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1. Introduction

This user guide describes how to use the RMSS event manager software for Event Investigation by Managers and Safety & Health Representatives across Curtin University, or other assigned Investigators.

2. Investigate Events

Temporary Investigators will receive an “Incident Investigation Notification” email to advise them that they have been assigned as an Investigator to an event. In the email there will be details on the event, as well as a link to login to the Investigation Workbench, using the temporary username and password provided in the email.

2.1. Access the Investigation Workbench

Access Investigation Workbench from Email Notification

To access the Event Investigation Workbench from an email notification, click on the link in the email. If you are a Temporary Investigator, you will be prompted to login to the application once you select the link from the email. Enter the username and password from the email at the login page. You will be taken directly to the Investigation Workbench of the event.

Investigation Workbench

The Investigation Workbench allows for Witness Statements to be recorded; Root Causes to be selected and related to relevant Hazards; files and links to be stored; and allows discussions between numerous Investigators. To navigate through the Investigation Workbench, select the buttons at the top of the screen to be taken to the desired location.

The Investigation Workbench for a given Event can only be accessed by those who have been assigned as Investigators for that Event. When Investigate is selected, the Investigation Workbench will always open in a new window. The specific Event ID number will be displayed at the top of the screen.

Tip: To view the details of the event, click on the located in the top left corner of the screen.
2.2. Witness Statements

Witness Statements can be recorded on the Investigation Workbench for a number of witnesses. To add a new Witness Statement, follow the steps below:

1. Click the Witness Statements button from the top of the screen.

2. To add a Witness, tick the box for Internal person and select their name from the Internal Person drop down menu. Click on the + symbol to add the witness. For an External person, un-tick the Internal Person box and enter the details of the Witness. Click on the + symbol to add the witness.

3. The person will now be added as a Witness and appear in the Witnesses drop down menu.

4. Select the Witness from the Witnesses drop down menu. The person will appear in the Statement Made By menu.
5. Enter the statement made by the Witness in the Statement box provided.

6. Select the Witness making the statement from the Statement Made By drop down.

7. Select the date in Statement Made On.

8. Click OK.

9. Follow the above steps for all witnesses that made a statement in the investigation.

2.3. Root Cause Analysis

To close off each Event Investigation, a minimum of one Root Cause must be selected. When assigning a Root Cause to an Event, a Hazard/Risk is related to that Root Cause that in turn creates an Assessment Record and becomes an Identified Hazard/Risk within risk manager.

To carry out the Root Cause Analysis for the selected investigation, select the Root Cause Analysis button from your Investigation Workbench.
Root Cause Analysis - Add Item

The Cause Categories and Cause Names match the Investigation Form. Items created should replicate the Root Cause Analysis within the Investigation Form.

If applicable, more than one Root Cause can be created on the Investigation Workbench. To add a new Root Cause, follow the steps below:

1. Click the Root Cause Analysis button from the top of the screen.
2. Select a Cause Category.
3. Select a Cause Name.
4. Type additional information at the Details field.

**Figure 6 Root Cause Analysis | Create item**

5. Click on the '+' symbol located above 'Identified Root Causes'.

**Figure 7 Root Cause Analysis | Add item**

The Root Cause Item has been created and can be viewed below 'Identified Root Causes'. 
Root Cause Analysis - Add Items

It is possible for more than one Root Cause to be identified during the Investigation. Repeat Steps 1 – 5 to create each Root Cause item.

Root Cause Analysis - Remove Item

A Root Cause that has been created in error can be deleted. To remove an Identified Root Cause, follow the steps below:

1. Click the `x` symbol located to the right of the item you wish to remove.
2.4. Investigation Files

The Investigation Workbench allows Files and Links to be attached to the Event Investigation. To upload files or links follow these steps:

1. Click on the Investigation Files button to upload links, files and file paths
2. To add a Link, select the Hyperlink radio button. Type the complete web address in the space provided, for example http://www.curtin.edu.au. Enter a description of the link in the Attachment Description text box. Click OK to attach the link.
3. To attach a file, select the Attach a File radio button. Click the Browse button to browse through your folders. Click on the desired file. Enter a description of the file in the Attachment Description text box. Click OK to attach the file.

As part of event investigation, an Incident Investigation Form must be completed, which can be found at: http://healthandsafety.curtin.edu.au/hs_toolkit/publications.cfm.

After completing the Incident Investigation Form, please upload the form in the in this section.

![Figure 10 Event Investigation | Investigation Files](image)

2.5. Discussions

The investigation discussion is an area that allows investigators to make comments or have conversations similar to online chats with other investigators. Each comment is recorded with details of the date, time and who the comment was made by. To add to a discussion follow these steps:

1. Begin your discussion by entering your comments in the space provided at the bottom of the page.
2. To add the comment and or discussion, select the Add Entry button or press Alt+F.

**Note:** Once an entry has been input it cannot be deleted.
2.6. Investigation Closure

Each investigator must vote to close an investigation in order for it to be closed. To close an investigation, follow these steps:

1. Select *Investigation Closure* from the top menu.

2. To vote to close, select the *Vote to close this investigation* button.

3. When prompted 'Are you sure?' select **OK** to continue.
4. The check box next to your name will be ticked. The investigation will only close when all investigators have voted to close.

**Note:** When you are assigned as an Investigator to an Event, you will receive the following email notifications:

1) **“Risk Manager Notification – Outstanding Investigation”** - this email acts as a reminder to all investigators that the investigation is still outstanding. You will receive this email even if you have completed all sections of the Investigation Workbench, until all investigators have completed the investigation.

2) **“Incident Investigation Closure Notification”** - this email notifies all investigators that the investigation has been completed by every member of the investigation team, and has been approved by the Health & Safety advisor.

3) **“Incident Closure Notification”** – this email is received by the Notifier, the Recorder (Health & Safety) and all Investigators to advise them that all Actions (if any) have been completed and that the event has been closed.