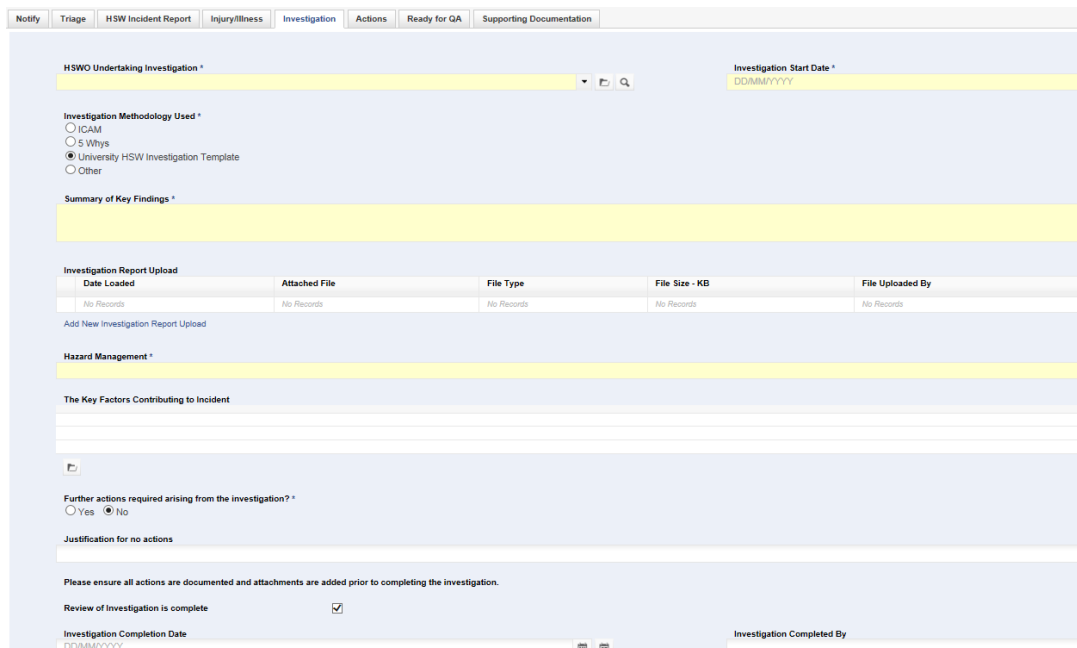
- ICAM
- 5 Whys
- University HSW Investigation Template
- Other

Summary of Key Findings *

Hazard Management drop down box must be completed (choose between New Risk Assessment required, Review of Controls required, or No Risk Assessment required).

The Key Factors Contributing to Incident can be selected from drop box.(including new listing – No key factors were determined).

Review of Investigation is complete – once box is ticked and once saved this will open the Ready for QA Tab.



Notify | Triage | HSW Incident Report | Injury/Illness | Investigation | Actions | Ready for QA | Supporting Documentation

HSWO Undertaking Investigation * [dropdown] Investigation Start Date * DDMMYYYY

Investigation Methodology Used *

- ICAM
- 5 Whys
- University HSW Investigation Template
- Other

Summary of Key Findings *

Date Loaded	Attached File	File Type	File Size - KB	File Uploaded By
No Records	No Records	No Records	No Records	No Records

Add New Investigation Report Upload

Hazard Management *

The Key Factors Contributing to Incident

Further actions required arising from the investigation? *

Yes No

Justification for no actions

Please ensure all actions are documented and attachments are added prior to completing the investigation.

Review of Investigation is complete

Investigation Completion Date DDMMYYYY Investigation Completed By

To assist you in the investigation process, there are tools and guides available. Refer to the UniSafe investigation tab on the HSW website

<https://www.adelaide.edu.au/hr/hsw/intranet/forums/cop/hsw-manual/unisafe/>

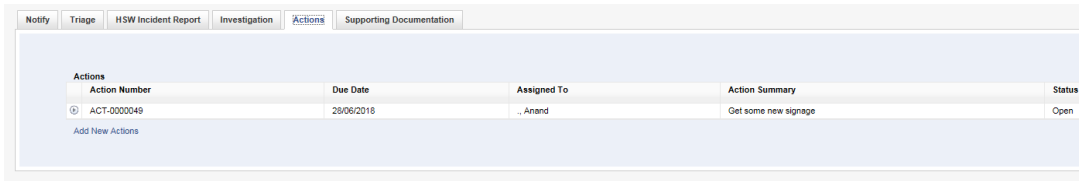
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9 Actions

HSW Incident Tab links to the Actions Tab as it asks whether further actions are required.

This will open the Actions Tab and can be used to create an action (review, change, implement) and assign it to another party (e.g. infrastructure etc) who are able to undertake such actions.

The actions raised should relate to the incident and the outcomes of the action should ensure that controls are put into place to ensure the incident is unlikely to occur again.



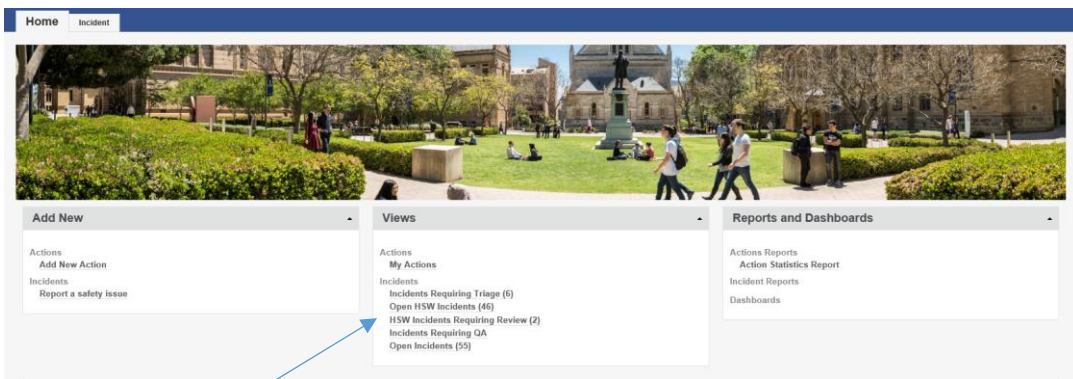
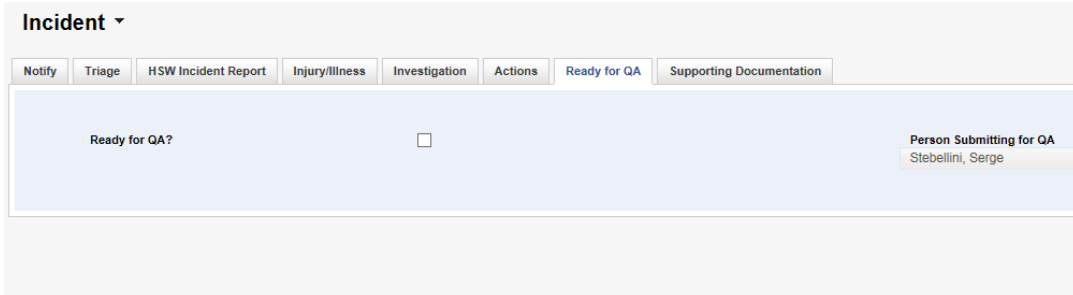
Action Number	Due Date	Assigned To	Action Summary	Status
ACT-000049	28/06/2018	, Anand	Get some new signage	Open

Add New Actions

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10 Ready for QA

Once the investigation is complete and can no longer be progressed it can then be marked as Ready for QA. This does not close out the incident but merely advises the Senior HSW Advisors that it is at a stage where they can review and comment.



If the incident is pushed back through QA the HSWO will receive an email and the incident can be found within the HSW Incidents Requiring Review Tab.

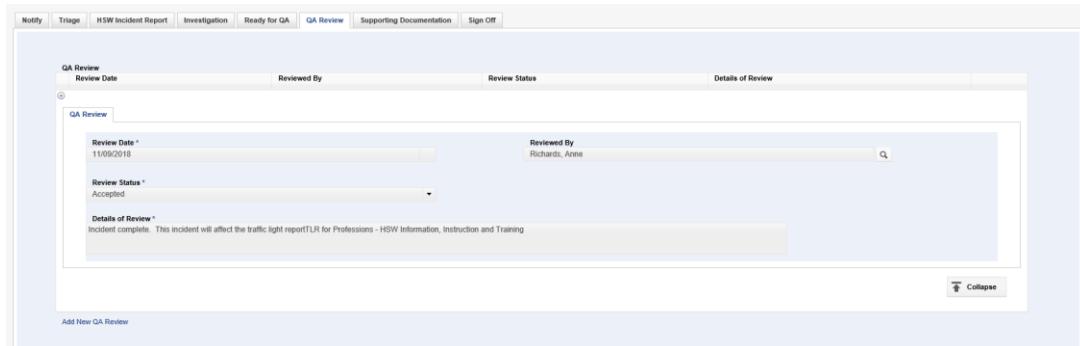
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11 QA review

Quality Assurance is the planned or systematic actions necessary to provide enough confidence that a service will satisfy the given requirements for quality.

Senior HSW Advisors will review the incident to ensure compliance with relevant WHS legislation is met as well as meeting any UoA policy and procedure requirements.

Given Senior HSW Advisors have access to all incidents across the University they are able to provide feedback, as well as alternatives, and trending information to areas where incidents have been raised.



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12 Supporting documentation

This is a file storage area and can be accessed at any time.

Use it to store photos, documents and other evidence relating to the incident.

Maximum file size is 5MB so consider separating your upload into 2 smaller files/ compress it and/or reduce size of the photos.

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13 Sign off

The Tab records the sign off date, the person signing the incident off and any sign off comments that are relevant. Remember to click the save button when completing the comments and then select the **Close this Record** button.



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14 Generating reports – printing incident report

Printing an Incident.

On the bottom of every incident recorded in Unisafe, there are function logos, one is for printing.

By clicking on the Printer icon you will be able to print an incident report incorporating every populated tab.



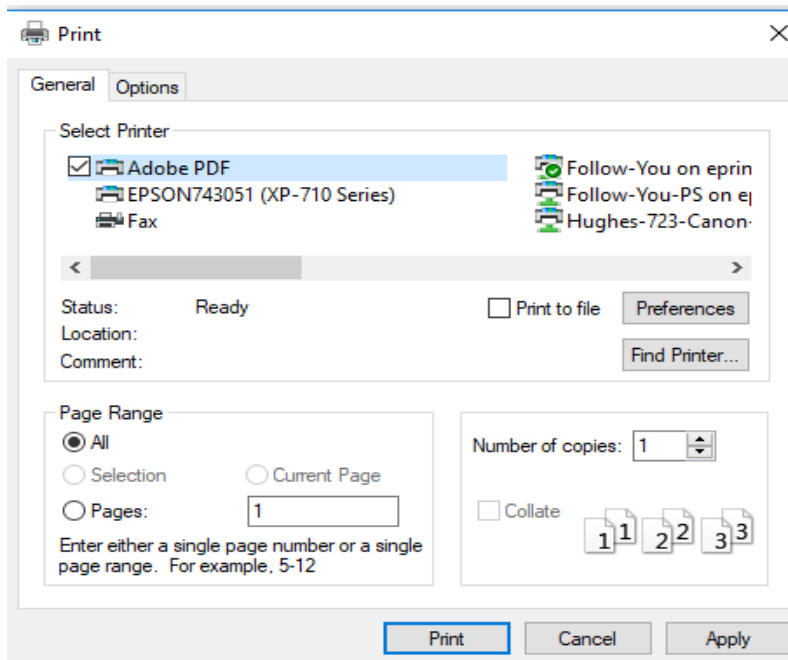
Emailing a copy of an incident report

If you need to email a copy of the incident report, below is a handy hint on how to do it.

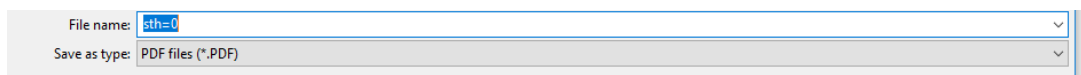
On the home page select Incidents, All incidents if you don't know the number of the incident or status open/closed.

Select the incident you want to email by double clicking the incident number in the list in UniSafe. This will open up the incident, then select the print button on the bottom right hand side of the screen. This will bring up all the fields that were filled in for the incident. Select the print button again as per the snip, now located at the top of the screen on the left hand side..

This will then bring up the following options. Scroll backwards as you preferred printer will come up first. Select Adobe PDF as below



The below screen capture will appear and can be changed to the record number. Save and email.



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Appendix A

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Agency

Agency	Definition	Includes
Biological Specimens and Animals (Except Human Agencies or Psychological)	Where an animal or other lifeform (except humans) can cause harm.	<ul style="list-style-type: none"> Animals (mammals, reptiles, insects, spiders, marine creatures, birds etc. Non-living human or animal materials (e.g. bone, tissue sample, etc.) Microscopic biologicals (e.g. bacteria, viruses, fungal disease, etc.)
Chemicals	A liquid, powder or vapour that has the potential to cause harm to the user when entering the person's body via eyes, nose, mouth or skin.	<ul style="list-style-type: none"> Dangerous Goods (e.g. Dangerous Gases, Flammable Liquids etc.) Hazardous Chemicals Poisons and Drugs Radiation
Fire and Smoke	Where fire or smoke were principally, or most closely associated with, the point at which things started to go wrong and which ultimately led to the most serious injury or disease.	<ul style="list-style-type: none"> Fire, flame and smoke from unknown origin Fire, flame and smoke from house fire or bushfires Does not include where the source of fire or smoke is clearly identified (e.g. a furnace or equipment failure)
Fixed Plant	Fixed plant refers to any powered machinery, equipment, appliance, implement or tool and any component or fitting or accessory of these, that is intended to be used only in the installed location.	<ul style="list-style-type: none"> Lathes Garbage Compactors Furnaces & Boilers Cold rooms Lifts CT and PET Scanners Water mains and accessories Gas mains and accessories and sewerage systems
Human Agencies such as Medical Conditions or Fatigue	Where a human factor has led to harm	<ul style="list-style-type: none"> Fatigue Condition of affected person (disability, pre-existing illness, or, disease)
Indoor Environment	Agencies that may cause injury when work is undertaken indoors	<ul style="list-style-type: none"> Internal conditions such as temperature, lighting or lack of oxygen Steps, stairways and floor surfaces Internal building structures (such as handrails, columns or walkways) Confined spaces

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Agency (continued)

Agency	Definition	Includes
Materials and substances	Any materials and objects not otherwise classified as equipment or chemicals found within the workplace.	<ul style="list-style-type: none"> • Non-metallic minerals and substances (cement, concrete, rocks & stones, asbestos, synthetic mineral fibre, glass, etc.) • Oils • Timber (decking, planks, plywood, etc.) • Metals (pipes, sheet metal, etc.) • Stationery and paper products • Hot fluids & gases (not included in chemicals) • Water or Air under pressure • Food products & Beverages • Sewerage, Garbage and other refuse
Mobile Plant and Transport	Any machinery, equipment, appliance, implement or tool and any component or fitting or accessory used to transport people or materials between locations ordinarily under the direct control of an operator.	<ul style="list-style-type: none"> • Cars • Trucks • Tractors • Diggers • Compressors • Pneumatic tools • Wheelbarrows and Trolleys.
Non-Powered Hand tools and Equipment	Any machinery, equipment, appliance, implement or tool that is actuated solely by the manual labour of the operator to modify, fix or change materials	<ul style="list-style-type: none"> • Hand tools (Sharps, Hammers, Pliers) • Fixing and Packing equipment (such as nails, screws and rope) • Furniture and Fittings (such as beds, baths, and work tops) • Glassware • Ladders and Platforms
Other and Unspecified	Where the agency is not apparent, or anything not otherwise covered by any other classification	<ul style="list-style-type: none"> • Other agencies not otherwise classified • Agency not apparent • Agency not known
Outdoor Environment	Agencies that may cause injury when work is undertaken outdoors.	<ul style="list-style-type: none"> • Weather and Sun • Holes, Gutters, Trenches and Pits • Slippery surfaces due to wet, oily or icy conditions • Buildings and other structures (e.g. roofs, bridges, stairways) • Fencing and Vegetation

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Agency (continued)

Agency	Definition	Includes
Powered Equipment, Tools and Appliances	Any machinery, equipment, appliance, implement or tool and any component or fitting or accessory of these, not covered by Fixed Plant or Mobile Plant and Transport, that is actuated by an additional power source and mechanism other than the solely manual labour of the operator.	<ul style="list-style-type: none"> Workshop and worksite tools and equipment (drills etc), Kitchen and domestic equipment (kettles, washing machines etc), Office and electronic equipment (computers and keyboards), Laboratory equipment, garden and outdoor powered equipment, Gas cylinders
Psychological	Where situations rather than objects or substances, are considered to be agencies	Where a situation or event affects the mental wellbeing or mental health of a person by overwhelming their coping mechanisms and impacting their ability to work in a healthy and safe manner

Nature

Nature	Definition	Includes
Amputation	Amputation refers to the removal of a limb by trauma, medical illness, or surgery.	
Bleeding	Bleeding is the name commonly used to describe blood loss or blood escaping from the circulatory system. It can refer to significant blood loss inside the body (internal bleeding) or significant blood loss outside of the body (external bleeding).	<p>Blood exiting a wound</p> <p>Coughing up blood</p> <p>Blood from the nose</p>
Breathing difficulties	Discomfort or inability to draw a complete breath	<p>Wheezing</p> <p>Difficult breathing</p> <p>Uncomfortable breathing</p> <p>Feeling like you are not getting enough air</p> <p>Not breathing</p> <p>Unusually rapid breathing</p> <p>asthma attack</p>
Broken bone or dislocated joint	Any part of the body that does not have the normal or expected shape. This often can be seen as visible misalignment, dislocation or breakage of bones and joints.	<p>Joint taken past range of movement and subsequently visibly dislocated</p> <p>Visibly broken bones</p>

Appendix A

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Nature (continued)

Nature	Definition	Includes
Confusion	A state of being bewildered or unclear in one's mind about something.	<ul style="list-style-type: none"> Seeing or hearing things that are not there Unable concentrate Disorientation Loss of memory
Contracted a disease/pathogen	Any disease-producing agent, especially a virus, bacterium, or other microorganism	<ul style="list-style-type: none"> Bacteria, viruses, prions, protozoa, viroids, fungus, human parasites.
Fatality	An occurrence of death	
Fear or Anxiety	A feeling of worry, nervousness, or unease about an uncertain outcome either before, during or after the situation occurs.	<ul style="list-style-type: none"> Terror Panic Agitation Dread Distress Worry Disrupted sleep
Feeling of being too hot or cold	Difficulty regulating an appropriate body temperature	<ul style="list-style-type: none"> Feeling too hot (e.g. suffering from fever or environmental temperature to hot) Feeling too cold (e.g. shivering from fever or environmental temperature to cold)
Itching or irritation	Itchy skin, also known as pruritus, is an irritating and uncontrollable sensation that makes you want to scratch to relieve the feeling.	<ul style="list-style-type: none"> Crawling sensation A feeling of needing to scratch Dermatitis/eczema/rash
Loss of movement	A condition typified by a weakness or inability to move any part of the body (e.g. limbs).	<ul style="list-style-type: none"> Inability to fulfil the full range of movement of any joint Weakness in applying force (E.g. reduced grip, reduced ability to lift, etc) Complete inability to move at all (e.g. paralysis)
Loss of primary senses (except touch)	Altered or loss of a primary sense except the sense of touch	<ul style="list-style-type: none"> Hearing Vision (including eye strain) Balance (e.g. spinning sensation) Smell Taste
Loss of sensation	Any reduction or complete loss of sensation.	<ul style="list-style-type: none"> Pins and needles Numbness Tingling
Nausea or vomiting	Nausea is an uneasiness of the stomach that often comes before vomiting. Vomiting is the forcible voluntary or involuntary emptying ("throwing up") of stomach contents through the mouth.	<ul style="list-style-type: none"> Motion sickness or seasickness Upset stomach

Appendix A

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Nature (continued)

Nature	Definition	Includes
Pain	An unpleasant sensation that can range from mild, localized discomfort to agony. Pain has both physical (direct nerve stimulation) and emotional (the conscious appreciate of pain). Pain may be contained to a discrete area, as in an injury, or it can be more diffuse across a region.	<ul style="list-style-type: none"> Burning pain Sharp or stabbing pain Aching pain Throbbing pain Crushing pain
Potential exposure to a disease/pathogen	Any disease-producing agent, especially a virus, bacterium, or other microorganism	<ul style="list-style-type: none"> Bacteria, viruses, prions, protozoa, viroids, fungus, human parasites.
Pus or discharge	Any thick yellowish or greenish opaque liquid that may be chunky in consistency or have a foul odour.	<ul style="list-style-type: none"> Phlegm Infected tissues
Shaking or tremors	Unintentional or involuntary muscle movement of one or more parts of the body.	<ul style="list-style-type: none"> Rhythmic shaking Difficulty writing, drawing or holding utensils
Skin condition	Anything that interferes with the ability of the skin to perform its basic functions.	<ul style="list-style-type: none"> Rashes Blisters Skin unable to heal properly Dry and scaly skin Bruising (minor internal bleeding) Blotches and spots
Swelling	Swelling is an abnormal enlargement of a part of the body with or without redness	<ul style="list-style-type: none"> Any temporary or prolonged enlargement Bumps and lumps
Unconsciousness	Complete or near-complete lack of responsiveness or awareness of self, people and other environmental stimuli.	<ul style="list-style-type: none"> Lack of responsivity to verbal command Inability to talk and respond Totally unresponsive to stimuli for any period of time.
Wounds	An injury to living tissue caused by a cut, blow, or other impact, typically one in which the skin is cut or broken.	<ul style="list-style-type: none"> Grazes to the skin Cuts across the surface of the skin Laceration Puncture/needle stick

Appendix A

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Mechanism

Mechanism	Definition	Includes
Assault & Workplace Violence	Deliberate kicks, bites, punches or pushes with or without a weapon.	<ul style="list-style-type: none"> Any violence caused by staff, students, contractors or visitors
Bitten or hit by an animal (excludes insect bites)	Where a bump, butt, knock, bite or scratch from an animal may cause injury. This category excludes where an infection that resulted from a bite or scratch is the most significant injury (code to Fungi, viruses, bacteria & parasites) or injuries that were as a result of coming into contact with venoms or poisons of animals (code to Poisonous plants and venomous creatures).	<ul style="list-style-type: none"> Dog, shark, snake and other animal bites Being rammed by sheep or cow Cat scratches
Cold Objects	Contact with any object, machine or surface that is sufficiently cold as to potentially cause burns	<ul style="list-style-type: none"> Direct contact with ice & snow Objects that have been stored in a freezer Contact with cryogenic materials and equipment such as liquid nitrogen
Colliding with stationary objects	Any time the result of the motion of the person hitting a stationary object that may cause injury.	<ul style="list-style-type: none"> Running or walking into stationary objects Caught in or by a stationary object such as fence
Contact with potential allergen	Contact by skin, ingestion or through inhalation of a substance that has the potential to cause an allergic reaction (immune response) or anaphylaxis.	<ul style="list-style-type: none"> Dust Pollens Spores Animal dander Fumes Insect bites
Contact with Sharp Object (excluding tools)	Contact with any object, machine or surface that is sufficiently sharp as to potentially cause a laceration to the skin or eye injury	<ul style="list-style-type: none"> Barb wire Orchard Plant Broken glass Piece of sharp steel etc
Crushed by or between objects	Where the operator is caught or trapped by equipment in operation or between a moving and a stationary object.	<ul style="list-style-type: none"> Equipment and machinery with a pinch point Roller or belt fed machines Garbage or waste compactors Crushed between a moving vehicle and a surface or stationary object
Electricity	Where injury may result from contact with electricity	<ul style="list-style-type: none"> All forms of electric current All forms of static electricity
Environmental heat or cold	Where the ambient temperature of the workplace becomes a health concern	<ul style="list-style-type: none"> Overly hot or cold office temperature Exposure that may lead to sunstroke, heat exhaustion, or, dehydration

Experiencing or witnessing mental stress events (e.g. traumatic events)	Where psychological injury may result from the observation of an incident that threatened their life or safety, or that of others around them.	<ul style="list-style-type: none"> • Witnessing a fatal or other accident
Falls from height	To drop or come down freely under the influence of gravity by greater than the height of one floor. This includes intentional jumps as well as unintentional falls	<ul style="list-style-type: none"> • Falls from a roof • Falls from ground level to below ground level • Landing awkwardly after a jump from a height

Appendix A

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Mechanism (continued)

Mechanism	Definition	Includes
Fungi, viruses, bacteria & parasites	Where disorders may result from contact with, or exposure to, fungi, viruses, bacteria & parasites. This code should be used where the disorder arose from exposure to a micro-organism from a bite such as from a mosquito that may result in disease such as Malaria, Ross River Fever or Dengue Fever	<ul style="list-style-type: none"> Fungal invasions, for example Tinea Viral, bacterial diseases Infestations with lice, worms, tapeworms Contact with, or exposure to, biological factors of unknown origin
Hot objects	Contact with any object, machine or surface that is sufficiently hot as to potentially cause burns	<ul style="list-style-type: none"> Direct contact with hot objects, fire and flames Hot water and steam Hot food and beverages
Human bodily matter (such as urine or blood)	Where disorders may result from contact with, or exposure to, biological material of human origin. Biological material of human origin may include blood, saliva, urine, faeces, vomitus, etc)	<ul style="list-style-type: none"> Contact with human bodily matter that contains transmissible diseases such as viral or bacterial diseases
Injuring oneself with a tool	Any time the motion of a tool, by the operator may cause injury to themselves.	<ul style="list-style-type: none"> Hitting oneself with a tool Cutting oneself while using a knife or other tool
Ionising radiation	Where ionising radiation becomes a health concern. Ionising radiation is defined as electromagnetic or particulate radiation capable of producing ions directly or indirectly.	<ul style="list-style-type: none"> Alpha, beta, gamma, cosmic, x-rays Radiation from x-ray machines, fluoroscopes, and other radiation-based equipment Radiation from radioactive ores and substances
Long term contact with chemicals or hazardous substances	Where repeated contact or exposure to a chemical or substance has the potential to accumulate in the body and cause injury/illness over time (e.g. Cytotoxic) or where a single exposure can result in a long-term contact due to the material having a long biological half-life	<ul style="list-style-type: none"> Acquired allergic reactions. Slow poisoning, as with lead or other heavy metals. Long term inhalation of dust or fibres, as with asbestos fibres. Exposure to cytotoxic chemicals
Low oxygen environment (includes drowning)	Where there is insufficient oxygen to sustain a person	<ul style="list-style-type: none"> Immersion in water, feed systems or grain silos Reduced oxygen concentration from displacement by a gas (e.g. evaporated liquid nitrogen) Working at altitude

AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Mechanism (continued)

Mechanism	Definition	Includes
Muscular stress from awkward posture or repetitive movements	Muscular stress as a result of repetitive or awkward bending down, reaching turning or twisting with little or no load	<ul style="list-style-type: none"> Running Working in cramped or unchanging positions Continually twisting neck Voice strain
Muscular stress from moving objects	Muscular stress as a result of lifting, carrying or putting down or otherwise handling objects	<ul style="list-style-type: none"> Lifting or carrying that may result in stress fractures Pushing or pulling objects Throwing or pressing objects Continually shovelling
Noise and pressure	Where noise and pressure can result in injury	<ul style="list-style-type: none"> Exposure to single, sudden sound Exposure to long-term sounds Explosions (including being hit by moving objects as a result of an explosion) Rapid compression or decompression which may result in altitude sickness or 'the bends'
Non-ionising radiation	Where non-ionising radiation becomes a health concern. Non-ionising radiation is defined as electromagnetic radiation with a wavelength of 100nm or greater.	<ul style="list-style-type: none"> Sunburn Welding flash, electric flash Exposure to radiated heat Exposure to bright light Exposure strong magnetic fields Exposure to long wave radiation (e.g. from powerlines) Eye strain from visual display unit (e.g. CRT monitors) Exposure to ultra-violet or infra-red radiation Burns from lasers
Other mechanisms	Where a mechanism of injury cannot be identified. This code should only be used as a last resort	<ul style="list-style-type: none"> Where the most serious damage cannot be identified
Poisonous plants and venomous creatures	Where disorders may result from a reaction to substances introduced by bite or sting from venomous insects and marine life, or as a result of ingestion in the case of poisonous plants and animals.	<ul style="list-style-type: none"> Spider bites Bee and other insect stings Marine life (blue-ringed octopus, bluebottles, corals etc)
Potential medical condition (including fainting)	Where mechanism of injury is due to a persons medical condition.	<ul style="list-style-type: none"> Epilepsy Fainting Seizures
Psychological impact from work pressure	Where psychological injury may result from excessive work demands and pressures of various types and combinations that exceed the person's capacity and capability to cope	<ul style="list-style-type: none"> Insecurity of role and work restructure Loss of job control High workload Excessive interruption and disturbance Unreasonable pressure to skip breaks from work

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AGENCY, NATURE AND MECHANISM OF INJURY – DEFINITIONS AND EXAMPLES

Mechanism (continued)

Mechanism	Definition	Includes
Short term contact with chemicals or hazardous substances	Where contact with a chemical or substance results in an immediate injury	<ul style="list-style-type: none"> • Immediate allergic reactions to a substance. • Splash with acid. • Caustic or corrosive substances in the eyes. • Contact dermatitis. • Swallowing chemical substances. • Exposure to smoke from a bushfire, chemical fire, etc
Slips, trips and falls	To drop or come down freely under the influence of gravity by less than the height of one floor or to lose ones upright or erect position suddenly. This includes, slips, trips and intentional jumps as well as unintentional falls.	<ul style="list-style-type: none"> • Falls on the same level • Falls down or up stairs • Tripping on objects • Slipping on surfaces
Struck by moving objects/projectile	Where the motion of an object such as machines, vehicles, appliances or equipment colliding or striking the person may cause injury. This excludes incidents where the most significant harm is to the operator of the vehicle (vehicle incident).	<ul style="list-style-type: none"> • Objects dropped from height • Being hit by flying or projected objects such as splinters, metal fragments and/or water or air under pressure • Struck by a moving vehicle
Unacceptable behaviour in the workplace	Behaviour that has created or has the potential to create a risk to a person's health and safety	<p>Examples of unacceptable behaviour include, but are not limited to:</p> <ul style="list-style-type: none"> • bullying • emotional, psychological or physical violence/abuse • occupational violence • coercion, harassment and/or discrimination • aggressive/abusive behaviour • unreasonable demands and undue persistence • disruptive behaviour
Vehicle incident (including rollover)	Where injury may result from the direct result of the use of a vehicle as a means of transport (including rail, road, water or air)	<ul style="list-style-type: none"> • Any incident on a private road, farm, mine site or footpath involving a vehicle where the most serious injury is sustained as a result of that incident • Vehicle catching on fire after incident • Any incident in a factory, mine or carpark involving a fall from a moving vehicle • Non-collision vehicle incidents caused by movement related to actions of the vehicle operator, whether appropriate or inappropriate • Vehicle rollovers
Vibration	Where vibration from equipment and machinery can lead to injury	<ul style="list-style-type: none"> • Using jackhammers, chainsaws and other powered equipment • Vibration transmitted through the seat or other parts of vehicles