Welcome to Triaging Incidents in Damstra Safety

Damstra Safety is the home of Health and Safety information. This document provides step-by-step guidance for University of Auckland employees who triage and coordinate health and safety incidents. You will be required to use this software to perform the following actions:

- Signing in to Damstra Safety
- Navigating the System
- Triaging each Incident
- Capturing an Investigation Outcomes
- Capturing any Corrective Actions
- Uploading any Files
- Providing Reporting Information

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
Incident Triage 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. Triage the incident by reviewing the information reported, categorise the incident and update the Event Status field to ‘Underway’
4. Select ‘Save to Events’.
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.

To triage an incident in Damstra Safety check the following:

- Event Type
- Subject selection
- Language used in the Description (Plain, simple and concise)
- Categorise the incident
- Determine Severity
- Update Event Status to ‘Underway’ > Save to Events

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

Checklist for triaging an incident:

- Confirm who needs to be notified (an in what timeframe)
- Follow up with the relevant Line Manager / Academic Leader
- Triage incident in Damstra Safety
- Facilitate investigation and corrective actions
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 Line Manager / Academic Head that they have checked on the person involved, 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.

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

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

Complete the information on the tab including:

- Select the Investigator (commence typing their name and the name will come up if they have been configured as an investigator)
- 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.
**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

Reports can ‘printed’ as pdf documents, saved, printed and emailed.