**Why do we need to report safety incidents and hazards?**

Safety incident and hazard reporting makes our campuses safer for staff, students and members of the public. When hazards, incidents and sexual violence/harassment are reported, we can take action to prevent harm to others.

Reporting injuries helps injured workers access injury management resources for faster return to work or recovery at work. It also helps us take action to prevent anyone else being injured in the same way.

**What is Protecht?**

Protecht is an online safety incident management system. It allows:

* easy online reporting of hazards (including near misses) and incidents;
* prompt investigation of incidents to identify what we can do to make our work and learning spaces safer;
* a reduction in paper usage; and
* a reduction in time spent processing incident management papaerwork.

**Why will SCRIM no longer be used?**

* Not intuitive or user friendly.
* Unreliable, generating errors for users.
* Separate online forms for incidents or hazards.
* No incident investigation capability. Investigation currently uses a separate form.
* Investigation and reporting requires significant time and human resources.
* Incident trend analysis and reporting is manual and resource intensive.

**Why are we using Protecht?**

* Reporting of incidents is simpler. You only see what needs to be filled in based on the type of incident.
* Less information to be filled in.
* No login is required to report an incident.
* A single online form for both incidents and hazards combined.
* Smartphone or smart device friendly. An app will be available later in the year.
* Investigations can be assigned in the system and automatically emailed to the investigator.
* Investigations can be completed using a simple online form.
* Corrective actions can be recorded online and due date reminders automatically sent.
* Trend analysis and reporting can be managed via dashboards.
* Regular de-identified reports on incident data can be automatically sent to University Executives and Leaders.

**What support will be in place?**

* System training sessions will be available for investigators (calendar invites will be sent) as well as available on request to the WHS Unit.
* Drop in sessions will be available for the WHS Unit to assist you to enter incidents or investigation findings.
* The WHS Unit will be available to help anyone who needs assistance.
* User guides will be available on the WHS website.

**Where does my incident data go?**

* Incident data is confidential and secure.
* The WHS Unit will receive your incident report.
* Where investigation is required, and as appropriate depending on the nature of the incident, your supervisor or Head of School/Unit will be assigned to investigate. They will only be able to see the incidents they are assigned to investigate.
* Workers Compensation information in Protecht will only be accessed by the WHS Unit.

**What do I do if a student discloses sexual assault or harassment to me?**

Please refer the student to our student counsellors, who will enter the incident into Protecht.

**What do I do if an employee discloses sexual assault or harassment to me?**

* If this relates to a student:
  + Please have them refer the student to our [student counsellors](http://student.csu.edu.au/services-support/health-wellbeing/counselling), who will enter the incident into Protecht and provide support for the student.
* If this relates to a staff member
  + Please enter the report into Protecht. The WHS Unit will ensure that the matter is referred to the Employee Relations Team who can assist you.
  + Please refer the employee to our [Employee Assistance Program](https://www.csu.edu.au/division/hr/current-staff/my-wellbeing/eap), where they can access confidential support services free of charge. They can call 1300 361 008 from within Australia or access an online portal from our website.
* If you are a manager and need support services please access our Manager’s Hotline on 1300 361 008.
* If you feel the need to speak confidentially about the impact this incident has had on you, please access our [Employee Assistance Program](https://www.csu.edu.au/division/hr/current-staff/my-wellbeing/eap) support services free of charge. You can call 1300 361 008 from within Australia or access an online portal from our website.

**Who can provide information about an incident in Protecht?**

Anyone can enter an incident report in Protecht. This includes:

* Employees.
* Students.
* Volunteers.
* Adjuncts and Emeritus.
* Alumni.
* Visitors.
* Members of the public.

**How do I reset my password?**

Managers and supervisors who have a login can send an email to [ohs@csu.edu.au](mailto:ohs@csu.edu.au) requesting your password be reset.

**More information:**

[Reporting incidents and hazards web page](https://www.csu.edu.au/division/hr/current-staff/safe-you-at-csu/incidents-and-hazards/reporting-incidents-and-hazards)