

# CHARM PSYCHOSOCIAL INCIDENT QUICK GUIDE

This guide assists workers and students to report a psychosocial incident in the CHARM system. All psychosocial incidents will remain confidential.

## What is a psychosocial hazard or incident?

Workplace psychosocial hazards are related to the psychological and social conditions of the workplace rather than just the physical conditions. Workers are likely to be exposed to a combination of work-related psychosocial hazards and risk factors. These include stress, fatigue, bullying, violence, aggression, harassment, and burnout, which can be harmful to the health of workers and compromise their wellbeing.


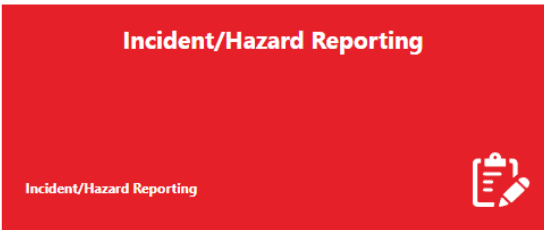
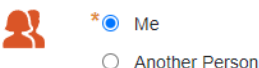
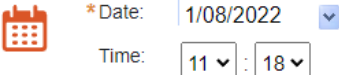
## What does confidential mean?

An incident may occasionally be considered 'Confidential' if it relates to psychological injury, stress, bullying or harassment in the workplace or where there are steps which need to be taken prior to line manager notification.









Confidential in this context means the information will be treated sensitively and within the University privacy obligations and in accordance with best practice for management of confidential information.

Incidents of this nature will be assigned to the Director of Health and Safety (or their delegate) for assessment.




## How to report a psychosocial Incident in CHARM

On screen	Information to enter
	Log into <a href="#">Staff Portal</a> / <a href="#">Student OASIS</a> (Via Campus Life and Guild tab) and click on the CHARM icon to access CHARM
	Click the Incident/Hazard Reporting icon  Click on <b>Psychosocial</b> - All reports will remain confidential
<p><b>Who sustained this incident?</b></p> 	To report on behalf of another person select "Another Person"
<p><b>When did the incident occur?</b></p> 	Enter the date and time that the incident occurred.







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<p><b>Find Location</b> <span style="float: right;">✕</span></p> <p> Enter the location name or select the location from the dropdown/text box:</p> <p><input type="text" value="Bentley Campus"/></p> <p><input type="text" value="001 Building"/></p> <p><input type="button" value="Select"/></p> <p>Current Result</p> <p>Bentley Campus -&gt; 001 Building</p>	<p>Enter the specific location details of where the incident occurred.</p> <p>Click the  icon to perform a search of the relevant location. The <i>Find Location</i> pop up box will appear. Use the drop down box to select a primary campus or location. E.g. <i>Bentley Campus</i> Use the second drop down box to select a secondary location. E.g. <i>B100</i> Then click “<i>Select</i>” to select the location and close the pop up box.</p>
<p>* Location Category:</p> <p>-- Select a Location Category --</p> <p>Location Details:</p> <p>Enter any further location details (if Maps Interface used, Map Location Address will be populated).</p> <p style="text-align: right;">ABC ✓</p>	<p>Use the text box to enter specific location information. E.g. <i>Room 123</i></p>
<p> What was the work or activity being undertaken at the time of the incident?</p> <p>* Work Activity Category:</p> <p>-- Select a Work Activity Category --</p> <p>What work/activity was being done at the time of the incident? I.e. driving, lifting boxes, typing etc.</p> <p style="text-align: right;">ABC ✓</p> <p> * Describe the incident with as much detail as possible:</p> <p>Describe the incident with as much detail as possible. What exactly were you doing? What exactly happened? What process, product, chemical or equipment was involved? What was the outcome? Please do not include personal information unless required.</p> <p style="text-align: right;">ABC ✓</p>	<p>Enter specific detail in these fields to identify exactly where, what, and how the incident occurred.</p>
<p><b>Did an injury/illness occur?</b></p> <p> <input checked="" type="radio"/> No <input type="radio"/> Yes</p>	<p>Select Yes to an injury/illness occurring if an injury/illness has occurred.</p>
<p><b>Witness Details:</b></p> <p> <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Witness Details (include name and phone number if known) </p> <p>Check the tickbox and enter the names, addresses, phone numbers and any other relevant information for all witnesses. Eg. John Smith – 123 Apple Road, 1400 010 020</p> <p style="text-align: right;">ABC ✓</p>	<p>If there was a witness please select <i>Yes</i>.</p> <p>Look up workers and students by clicking on the  icon. If the witness was an external person, please provide their details in the text box.</p>

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<p><b>Incident Classification:</b></p> <p> * Identify what occurred (Mechanism):  <input type="text" value="Psychological/stress"/></p> <p>* What was the most significant cause (Breakdown Agency):  <input type="text" value="Psychological/Stress"/></p>	<p>Select the incident classification <i>from the identify what occurred</i> drop down list and significant cause drop down list.</p>
<p><b>Injury/Illness Classification:</b></p> <p> * Identify the type of injury or illness sustained (Nature) (select the most severe):  <input type="text" value="Psychological illness/stress"/></p> <p>* What part of the body was/is most affected (Bodily Location) (select the most severe):  <input type="text" value="Multiple Locations (more than one of the above)"/></p>	<p>Classify the injury/illness by <i>the type of injury sustained</i> and the <i>bodily location of the injury/illness</i> from the drop down box.</p> <p>If relevant, select the side of the body affected</p> <p>Enter specific injury details into the text box. Include information in this section in regards to the person involved.</p>
<p><b>Assign to:</b></p> <p> Please click Yes to confirm this report is confidential. If you select No, you will not be able to submit this form.</p> <p><input type="radio"/> No  <input checked="" type="radio"/> Yes</p> <p>* Manager/Supervisor:  <input type="text" value="Dean Probert"/></p>	<p><b>Assign to:</b>          You must select 'Yes' to report the incident as confidential. You will not be able to proceed if 'No' is selected.</p> <p>Once submitted, the incident will remain confidential and be assigned to the Senior Health and Safety Partner who will manage the incident.</p> <p><i>An incident may occasionally be considered "Confidential" if it relates to a psychosocial injury, stress, bullying/ harassment, or sexual assault/harassment in the workplace or where there are steps which need to be taken prior to line manager notification.</i>  <i>Confidential in this context means the information will be treated sensitively and within the University's privacy obligations and in accordance with best practice for management of confidential information.</i>  <i>Incidents of this nature will be assigned to Health and Safety for assessment.</i></p>
<p>This question will appear if you selected to report on behalf of another person.</p> <p>Do you require that this incident remains Confidential from the Affected Person?</p> <p><input checked="" type="radio"/> No  <input type="radio"/> Yes</p>	<p>If you require the incident to remain confidential from the affected person. Select <b>Yes</b> to the question "Do you require that this incident remains confidential from the Affected Person?".</p> <p>The affected person will not be able to see the incident and will not receive any email notifications for the incident.</p> <p>If you select <b>No</b>, the affected person will be able to see this incident report.</p>

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<p><b>Who was notified of this Incident?</b></p> <p>Staff: <input type="text"/> </p> <p>Date: 1/08/2022 Time: 12:55</p> <p>Student: <input type="text"/> </p> <p>Date: 1/08/2022 Time: 12:55</p>	<p>Use the  icon to select the people to whom you have reported the incident to.</p> <p>If the person is not a Curtin University staff member or student, please type their name in the <i>Contractor/Visitor/Other</i> text box.</p>
<p><b>Attachment</b></p> <p> <input type="button" value="Click to add an attachment"/></p>	<p>Use the attachment function to add images, document or other media that may assist with the investigation and action plan for the incident.</p>
<p><b>Treatment for injury/illness:</b></p> <p> * Was First Aid Administered?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>* Was Medical treatment provided?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p><input type="checkbox"/> Medical treatment (doctor, emergency/outpatient, physiotherapist or other practitioner)</p> <p><input type="checkbox"/> Hospital admission (admitted/inpatient)</p>	<p>Enter all the treatment for injury/illness questions and provide as much detail as possible in the free text box if applicable.</p>
<p>To save the incident form as a draft , click the Draft Icon at the top of the page. You can retrieve your draft from the left hand panel of your CHARM home page.</p> <p>To submit the incident Click the  icon.</p>	

## Who will contact me about the report that I have submitted?

Health and Safety will send an email on receipt of a confidential report. You should be contacted by the primary contact person to investigate and follow up on your report.

## I have reported a psychosocial incident or hazard what happens if I do not receive any feedback?

Contact Health and Safety at [healthandsafety@curtin.edu.au](mailto:healthandsafety@curtin.edu.au) or 9266 4900. If you have any queries relating to psychosocial reporting, please contact Health and Safety on 9266 4900 or [healthandsafety@curtin.edu.au](mailto:healthandsafety@curtin.edu.au).