



GETTING STARTED | Checklist & FAQs

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www.riskclear.com.au

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INTRODUCTION

What is RiskClear?

RiskClear is Risk & Quality software for hospitals. It is a single source solution for your governance, risk, quality, and reporting needs.

RiskClear provides:

- ✓ Risk & Incident Management
- ✓ Complaints and Feedback
- ✓ Extensive Report Suite
- ✓ Customisable
- ✓ User Friendly
- ✓ Quality Improvement
- ✓ Surveys and Evaluations (via tablet)
- ✓ Clinical/Quality Indicators
- ✓ Benchmarking
- ✓ Infection Events
- ✓ TGA/Advisory Alerts
- ✓ Audits (via tablet)
- ✓ Document Register
- ✓ Contractor Maintenance & Asset Management
- ✓ Repair Log
- ✓ Credentialling
- ✓ Training Register
- ✓ Alerts (TGA, Legislation, Staff Communication)

What is RiskClear Direct?

RiskClear Direct is a simplified version of RiskClear that is available for each of your **general staff** to quickly report incidents, hazards, and feedback directly into RiskClear.

What's the Difference between RiskClear and RiskClear Direct?

RiskClear is typically utilised by senior staff and management, whilst **RiskClear Direct** is utilised by general staff for a convenient streamlined experience.

Is there any Training Provided?

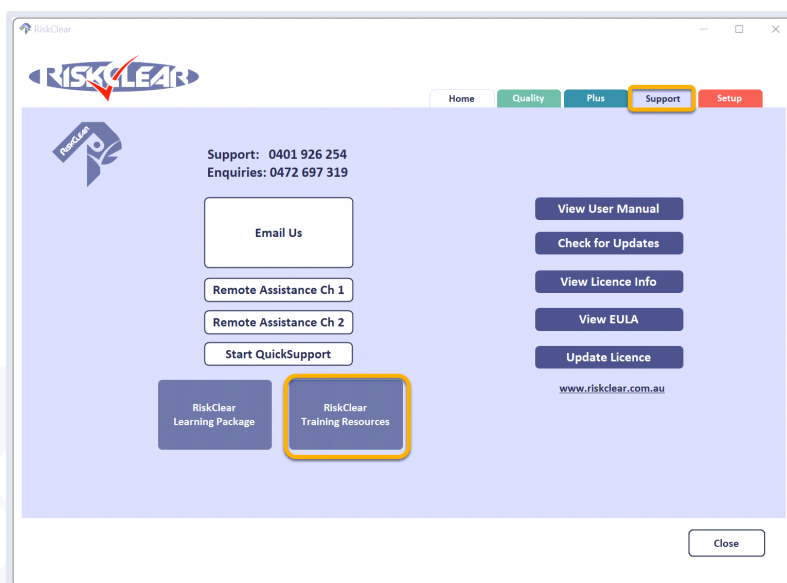
Yes - your annual subscription includes remote training sessions, access to our Support, Liaison and Business Development Coordinator who is an RN with over 35 years' experience, 15 of those in Risk and Quality Management and 7 years using RiskClear extensively.

Are there any Training Resources?

We have an extensive library of resources including training guides with plenty of visual aids and step by step instructions.

We also have video tutorials to ensure you maximise your RiskClear experience and utilisation.

Just go to the **Support Tab** and click **RiskClear Training Resources** to access our extensive training library.



Is RiskClear easy to use?

Yes, it is designed to be user friendly, and feedback from our clients confirms this.

Can I configure RiskClear user access?

Yes, via our Permissions Tab you can determine which staff are able to view, edit or access various functions within RiskClear. Please refer to the RiskClear Permissions and Security Quick Guide for information and instructions on how to customise user access.

How extensively is RiskClear used?

We have many clients including Private Hospitals, Day Hospitals, Clinics, & Rehabilitation Centres in every State across Australia. RiskClear is also used in Aged Care facilities.

Now I have RiskClear how long will it take to get it up and running?

It will depend on several factors such as:

- How much of RiskClear are you planning on using?
- Human resource availability to complete the initial set up?
- Size and scope of your hospital/health care service?

How can I personalise RiskClear for our Hospital and Staff?

You can go to the **Setup Tab** in RiskClear and using the **RiskClear Initial Setup Guide** add your staff and doctor details, committee names and industry standards.

Can I change what appears in the drop-down fields?



The screenshot shows the RiskClear Setup Tab interface. At the top, there are tabs for Home, Quality, Plus, Support, and Setup. The Setup tab is active. Below the tabs, there is a header section with the RiskClear logo and a user profile section. The user profile section includes fields for 'Your name (format: Jane Brown)' with the value 'QSM' and 'Your position' with a dropdown menu showing 'RiskClear Training & Liaison Coord'. Below the profile section, there are three main columns of buttons. The first column, labeled 'General:', contains buttons for 'All Staff & Email', 'Trainees & Staff Cred'ing', 'Doctors/Anaesthetists', 'Standards', 'Patient days/Beddays', 'CI Benchmarking Data', 'CI Benchmarking Data #2', 'CI Group Cases', and 'Surgeon Case Data'. The second column, labeled 'Add/change dropdown items:', contains buttons for 'Risk', 'Incident', 'Feedback', 'Summary Page', 'Clinical Indicator', 'Infection Events', 'Surveys/Evaluations', 'Audit Summary', and 'Quality Improvement'. The third column, labeled 'Administration:', contains buttons for 'Audit Schedule', 'Document Register', 'Training Register', 'Maintenance Schedule', 'Contractor Register', 'VMO Credentialling', 'Staff Credentialling', 'Resurrect Deleted Records', 'Consequence', 'Likelihood', 'Change Record Site', 'Change Trainee Site', 'Clone Record', 'Audit Trail', and 'Advanced'. A 'Close' button is located at the bottom right of the interface.

Yes, you can. Simply click on **Risk, Incident and Feedback** on the **Setup Tab** and make sure you are happy with the risk, incident and feedback categories and subcategories that are available. You can **add** any categories/sub-categories that are relevant to your hospital and **untick** any that are not applicable.

When can staff start entering Risk, Incident and Feedback records into RiskClear/RiskClear Direct?

Once you have completed some of the personalisation features your staff can start utilising the **Risk, Incident and Feedback** modules (**Home Tab**). The sooner your staff use these functions the sooner you will gain valuable information and trends relating to your incident, risk and feedback data and profile.

Any handy tips to help staff utilise RiskClear/RiskClear Direct effectively?

- We recommend you print the **Risk, Incident and Feedback Quick Guide** (available via the **Training Resources Library**) and have it available at each computer whilst staff get used to the system.
- We also strongly recommend that you have your senior staff (Managers) complete the **RiskClear Learning Package** and your general nursing and administration staff complete the **RiskClear Direct Learning Package**. This will help ensure that the information put into RiskClear is consistent, meaningful, and relevant.
- These Learning Packages can be found on the **Support Tab (RiskClear)** and the **Setup Tab (RiskClear Direct)**



What is the Quality Tab in RiskClear and typically who uses it?

The Quality Tab has various functions or modules that you may wish to use all or some of, depending on your hospital/health service provider needs. **All staff need to be made aware of the New Quality Improvement function** so they can enter any quality improvement activities and their outcomes. Please have your staff look at the **Quality Improvement Training Guide**.



The other functions on the **Quality Tab** such as **Clinical/Quality Indicator, Infections Events, Alerts, Surveys/Evaluations** and **Audit Summaries** are utilised by senior nursing staff /quality coordinator as part of their role. There are Training Guides/Videos for these functions also in the **RiskClear Training Resources**.

What is the Plus Tab in RiskClear and typically who uses it?

The Plus Tab has various registers and schedules to assist in managing your governance needs.

All staff will need to use the **Document Register** to access policies, procedures, forms, and information relevant to their role. They will also need to be able to use the Repair Log to log repair jobs.

Senior Clinical and Administrative staff, DONs and Quality Managers with portfolios or responsibilities will utilise the other **Plus Tab** Functions



GETTING STARTED CHECKLIST – GENERAL STAFF

Use this checklist to assist with:

- Your initial RiskClear setup and personalisation of the system
- Staff preparation and training
- Determining user access and permissions

GENERAL NURSING AND ADMINISTRATION STAFF CHECKLIST			
Steps 1-6	Where	Who	Training Guide
1. Add Staff, Doctor, and Committee Meetings details	Setup Tab	Quality Coordinator	RiskClear Initial Set up Guide
2. Check and personalise your Risk, Incident and Feedback Categories	Setup Tab	Quality Coordinator	RiskClear Initial Set up Guide & Risk Register Guide
3. Distribute RiskClear and RiskClear Direct Learning Packages for staff to complete (once they have access which is usually on or just prior to Go-Live)	Support Tab	Quality Coordinator/DON/Training Coordinator	RiskClear and RiskClear Direct Learning Packages

4. Print off RiskClear Quick Entry Guide to have at each of the computers for staff to refer too	Support Tab	Quality Coordinator DON Administration Manager	RiskClear Quick Entry Guide
5. Print off RiskClear Quality Improvement Guide to have at each of the computers for staff to refer too	Support Tab	Quality Coordinator DON Administration Manager	RiskClear Quality Improvement Guide
6. Determine permissions and access for each RiskClear/RiskClear Direct User	Setup Tab>Advanced>Permissions	DON Quality Coordinator	RiskClear New User and Permissions Quick Guide
Communicate to staff Go Live date for when they are to commence using RiskClear/RiskClear Direct for Risk, Incident, Feedback and Quality Improvement Management and ensure relevant training materials are completed/available.			

GETTING STARTED CHECKLIST – QUALITY & PLUS FUNCTIONS

Use this checklist to assist with:

- Assign and setup the various governance functions on the Plus Tab. A staggered approach based on priority, resources and time can guide this process.
- Staff preparation and training as each of the Plus Functions become available for staff to use.
- Determining user access and permissions.

***Handy Tip** Use the **RiskClear Governance and Network Setup Guide** (RiskClear Training Resources) in conjunction with the suggested Guides below.

GETTING STARTED – GOVERNANCE (QUALITY & PLUS TAB) CHECKLIST			
Milestones	Where	Who	Training Guide
Set up your Audit/Task Schedule	Setup Tab Plus Tab	Quality Coordinator	RiskClear Audit/Task Training Guide
Set up your Document Register	Setup Tab Plus Tab	Quality Coordinator	RiskClear Document Register Training Guide
Set up your Training Register	Setup Tab Plus Tab	Training Coordinator	RiskClear Training Register Setup Guide

Set up your Maintenance Schedule, Asset & Contractor Register. Cross check with Repair Log.	Setup Tab Plus Tab	Supply Manager	RiskClear Maintenance, Asset and Contractor Guide & RiskClear Repair Log Guide
Set up your VMO Credentialling (NA in Aged Care)	Setup Tab Plus Tab	Credentialling Officer or Administration Manager	RiskClear VMO Credentialling Setup Guide
Set up your Staff Credentialling	Setup Tab Plus Tab	HR Officer or Administration Manager	RiskClear Staff Credentialling Setup Guide
Check/Edit Clinical Indicator Groups and Items	Setup Tab Quality Tab	Clinical Manager or Quality Coordinator	RiskClear Clinical Indicator Training Guide
Create Survey and Evaluation Templates	Setup Tab Quality Tab	Consumer Engagement Officer, Quality Coordinator, HR Officer	RiskClear Survey & Evaluation Setup Guide
Check/Edit Infection Event Group and Items	Setup Tab Quality Tab	Infection Control Officer, Quality Coordinator, Clinical Manager	RiskClear Infection Event/Exposure Injury Training Guide
Utilise Alerts when necessary	Quality Tab	Quality Coordinator, Clinical Manager, Supply Manager	RiskClear Alerts Training Guide
Determine permissions & access for each RiskClear/RiskClear Direct User	Setup Tab>Advanced> Permissions	DON Quality Coordinator	RiskClear New User and Permissions Quick Guide
Provide training sessions and materials to staff	Support Tab	Quality Coordinator	Provide appropriate Training Guide/s