



ALERTS | TGA, ADVISORY & STAFF COMMUNICATIONS | User Guide

2026

INTRODUCTION

Communicating Alerts to key-staff in a timely manner and receiving feedback regarding any actions taken is fundamental to providing a safe and informed hospital environment.

The **TGA** issues alerts to advise consumers, health professionals and industry about new safety information regarding therapeutic products.

NSQHS & Aged Care Standards **advisories, issued by the Australian Commission on Safety and Quality in Health Care (the Commission)**, provide formal guidance and direction on the interpretation and/or assessment of the NSQHS & Aged Care Standards. The NSQHS & Aged Care Standards Advisories are routinely reviewed to ensure they remain current.

Management may also wish to send out **Staff Communications** for such things as new policies requiring reading and acknowledging or staff memos.

Responding to Alerts can be done via RiskClear or RiskClear Direct (where you are a recipient).

?

Hello Giselle

Kingsley Private Hospital

×

Cancel

⚙

Update & close

New Alert

Details

Date *

02/09/2026

Only co-ordinators can change this base record

TGA recall

Advisory/Legislative update

Staff communications

Description *

Enter text

Co-ordinator 1*

RiskClear Vendor2

Co-ordinator 2

- Select -

Co-ordinator 3

- Select -

Risk level *

- Select -

Attached Document(s)

📎 Attach file or folder

Notes

Notes

Enter text

Date finalised

dd/mm/yyyy

Quality Improvement

No linked record

+ New

🔗 Link existing

Recipient Responses *

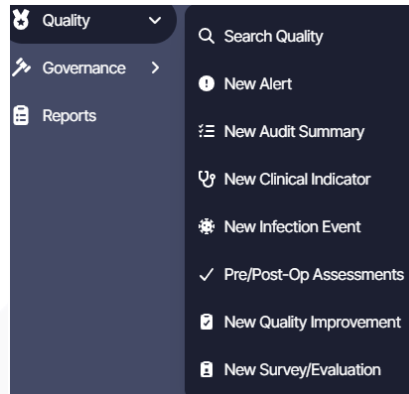
🔔 Notify selected

+ New

Select	Position	Status	Email	Completed	Last sent	
☐	Auditor - External	Not Started		n/a	n/a	🗑
☐	Chief Executive Officer	Not Started	c.parkside@hospitalb.com.au	n/a	n/a	🗑
☐	Infection Control Nurse	Not Started	n.daintree@hospitalb.com.au	n/a	n/a	🗑
☐	Nurse Co-ordinator	Not Started	h.onslow@hospitalb.com.au	n/a	n/a	🗑
☐	Nurse Unit Manager	Not Started	h.kensington@hospitalb.com.au	n/a	n/a	🗑
☐	Compliance & Quality Systems Manager	Not Started	giselle2@riskclear.com.au	n/a	n/a	🗑
☐	Director of Nursing	Not Started	p.belmont@hospitalb.com.au	n/a	n/a	🗑

HELPFUL NAVIGATION TIPS

Alerts are found via the Side Navigation Panel > **Quality** > **Alerts** of Risk Clear.



Throughout RiskClear the **Floating Navigation Bar** provides quick access to common functions within that module including:

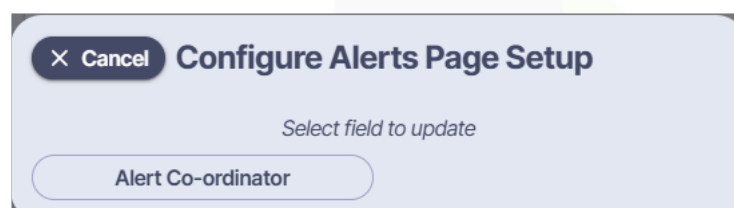


- Cancel
- Settings (where available)
- Update & Close

SETUP FUNCTIONS

Setup can be completed via **Settings** in RiskClear via the **Side Navigation Panel** or from within the **Alerts** module by clicking the **Settings symbol** > .

The **Alert Co-ordinator** can be configured here.



ACCESS TO CREATE NEW ALERTS

Staff who currently have access to create Alerts records can create new records in this function. This access is granted in Permissions by ticking the **Alert/Advisory/TGA** box in **Settings** > **Advanced Settings** > **Permissions**. Everybody else will be able to access the record to action it.

SETTING UP RECIPIENTS

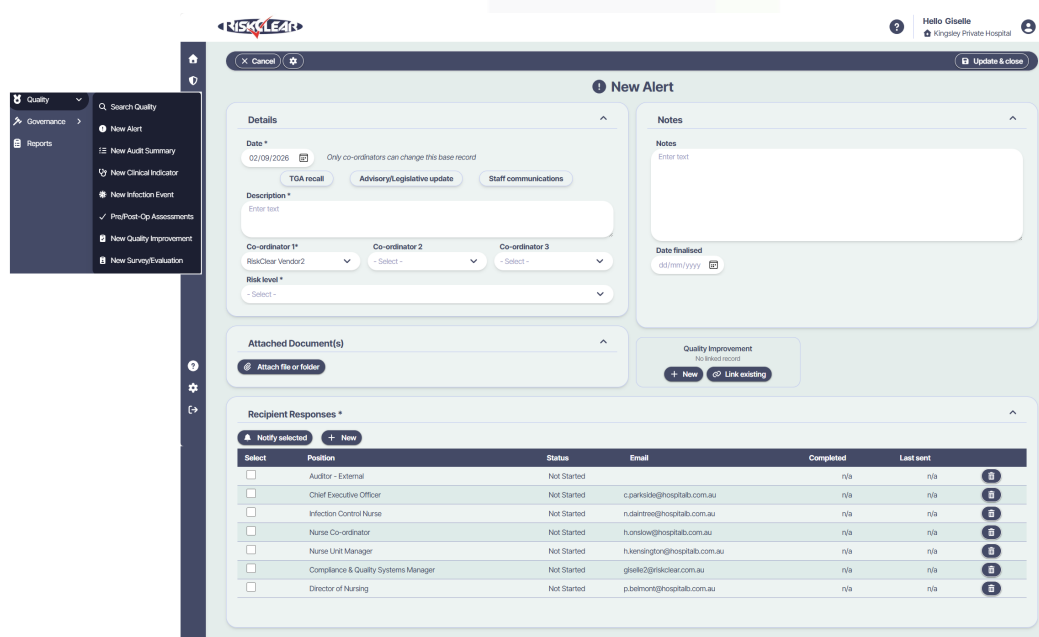
To set up notifications for Alerts so that you don't have to individually add each recipient every time you raise an Alert, go to **Settings > Advanced Settings > Notifications**, and tick the **TGA/Alerts** box for each person you wish to receive TGA/Alerts email notifications (e.g. DON, Managers etc).



Position	Risk	Excl Low/Mod	Incidents SAC 1&2	Incidents All others	Complaints	Other Feedback	Infection Events	New CI	New CI	TGA/Alerts	Repairs Ex/High	Repairs Med/Low
Consumer Services Coordinator	☐	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐	☐
Chief Executive Officer	☒	☒	☒	☒	☒	☒	☐	☐	☐	☒	☐	☐
Clinical Manager	☒	☐	☒	☐	☒	☐	☐	☐	☐	☒	☒	☐
Compliance & Quality Systems Mgrs	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
Director of Nursing	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
Infection Control Nurse	☒	☒	☒	☒	☒	☐	☐	☐	☐	☒	☐	☐
Nurse Co-ordinator	☒	☒	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐
Nurse Unit Manager	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐

CREATING AND SENDING A TGA ALERT

To alert appropriate staff of a TGA Alert, using the **Side Navigation Panel > Quality > select New Alert >** the following page will appear >



Quality

New Alert

New Audit Summary

New Clinical Indicator

New Infection Event

Post-Op Assessments

New Quality Improvement

New Survey/Evaluations

Search Quality

New Alert

New Audit Summary

New Clinical Indicator

New Infection Event

Post-Op Assessments

New Quality Improvement

New Survey/Evaluations

New Alert

Details

Notes

Attached Document(s)

Recipient Responses

Date *

02/09/2026

Only co-ordinators can change this base record

TGA recall

Advisory/Legislative update

Staff communications

Description *

Enter text

Co-ordinator 1*

RiskClear Vendor2

Co-ordinator 2

Select -

Co-ordinator 3

Select -

Risk level *

Select -

Notes

Enter text

Date finalised

dd/mm/yyyy

Attached Document(s)

Attach file or folder

Quality Improvement

New

Link existing

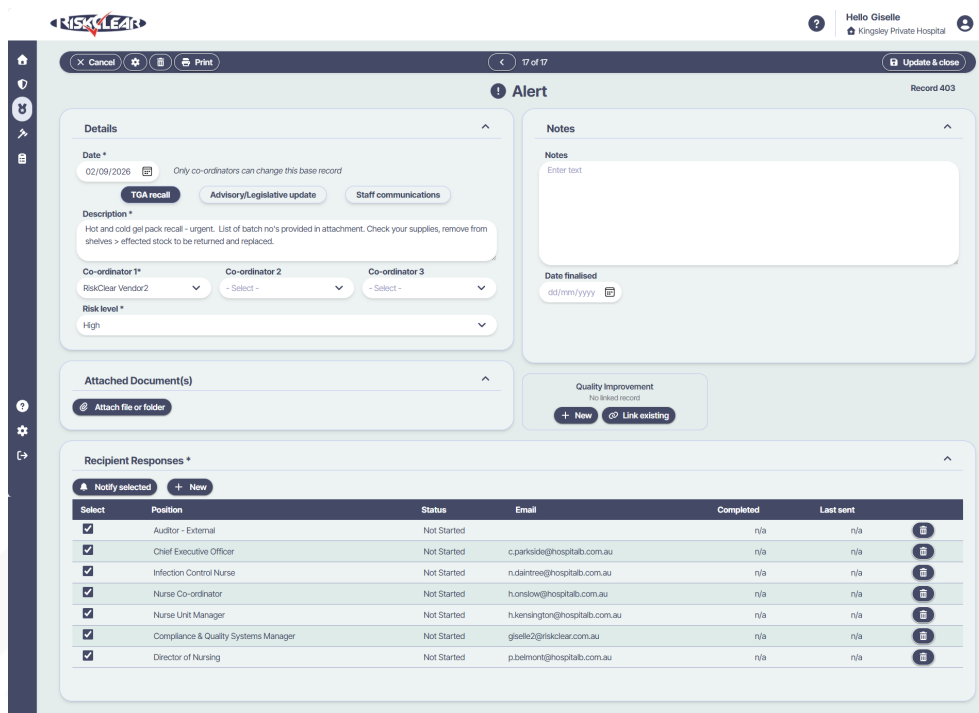
Recipient Responses *

Notify selected

New

Select	Position	Status	Email	Completed	Last sent
☐	Auditor - External	Not Started		n/a	n/a
☐	Chief Executive Officer	Not Started	c.parkside@hospitalb.com.au	n/a	n/a
☐	Infection Control Nurse	Not Started	n.daintree@hospitalb.com.au	n/a	n/a
☐	Nurse Co-ordinator	Not Started	h.onslow@hospitalb.com.au	n/a	n/a
☐	Nurse Unit Manager	Not Started	h.kensington@hospitalb.com.au	n/a	n/a
☐	Compliance & Quality Systems Manager	Not Started	giselle2@riskclear.com.au	n/a	n/a
☐	Director of Nursing	Not Started	p.belmont@hospitalb.com.au	n/a	n/a

The **Alerts page** is organised into **Cards** which group related information together (e.g., **Details, Notes, Attached Documents and Recipient Responses**). The process of creating an alert record is the **same regardless of the Alert type** > TGA recall | Advisory/Legislative update | Staff communications.



Alert Record 403

Details

Date *
02/09/2026
Only co-ordinators can change this base record

Description *
Hot and cold gel pack recall - urgent. List of batch no's provided in attachment. Check your supplies, remove from shelves > effected stock to be returned and replaced.

Co-ordinator 1* RiskClear Vendor2
Co-ordinator 2 - Select -
Co-ordinator 3 - Select -

Risk level *
High

Notes

Notes
Enter text

Date finalised
dd/mm/yyyy

Attached Document(s)
Attach file or folder

Quality Improvement
No linked record
+ New Link existing

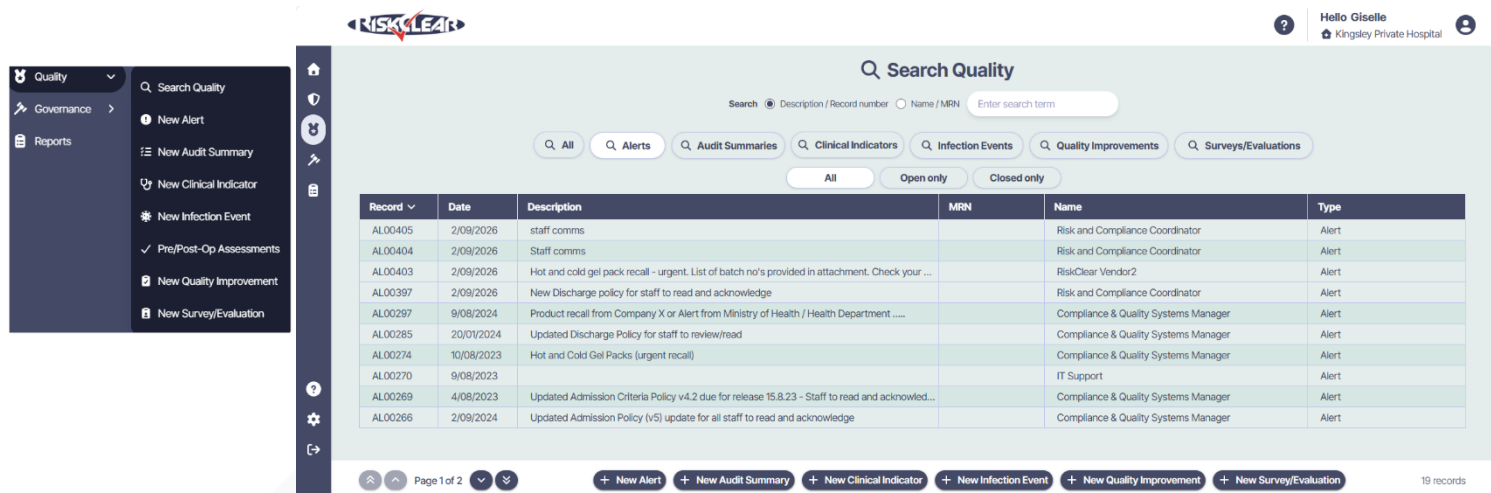
Recipient Responses *
Notify selected + New

Select	Position	Status	Email	Completed	Last sent	
☒	Auditor - External	Not Started		n/a	n/a	
☒	Chief Executive Officer	Not Started	c.parkside@hospitalb.com.au	n/a	n/a	
☒	Infection Control Nurse	Not Started	n.daintree@hospitalb.com.au	n/a	n/a	
☒	Nurse Co-ordinator	Not Started	h.onslow@hospitalb.com.au	n/a	n/a	
☒	Nurse Unit Manager	Not Started	h.kensington@hospitalb.com.au	n/a	n/a	
☒	Compliance & Quality Systems Manager	Not Started	g.selle2@riskclear.com.au	n/a	n/a	
☒	Director of Nursing	Not Started	p.belmont@hospitalb.com.au	n/a	n/a	

1. Complete the **Details card** with the relevant information including **Date** and **Description**. Select the type of Alert > **TGA recall, Advisory/Legislative Update or Staff Communications**. Select the **Alert Coordinator**, you can select up to three. Also select the **Risk** level using the drop-down menu.
2. **Attached Documents** is where you can attach related documents. For example if it is a **TGA** > attached the TGA Alert documentation, if it is an **Advisory** update then attach that, alternatively if it is a **Staff Communication** for a new or updated policy you wish to alert staff about, then attach the policy document.
3. **Recipient Responses** shows a list of recipients based on the Recipient settings in Notifications (already completed on **Page 3 > Setting up Recipients**). If there are additional recipients you need to add alert then click **+New** and select from the drop-down menu. **Tick the box** alongside the recipient for those that need to receive the Alert > click **Notify selected**.
4. Click **Update & close** to save the Alert record

RECIPIENTS > RESPONDING TO AN ALERT

If you receive an Alert email notifications that requires your attention > log into RiskClear or RiskClear Direct and go to the **Side Navigation Panel > Quality > Search Quality** and find the record (you can search by record number which is in the email notification, and/or filter to just Alerts)



Search Quality

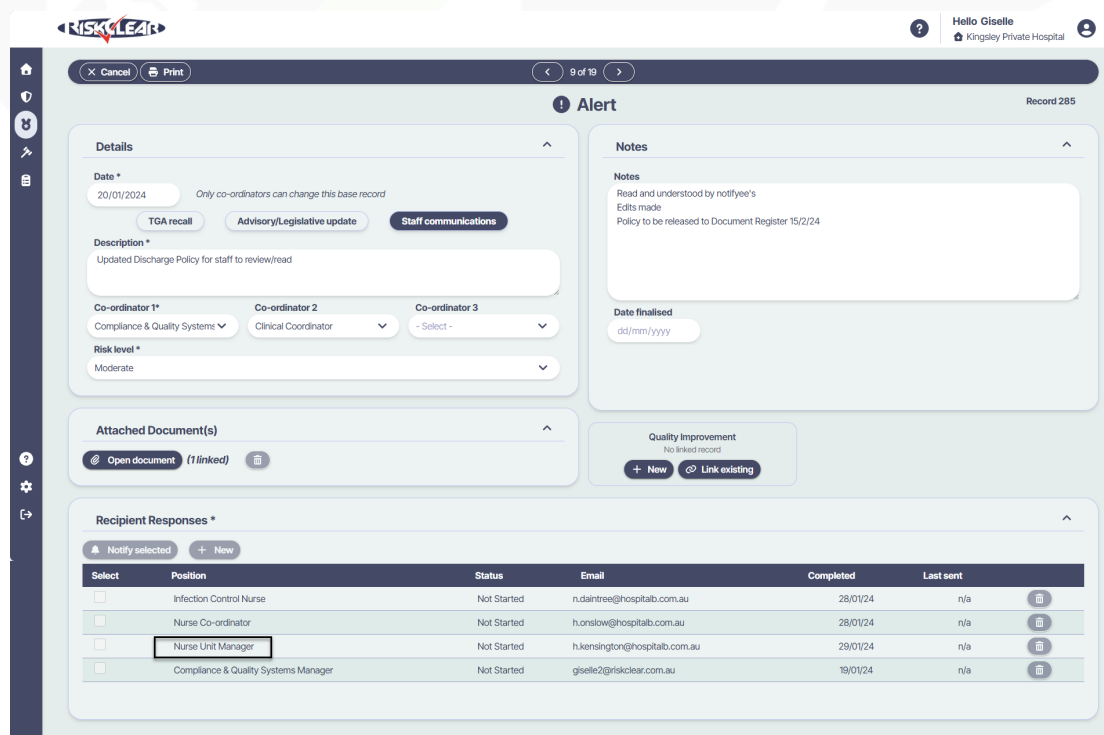
Search Description / Record number Name / MRN

Record	Date	Description	MRN	Name	Type
AL00405	2/09/2026	staff comms		Risk and Compliance Coordinator	Alert
AL00404	2/09/2026	Staff comms		Risk and Compliance Coordinator	Alert
AL00403	2/09/2026	Hot and cold gel pack recall - urgent. List of batch no's provided in attachment. Check your ...		RiskClear Vendor2	Alert
AL00397	2/09/2026	New Discharge policy for staff to read and acknowledge		Risk and Compliance Coordinator	Alert
AL00297	9/08/2024	Product recall from Company X or Alert from Ministry of Health / Health Department		Compliance & Quality Systems Manager	Alert
AL00285	20/01/2024	Updated Discharge Policy for staff to review/read		Compliance & Quality Systems Manager	Alert
AL00274	10/08/2023	Hot and Cold Gel Packs (urgent recall)		Compliance & Quality Systems Manager	Alert
AL00270	9/08/2023			IT Support	Alert
AL00269	4/08/2023	Updated Admission Criteria Policy v4.2 due for release 15.8.23 - Staff to read and acknowled...		Compliance & Quality Systems Manager	Alert
AL00266	2/09/2024	Updated Admission Policy (v5) update for all staff to read and acknowledge		Compliance & Quality Systems Manager	Alert

Page 1 of 2

19 records

Open the Alert Record



Alert Record 285

Details

Date * 20/01/2024 Only co-ordinators can change this base record

TGA recall Advisory/Legislative update Staff communications

Description * Updated Discharge Policy for staff to review/read

Co-ordinator 1 * Compliance & Quality Systems Co-ordinator 2 Clinical Coordinator Co-ordinator 3 - Select -

Risk level * Moderate

Notes

Notes Read and understood by notifyee's Edits made Policy to be released to Document Register 15/2/24

Date finalised dd/mm/yyyy

Attached Document(s)

Open document (1 linked)

Recipient Responses *

Notify selected + New

Select	Position	Status	Email	Completed	Last sent
☐	Infection Control Nurse	Not Started	n.daintree@hospitalb.com.au	28/01/24	n/a
☐	Nurse Co-ordinator	Not Started	h.onslow@hospitalb.com.au	28/01/24	n/a
☐	Nurse Unit Manager	Not Started	h.kensington@hospitalb.com.au	29/01/24	n/a
☐	Compliance & Quality Systems Manager	Not Started	giselle2@riskclear.com.au	19/01/24	n/a

1. Click on **your name** from the **Recipient Response** list shown on the **Alert** Page

- Depending on the type of Alert (TGA/Advisory/Staff Communications) one of the following panels will appear >

Cancel

TGA Recall Record - AL00403
2/09/2026

Short description
Hot and cold gel pack recall - urgent. List of batch no's provided in attachment. Check your supplies, remove from shelves > effected stock to be returned and replaced.

Notifyee
Nurse Unit Manager

Status *

Completed
In progress
Not applicable

Date
02/09/2026

Action/outcome
Batch no's of gel packs checked on Ward 4E and 1 box of 2 gel packs were removed from stock and returned to supplier. All other boxes not effected.

Attached documents
Attach file or folder

Attached documents
No attached documents.

Update & Close

Cancel

Advisory Record - AL00194
4/10/2023

Short description
AS 18/10 Informed Financial Consent

Notifyee
Finance Manager

Status *
☐ Comms acknowledged

Action/outcome
Process reviewed with Bookings and Finance Team.
Current Financial Consent form required minor changes.
Bookings staff notified.
Form implemented 4/10/23

Attached documents
Attach file or folder

Attached documents
No attached documents.

Update & Close

Cancel

Staff Comms Record - AL00285
29/01/2024

Short description
Updated Discharge Policy for staff to review/read

Notifyee
Nurse Unit Manager

Status *
☒ Comms acknowledged

Date
29/01/2024

Action/outcome
I have read and understood the policy and I have had staff on my ward also sign and date their reading of the policy.

Attached documents
Attach file or folder

Attached documents
No attached documents.

Update & Close

- Complete the **Status**
- Complete the **Action/outcome** section
- Link any Documents (e.g. evidence) where appropriate
- Click **Update & Close**

The **Alert Coordinator** who created the record will be notified via email of your response.

2.3 - ALERT COORDINATOR RESPONSIBILITIES

The **Recipients Responses** List on the **Alerts Screen** will update the status accordingly letting the **Alert Coordinator** know the status of the alert (e.g. completed, not started). The **Alert Coordinator** can also send a reminder to any late responders by ticking the box alongside the recipient's name and clicking **Notify selected**.

Recipient Responses *						
☒ Notify selected + New						
Select	Position	Status	Email	Completed	Last sent	
☐	Nurse Co-ordinator	Completed	h.onslow@hospitalb.com.au	08/08/23	n/a	☐
☐	Nurse Unit Manager	Completed	h.kensington@hospitalb.com.au	07/08/23	n/a	☐
☐	Compliance & Quality Systems Manager	Completed	giselle2@riskclear.com.au	08/08/23	n/a	☐
☐	Clinical Health Team	Completed		08/08/23	n/a	☐
☐	Hospital Staff	Completed		08/08/23	n/a	☐

Once all responses from the Recipients have been received, the **Alert Coordinator** can enter the **Date Finalised**, enter any **Notes**, enter/link a **Quality Improvement** (where appropriate) then **Update & Close** the Alert.

Notes

Notes

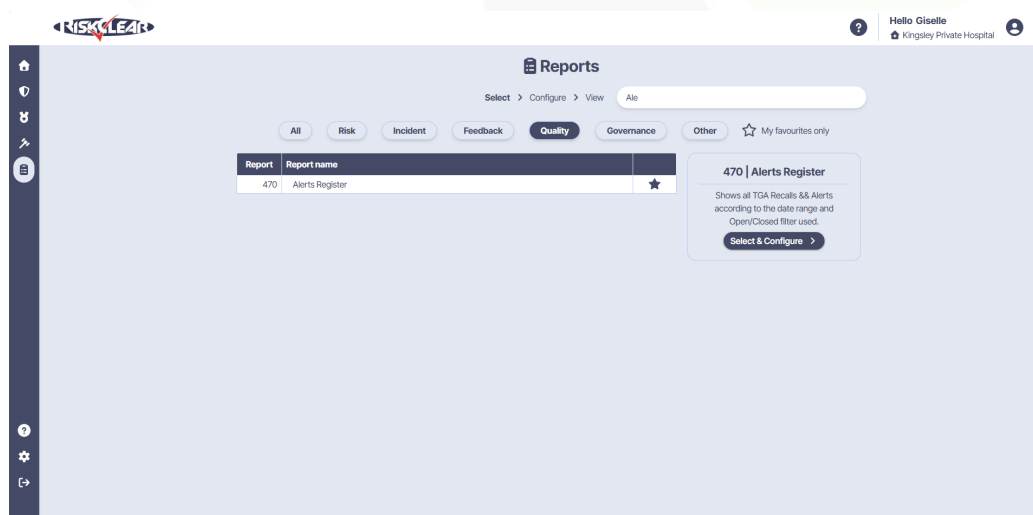
All notified staff have read and acknowledged the updated policy.
New policy approved and uploaded to RiskClear Document Register 15/8/23.

Date finalised

15/08/2023

ALERT - REPORTS

Reporting on **Alerts** is available via the **Side Navigation Panel > Reports**.



Click **Quality**, use the **Search All reports** function, or the **search bar**. Each report provides a **description** of what it generates, and you can "star" any reports that you use frequently as a favourite also. You can also view **My favourites only**.

Report 470 | Alerts Register can be configured in RiskClear.