

Welcome to Managing Incidents in



Damstra Safety is the home of Health and Safety information. This document provides step-by-step guidance for University of Auckland Line Managers / Academic Leaders who manage health and safety incidents. When a health and safety incident is submitted via the online reporting form you will receive an automatic notification from Damstra Safety based on the reporting line structure as identified in PeopleSoft HR (staff ONLY).

You will be required to use this software to perform the following actions;

- Signing in to Damstra Safety
- Navigating the System
- Capturing Investigation Outcomes (for Level 1 and BAU incidents)
- Managing any Corrective Actions
- Viewing Reports

Please refer to the prompts below to assist with the actions that must be taken during this guide;



Steps

Steps to complete a task



Tip

A useful piece of information



Further information

References to further sources of information



Important point

Highlighting an important point or area of caution

Signing in to Damstra Safety



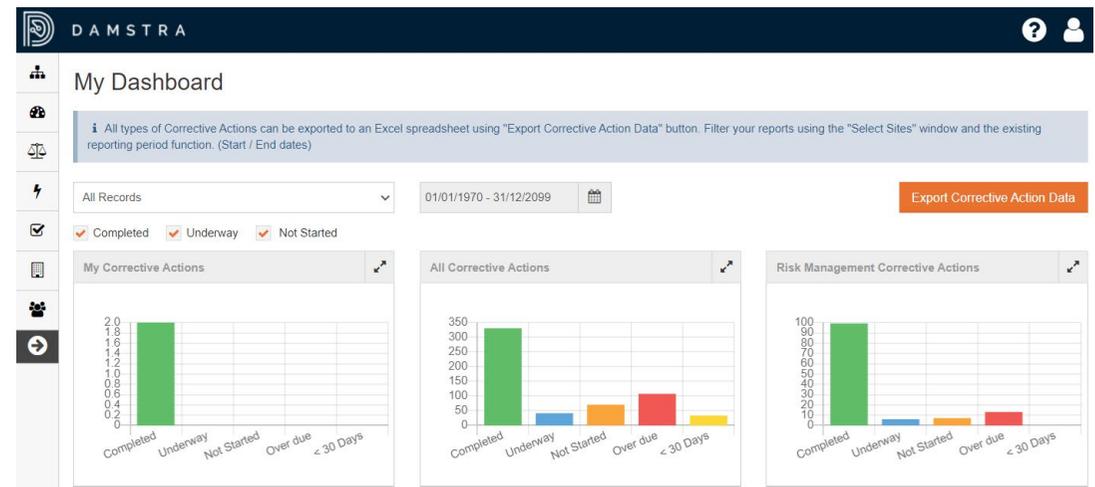
You can access Damstra Safety by entering the website below into your browser;

<https://akluni-02.vaultgrc.com/>

Access to Damstra Safety will be via Single Sign-on (SSO) if you have a University email account and have a Damstra Safety User Profile setup. My Dashboard is the 'home screen' for all users once they've logged on.



If you are unsure if you should have access to Damstra Safety, contact the HSW team on hsw@auckland.ac.nz



If you need access to Damstra Safety, please complete the Damstra Safety User Request form https://www.forms.auckland.ac.nz/en/staff/human-resources/Damstra_Safety-user-access-request-.html available through the IT Services self-help function on the Intranet.



Damstra Safety uses the language Event for what the University of Auckland calls an Incident, so this quick reference guide for triaging incidents uses both Event and Incident interchangeably.

DASHBOARD – Access to operational dashboards and business intelligence reports

GOVERNANCE – Access to static reports (can be saved, sent or printed)

RISK – Access to Events register (Incidents)

SITE SELECTION – Set the sites to filter all information by

FILTER – Set factors to filter available information on screen

ONLINE HELP – Access to the online Damstra Safety Knowledge Base

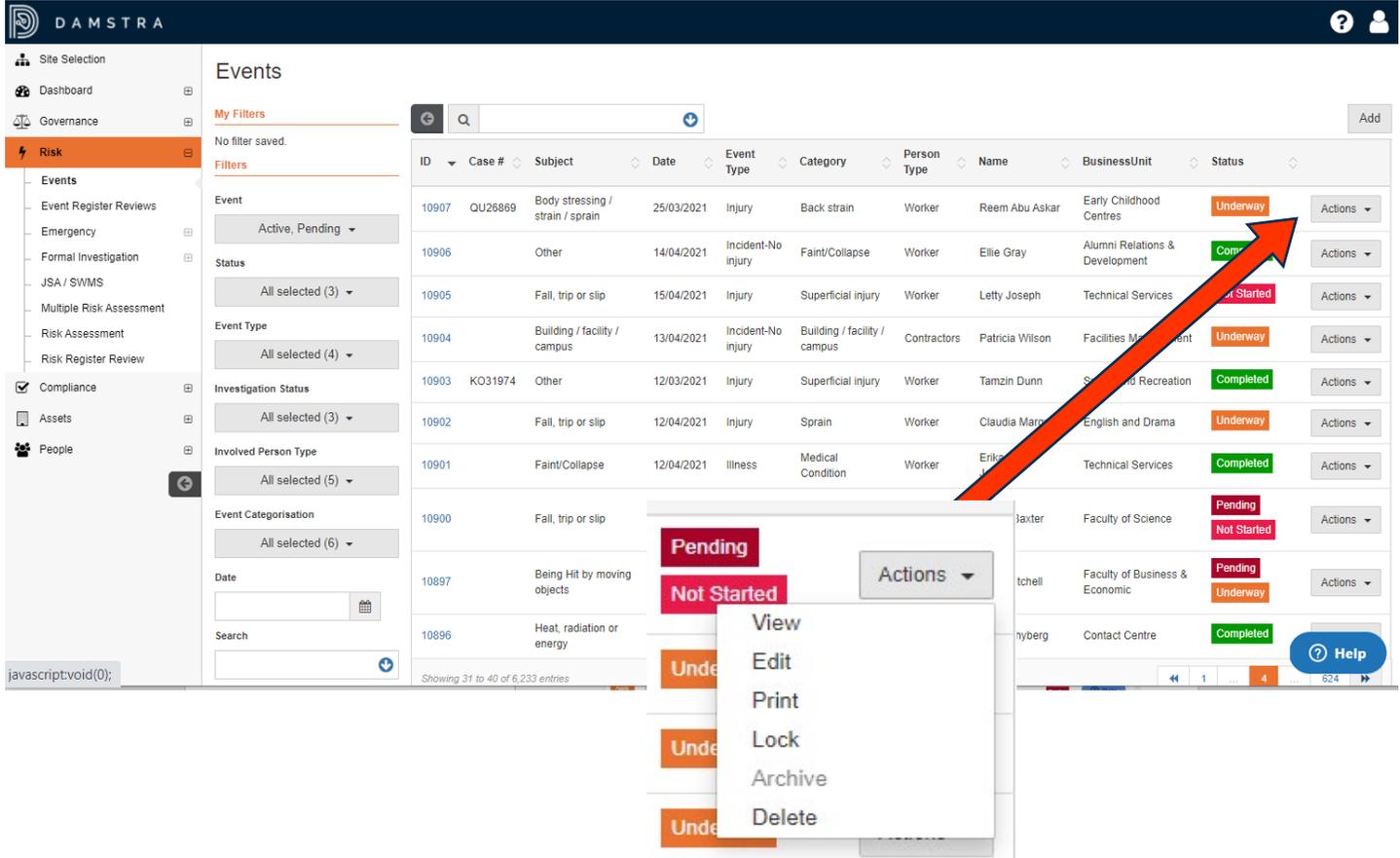
HELP – Help Videos for the current function

The screenshot shows the DAMSTRA interface with a navigation menu on the left containing icons for Site Selection, Dashboard, Governance, Risk, Compliance, Assets, and People. The main area displays 'My Dashboard' with a dropdown menu set to 'All Records' and a date range of '01/01/1970 - 31/12/2099'. Below this are several bar charts: 'My Corrective Actions', 'All Corrective Actions', 'Risk Management Corrective Actions', 'Formal Invest. Corrective Actions', and 'Compliance Types Corrective Actions'. A 'Help' button is visible in the bottom right corner of the dashboard area.

Incident Review in Damstra Safety



1. Navigate to Risk > Events.
2. Select the Incident ID# hyperlink on the left to access the incident or select Action > Edit. This will give you access to the Incident.
3. Review the incident by reviewing the information reported. The Triager / Coordinator will categorise the incident and update the Event Status field to 'Underway'
4. If any changes are made select 'Save to Events'



ID	Case #	Subject	Date	Event Type	Category	Person Type	Name	BusinessUnit	Status	Actions
10907	QU26869	Body stressing / strain / sprain	25/03/2021	Injury	Back strain	Worker	Reem Abu Askar	Early Childhood Centres	Underway	Actions
10906		Other	14/04/2021	Incident-No injury	Faint/Collapse	Worker	Ellie Gray	Alumni Relations & Development	Completed	Actions
10905		Fall, trip or slip	15/04/2021	Injury	Superficial injury	Worker	Letty Joseph	Technical Services	Not Started	Actions
10904		Building / facility / campus	13/04/2021	Incident-No injury	Building / facility / campus	Contractors	Patricia Wilson	Facilities Management	Underway	Actions
10903	KO31974	Other	12/03/2021	Injury	Superficial injury	Worker	Tamzin Dunn	Sports and Recreation	Completed	Actions
10902		Fall, trip or slip	12/04/2021	Injury	Sprain	Worker	Claudia Marg	English and Drama	Underway	Actions
10901		Faint/Collapse	12/04/2021	Illness	Medical Condition	Worker	Erika	Technical Services	Completed	Actions
10900		Fall, trip or slip						Faculty of Science	Pending	Actions
10897		Being Hit by moving objects						Faculty of Business & Economic	Not Started	Actions
10896		Heat, radiation or energy						Contact Centre	Underway	Actions



Legal names included in drop lists are automatically extracted from PeopleSoft HR each night. The main reason legal names have been used are:

- Legal names are required for any injury claims management (ACC, WorkAon etc).
- Some preferred names can change over the years e.g. Bobby vs Bob vs Rob vs Robert. As medical records need to be retained for a number of years, it is beneficial to record them under the person's legal name.



Checklist for Line Managers / Academic Leaders in conjunction with the local Triage / Coordinator when you are informed of an incident by one of your direct reports:

- Follow up with the person to discuss the incident and check they are okay
- Review the incident information in Damstra Safety
- Undertake an investigation (if applicable)
- Capture any investigation outcomes
- Agree and manage any Corrective Actions



Once the incident is saved to events the Status updates on the Events page where all incidents are shown.

Perform Local Investigation



1. Based on the severity confirm that the appropriate people know about the incident (see Health and Safety Incident Reporting and Management [standard](#) for guidance).

2. Confirm with the local Triage / Coordinator what level of investigation will be undertaken, and if appropriate undertake a site visit and if applicable, review equipment, environmental and organisational factors. In general, for BAU incidents an investigation is not required so the appropriate checkbox can selected. All Level 1 and above must be investigated.

Standard Investigation	<input type="checkbox"/>
Investigation not required	<input checked="" type="checkbox"/>
Formal Investigation Required	<input type="checkbox"/>

3. From within the Event Record, select the Standard Investigation tab.

Events / Edit Event - 10317



The investigation tab is a place to capture information about the investigation undertaken, NOT guide the investigation.

Events Details Cost **Standard Investigation** Report Requirement Related Reviews Files Audit Log



- 4.** Complete the information on the tab including:
- Select the Investigator (commence typing their name and the name will come up)
 - Status
 - Date Assigned and Date Due
 - Findings – a short status / summary of the investigation outcome
 - Upload Witness Statements (if applicable)
 - Add Causal Analysis – note that multiple causes can be added
 - Remember to Save!

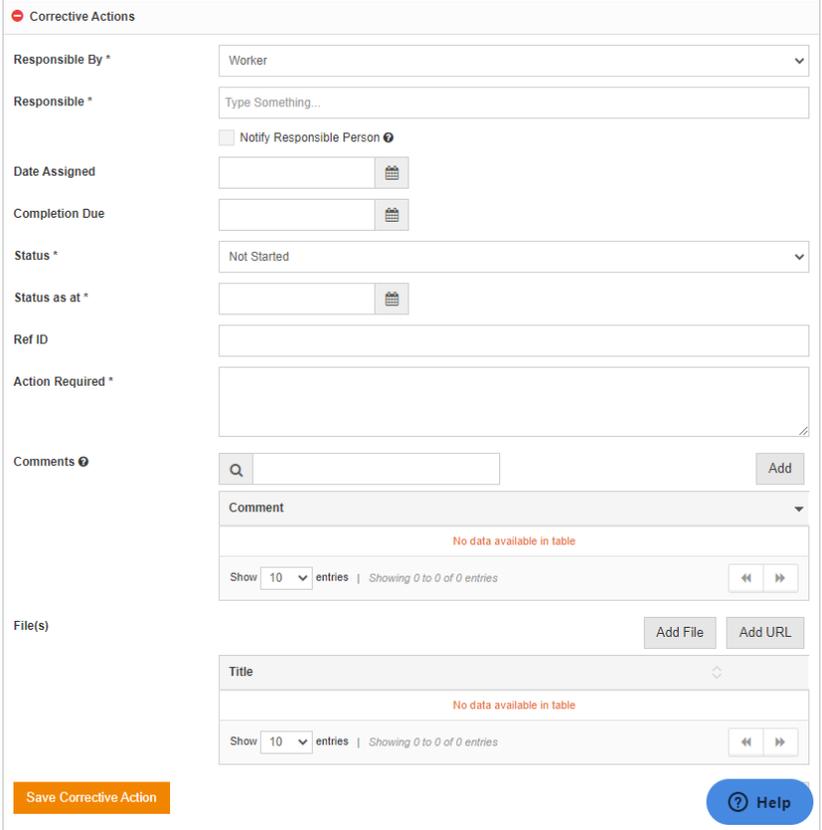
Corrective Actions



1. In collaboration with other parties as appropriate for the incident, establish what (if any) corrective actions can be taken to eliminate or minimise the possibility of the incident re-occurring.
2. From the investigation tab select Add from Corrective Actions and complete the information including:
 - Select who is responsible for following through with the Corrective Action.
 - Choose whether to notify them, note the system will send an email so ensure that the appropriate discussions and agreement reached beforehand.
 - Complete the Date Assigned and Complete (if complete).
 - Update the Status.
 - Describe the Action Required.
 - Add any relevant Comments
 - Upload any relevant files
 - Remember to Save!



Further guidance around the expectations for investigation can be found in the Health and Safety Incident Reporting and Management standard.



The screenshot shows a web form titled "Corrective Actions". The form includes the following fields and sections:

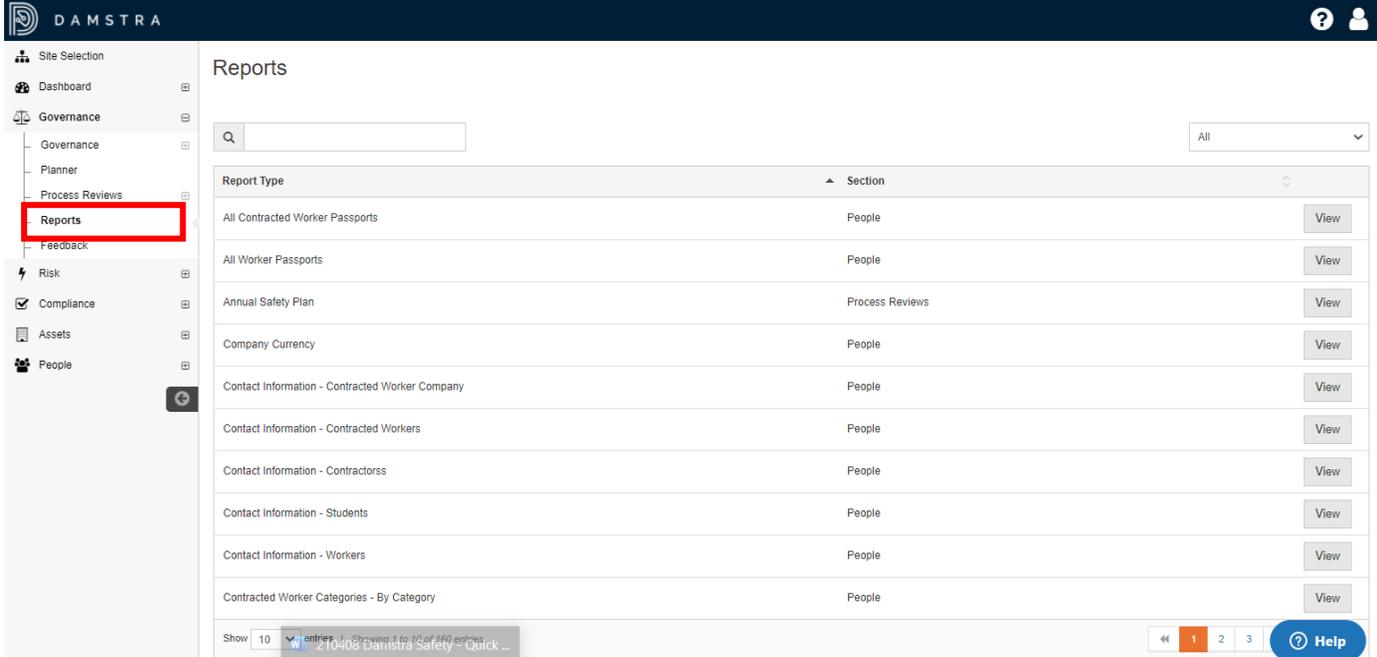
- Responsible By ***: A dropdown menu with "Worker" selected.
- Responsible ***: A text input field with the placeholder "Type Something...".
- Notify Responsible Person**
- Date Assigned**: A date picker.
- Completion Due**: A date picker.
- Status ***: A dropdown menu with "Not Started" selected.
- Status as at ***: A date picker.
- Ref ID**: A text input field.
- Action Required ***: A large text area for describing the action.
- Comments**: A section with a search icon, a text input, and an "Add" button.
- Comment**: A table with a "No data available in table" message and pagination controls (Show 10 entries | Showing 0 to 0 of 0 entries).
- File(s)**: A section with "Add File" and "Add URL" buttons.
- Title**: A table with a "No data available in table" message and pagination controls (Show 10 entries | Showing 0 to 0 of 0 entries).

At the bottom of the form, there is an orange "Save Corrective Action" button and a blue "Help" button with a question mark icon.

View Reports



1. Navigate to Governance > Reports and select View.
2. Depending on the report selected, adjust the filters for the report.
3. Select either:
 - a. Preview Report
 - b. Print Report
 - c. Email Report



The screenshot shows the DAMSTRA interface. The left sidebar contains a navigation menu with items: Site Selection, Dashboard, Governance, Planner, Process Reviews, Reports (highlighted with a red box), Feedback, Risk, Compliance, Assets, and People. The main content area is titled 'Reports' and features a search bar and a dropdown menu set to 'All'. Below this is a table with the following data:

Report Type	Section	View
All Contracted Worker Passports	People	View
All Worker Passports	People	View
Annual Safety Plan	Process Reviews	View
Company Currency	People	View
Contact Information - Contracted Worker Company	People	View
Contact Information - Contracted Workers	People	View
Contact Information - Contractorss	People	View
Contact Information - Students	People	View
Contact Information - Workers	People	View
Contracted Worker Categories - By Category	People	View

At the bottom of the table, there is a 'Show 10 entries' dropdown and a pagination control showing 'Showing 1 to 10 of 160 entries' and '210408 Damstra Safety - Quick ...'. A 'Help' button is located in the bottom right corner.



Reports can 'printed' as pdf documents, saved, printed and emailed.