



# UNISAFE TIP OF THE WEEK #17

## Is it a Maintenance Work Order or Safety Issue?

UniSafe is starting to grow in use across the University and it is important that, for Infrastructure related matters, we are using the two systems correctly. As the key source of safety advice at the University, this would be one of the most common questions HSWOs get asked. Therefore, it's important we have the same understanding.

### What's the difference between the two systems?

A [Maintenance Work Order](#) gets logged with Service Delivery and reviewed by the relevant Program Manager. They then make a determination as to what timeframe the issues should be addressed or if it will be put on deferred maintenance until a Capital Works Project can resolve it.

A UniSafe safety issue report results in the issue being reviewed by a HSWO. If the report is found to be a safety issue it is investigated to identify the cause and recommend actions to prevent another occurrence.

Both systems can identify trends, but only the UniSafe system documents the investigation process, recommendations and actions taken in order to ensure the University is compliant with various legislation and University HSW policy and procedures.

### What should be reported in UniSafe.

*Does the situation/issue, as it stands now, have the potential to cause an injury?*

It's important to remind people, as we do when they are conducting risk assessments, not to think of "worst case scenarios" or "extremes". A park bench when used, in an extreme case, could result in an injury, but we do not advise Infrastructure conduct risk assessments and implement controls for benches at the University.

Instead, we ask people to think of "the most likely outcome" when an individual is carrying out a task/activity as planned. Will they be exposed to the safety issue or hazard?

*If the answer is yes - it should be reported in UniSafe.*

So there are a range of infrastructure matters that get routinely reported. Most related to buildings or grounds.

### Infrastructure safety related issues that should be reported in UniSafe

As we all know, the most likely injury incurred at the University results from a slip, trip or fall so these feature prominently in UniSafe.

Infrastructure are responsible for reducing surface issues that could lead to slip/trip or fall. They have paid particular attention to

minimising these on particular paths on our campuses. These are identified as "Safe Walkways" on our University Maps.



This is not to suggest that these pathways should be perfect, but they should be safe. It is therefore reasonable that, where the most likely outcome is that an individual could slip/trip or fall it is reported in UniSafe. [SafeWork Australia provide useful guidance.](#)

### Important Note!

Not all slip trips and falls are Infrastructure safety issues. The most common causes are human factors. So it's likely that, if one is reported, it may need to be followed up by the Faculty HSW hub.

Most Frequent Factors in Slip, Trip & Fall Incidents

