



MAINTENANCE, ASSETS & CONTRACTORS | User Guide

2026

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INTRODUCTION

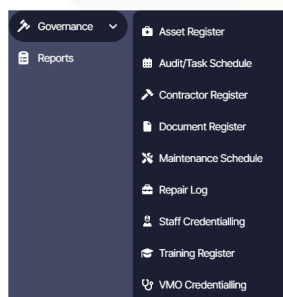
Maintenance Scheduling, Contractor and Asset Registers support the management of a safe, functional and compliant healthcare environment. Planned preventative maintenance helps ensure buildings, equipment and essential infrastructure remain safe, reliable and fit for purpose, reducing the risk of equipment failure and service disruption. Maintaining accurate Contractor and Asset Registers enables organisations to track assets, service histories, warranties, contractor details and maintenance activities, supporting regulatory compliance, patient safety, quality care and effective facility management. Together, these functions help healthcare organisations meet governance, accreditation and workplace health and safety requirements while promoting a safe environment for patients, staff and visitors.

MAINTENANCE SCHEDULE

Your Planned and Preventative Maintenance Program can be managed using the Maintenance Schedule in RiskClear. It can be used to record both scheduled and unscheduled Maintenance tasks.

Maintenance requirements and activities can be administered from the Maintenance Schedule in RiskClear.

You can access the **Maintenance Schedule** via **Governance** on the **Side Navigation Panel**.



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NAVIGATION TIPS

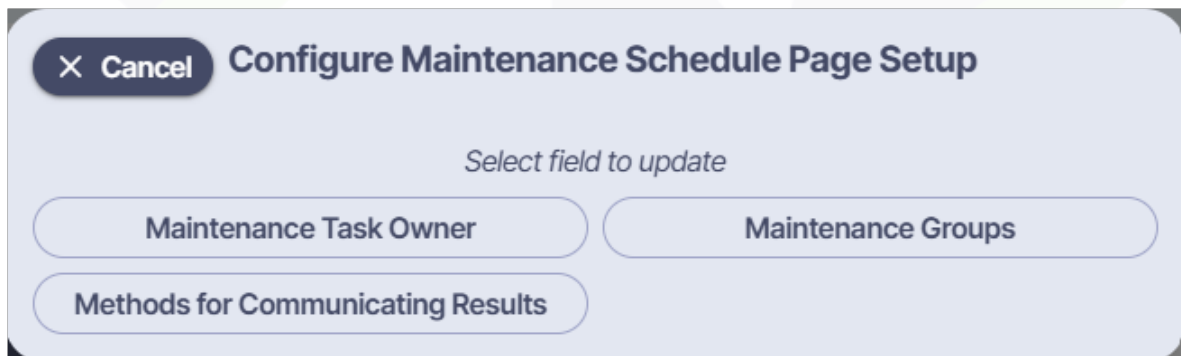
Throughout RiskClear the **Floating Navigation Bar** provides quick access to common functions within that module including:

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

SETUP FUNCTIONS

Setup can be completed via **Settings** in RiskClear via the **Side Navigation Panel** or from within the **Maintenance Schedule** screen by clicking the **Settings symbol** > 

Maintenance Task Owner, **Maintenance Groups** and **Methods for Communicating Results** can be customised here.



✕ Cancel

Configure Maintenance Schedule Page Setup

Select field to update

Maintenance Task Owner
Maintenance Groups

Methods for Communicating Results

The Maintenance Register displays all scheduled or booked Maintenance tasks in a calendar style view.



Maintenance Schedule

+ New - All contractors - - All groups - - All owners - Enter search term 15 records ☐ Retired items only Print

Title	Owner	2023												2024											
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
*****Air-conditioning ...	Compliance & Quality Sy...	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
Anaesthetic Machines T...	Director of Nursing																								
Call Bell Alarms	Director of Nursing	✓																							
Fire Detection and Alarm...	Maintenance Manager	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
Fire Extinguishers and H...	Maintenance Manager																								
Generator - annual	Maintenance Manager		✓																						
gsfghstghsg	Clinical Manager																								
HEPA Filters	Clinical Coordinator	✓																							
IT Computers	Maintenance Manager																								
Lifts	Manager - ICU		✓																						

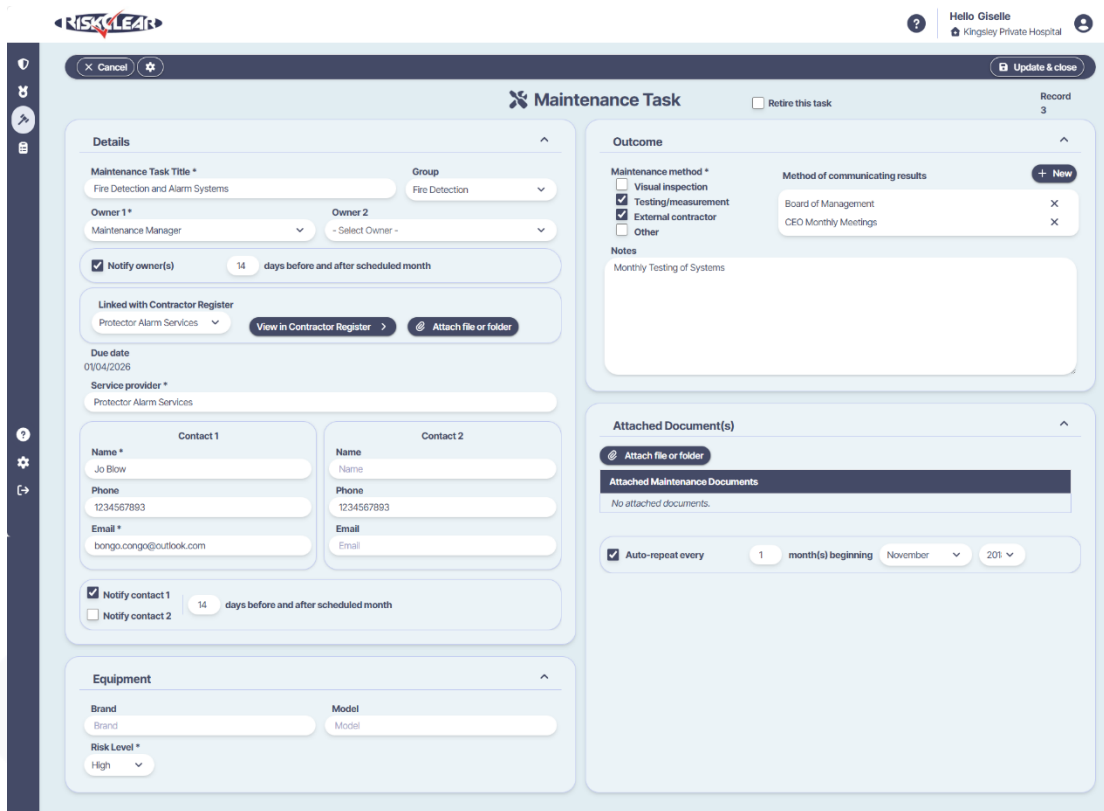
< Previous Next > Rows per page: 10 ⌕ ⬆ ⬇ ⬇ ⬇

Screen functions include:

- + New creates a new Maintenance Task.
- Print / Export
- Contractor, Group and Owner filters
- Keyword search
- Record count
- Retired Items only
- Previous and Next buttons to scroll back and forward across the screen and the arrow up and down buttons to move vertically on the screen.
- Rows per page is set to 10 but can be adjusted to suit your preference

CREATING A NEW SCHEDULED MAINTENANCE TASK

To create a new task, click the **+New** button.



The screen is organised into **cards** which group related information together (**Details**, **Equipment** etc).

Complete the **Details** card > enter the **Maintenance Task title**, **Group** and up to two maintenance owners. By default, the owner(s) will receive an email notification **10 days before and after the scheduled month**. Remove the tick from the **Notify** box to stop the notification. (You can alter the notification period from 10 to any number between 1 and 30)

To create or link the service provider's details with the Contractor register, click the down arrow labelled **Linked with Contractor Register** and select the contractor from the list (it is recommended you set up your Contractor Register before creating your Maintenance Schedule) or simply enter the Service Provider details. You can also **Attach file or folder** of relevant maintenance documentation.

For maintenance performed by an external provider, you can enter their details into **Contact 1 and Contact 2** and arrange for an email reminder to be sent just prior to the scheduled maintenance date. Tick the "Notify contact" box/s and enter the number of days prior to the due date that the email should be sent. The default is 14.

Complete the **Equipment** card including the Risk Level. The **Outcome** card is where the maintenance method, communication of results and Notes can be recorded.

Attached Document(s) is where attached Maintenance Documents are shown.

If the Maintenance task is recurring, then tick **Auto-repeat** and enter the **month(s)** and **beginning date**.

CREATING A NEW UNSCHEDULED MAINTENANCE TASK

To create an unscheduled maintenance job directly on the calendar, click an empty month alongside the maintenance task's title to display the following panel:

✕ Cancel

Maintenance Title: Fire Detection and Alarm Systems

Scheduled Month
Sep 2023

 Reschedule

Booked date (optional)
dd/mm/yyyy 

Maintenance completed on
06/09/2023 

Actions

+ New

Date	Unscheduled Maintenance	By	Description	Review date	Status
No actions					

 Attach file or folder

Document links

No attached documents.

Quality Improvement
No linked record

+ New

 Link existing

  Save

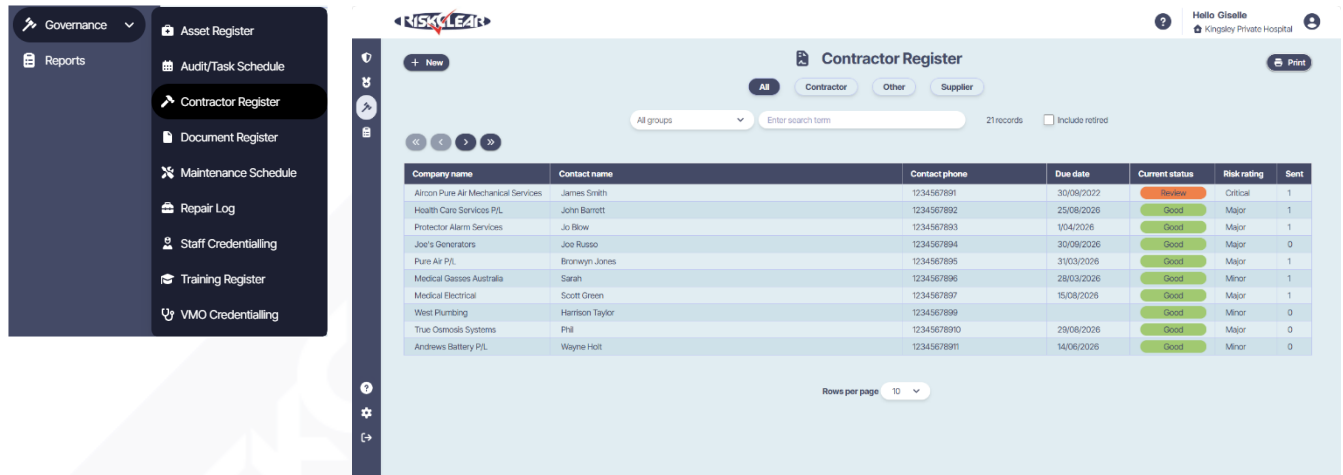
Enter the relevant details and once the maintenance task is completed, use this panel to record the date of completion. You can create **Actions** by clicking **+New**. You can also an **Attach file or folder** for any relevant documentation (e.g. service reports).

If the Maintenance task highlights an opportunity for **Quality Improvement (QI)** > click **+New** or link an existing QI.

Click **Save**.

CONTRACTOR REGISTER

Contractor details can be administered from the Contractor Register. It is accessed via **the Side Navigation Panel > Governance > Contractor Register**.



Company name	Contact name	Contact phone	Due date	Current status	Risk rating	Sent
Alcon Pure Air Mechanical Services	James Smith	1234567891	30/09/2022	Good	Critical	1
Health Care Services P/L	John Barrett	1234567892	25/08/2026	Good	Major	1
Protector Alarm Services	Jo Row	1234567893	1/04/2026	Good	Major	1
Joe's Generators	Joe Russo	1234567894	30/09/2026	Good	Major	0
Pure Air P/L	Bronwyn Jones	1234567895	31/03/2026	Good	Major	1
Medical Gasses Australia	Sarah	1234567896	28/03/2026	Good	Minor	1
Medical Electrical	Scott Green	1234567897	15/08/2026	Good	Major	1
West Plumbing	Harrison Taylor	1234567898		Good	Minor	0
True Onosodi Systems	Phil	1234567890	29/08/2026	Good	Major	0
Andrews Battery P/L	Wayne Holt	1234567891	14/06/2026	Good	Minor	0

The Contractor Register shows a list of all current contractors. To filter the list, you can utilise any of the screen functions listed below.

Screen functions include:

- + New creates a new Contractor record.
- Print / Export
- All, Contractor, Other and Supplier filters
- Keyword search and All Group selector
- Record count
- Include retired filter
- <Previous and Next> buttons to scroll back and forward across the screen
- Rows per page is set to 10 but can be adjusted to suit your preference
- You can also click on any of the table headers in the Register to sort data alpha/numerically.

SETUP FUNCTIONS

Setup can be completed via **Settings** in RiskClear via the **Side Navigation Panel** 

Contractor Groups, Maintenance Groups and **Additional Insurance Types** can be customised here.

×

Cancel

Configure Contractor Register Page Setup

Select field to update

Contractor Groups

Additional Insurance Types

Action By

CREATING A NEW CONTRACTOR

To create a new contractor record, click **+New** button at the top left of the page.

[+ New](#)

 **Contractor Register**

[All](#) [Contractor](#) [Other](#) [Supplier](#)

Below is a completed example:

[illegible]

The screen is organised into **cards** which group related information (**Details, Certification Dates, Attached Documents, Actions**) together.

Details Card > select whether the company is a contractor, supplier or other. Enter the company name and the name, email address, and telephone number of up to two the contact people. Note that email notifications (see below) will only be sent to Contact #1. Contact #2 is information only. Enter details around Group, contract value and date inducted where necessary.

Status allows you to rate the contractor by selecting the **Good**, **Review** or **Do not renew** button.

Select a **Risk Rating** for the contractor based on how critical the contractor's services are.

You can enter **keywords** to improve search functionality also.

Certifications Due Card > Enter the expiry dates of the relevant insurance types – **Professional indemnity**, **Workers' compensation**, and/or **public liability**.

Place a tick alongside those items that you would like notification emails to be generated. You can also create a custom insurance type if not listed here by selecting one from the drop-down.

If you would like email reminders to be sent direct to the contractor's contact person, tick the **Contact 1** box, and enter the number of days before the due dates you would like the reminder to be sent. If you would like a follow-up reminder to be sent after the expiry date, enter the frequency of these emails into the days afterwards box. For example, 7 would cause a follow-up email to be sent out 7 days after expiry, then 14 days after expiry etc. Zero (0) disables follow-up emails.

Tick the **Hospital contact** box and enter the number of days prior to the expiry date that you wish to receive the reminder.

Enter the hospital's contact details and any additional notes in the **Work Description and Notes** text box.

If you would also like to keep track of the company's contract dates, place a tick in the **Has Contract or lease** box to display the contract fields. Note that only the hospital contact will receive emails regarding contract expiry.

Attached Documents is where you can open/link a folder of evidence/documents.

You can also allocate **Actions** on the contractor register in the same way you can with risks, incidents, complaints, quality improvement and maintenance records. Click **+New** to create an action completing the date, by, description and review date details.

EXAMPLES OF CONTRACTOR EMAIL NOTIFICATIONS

Examples of the email notifications that are sent to contractors.

To: Mowing Australia

Attention: Fred Gardiner

We are following up with you regarding the certificate of currency for your Professional Indemnity, Workers Compensation and Public Liability insurance which expires on 14/07/2019.

To ensure your continued access to our organisation, please forward a copy of your renewed certificate of currency to Jane Fonda on jane@hospital.com.au.

If you have any queries please contact us on 02 456 7888 or jane@hospital.com.au.

Thank you for your contribution as a valued supplier.

Jane Fonda

Kingsley Private Hospital

And the overdue notification:

To: Photocopiers Are Us

Attention: George Jetson

According to our records, the certificate of currency for your Professional Indemnity insurance expired on 17/05/2019.

To ensure your continued access to our organisation, please forward a copy of your renewed certificate of currency to Jane Fonda on jane@hospital.com.au.

If you have any queries please contact us on 02 456 7888 or jane@hospital.com.au.

Thank you for your contribution as a valued contractor.

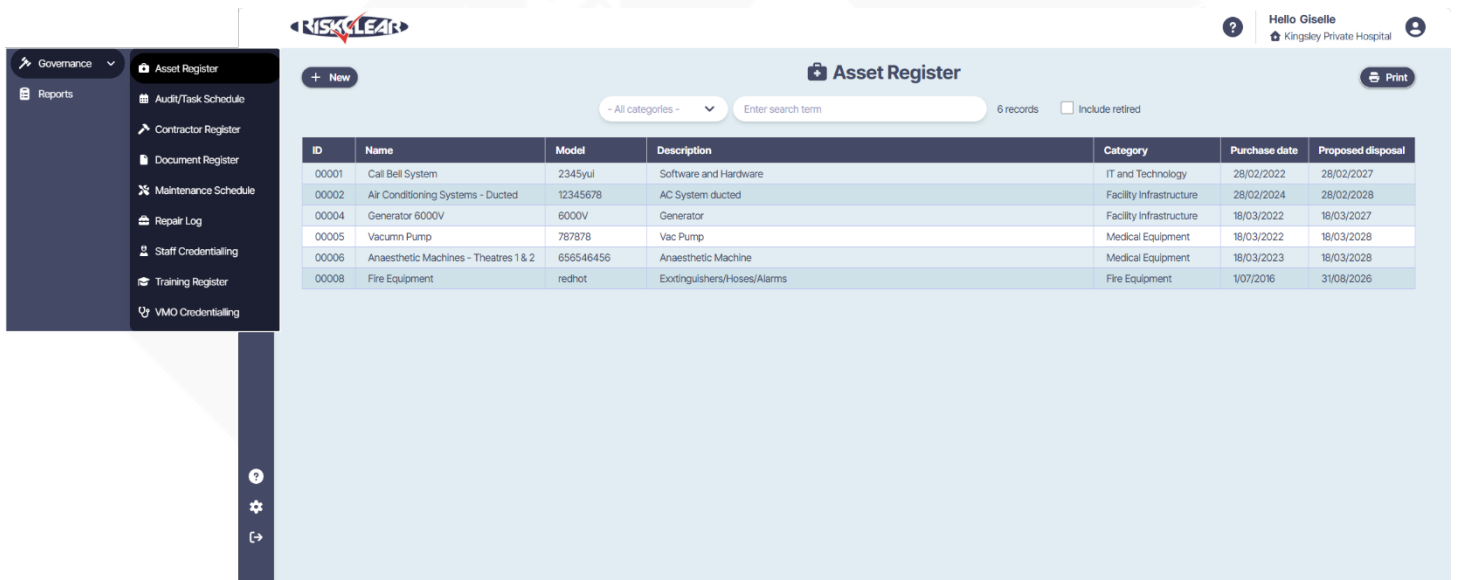
Jane Fonda

Kingsley Private Hospital

ASSET REGISTER

The Asset Register will help you keep track of your resources like medical, office, technology and security equipment and other pieces of your infrastructure. You can add asset items and link them to the relevant supplier in the RiskClear contractor register. You can also link each asset to one or more jobs in the maintenance register so you can keep track of maintenance from within the asset register. Additionally, you can link an asset with a risk record if the asset is subject to ongoing risk which needs monitoring and management.

Asset details can be administered from the Asset Register. It is accessed via **the Side Navigation Panel > Governance > Asset Register**.



Asset Register

+ New

- All categories - Enter search term 6 records ☐ Include retired

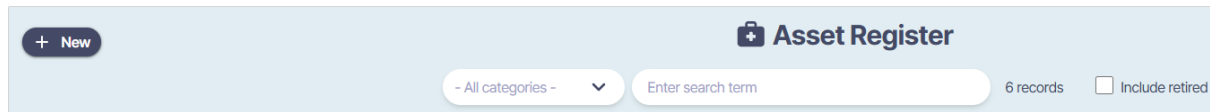
ID	Name	Model	Description	Category	Purchase date	Proposed disposal
00001	Call Bell System	2345yul	Software and Hardware	IT and Technology	28/02/2022	28/02/2027
00002	Air Conditioning Systems - Ducted	12345678	AC System ducted	Facility Infrastructure	28/02/2024	28/02/2028
00004	Generator 6000V	6000V	Generator	Facility Infrastructure	18/03/2022	18/03/2027
00005	Vacuum Pump	787878	Vac Pump	Medical Equipment	18/03/2022	18/03/2028
00006	Anaesthetic Machines - Theatres 1 & 2	656546456	Anaesthetic Machine	Medical Equipment	18/03/2023	18/03/2028
00008	Fire Equipment	redhot	Extinguishers/Hoses/Alarms	Fire Equipment	1/07/2016	31/08/2026

Screen functions include:

- + New creates a new Asset record.
- Print / Export
- All Categories filter
- Keyword search
- Record count
- Include retired filter
- You can also click on any of the table headers in the Register to sort data alpha/numerically.

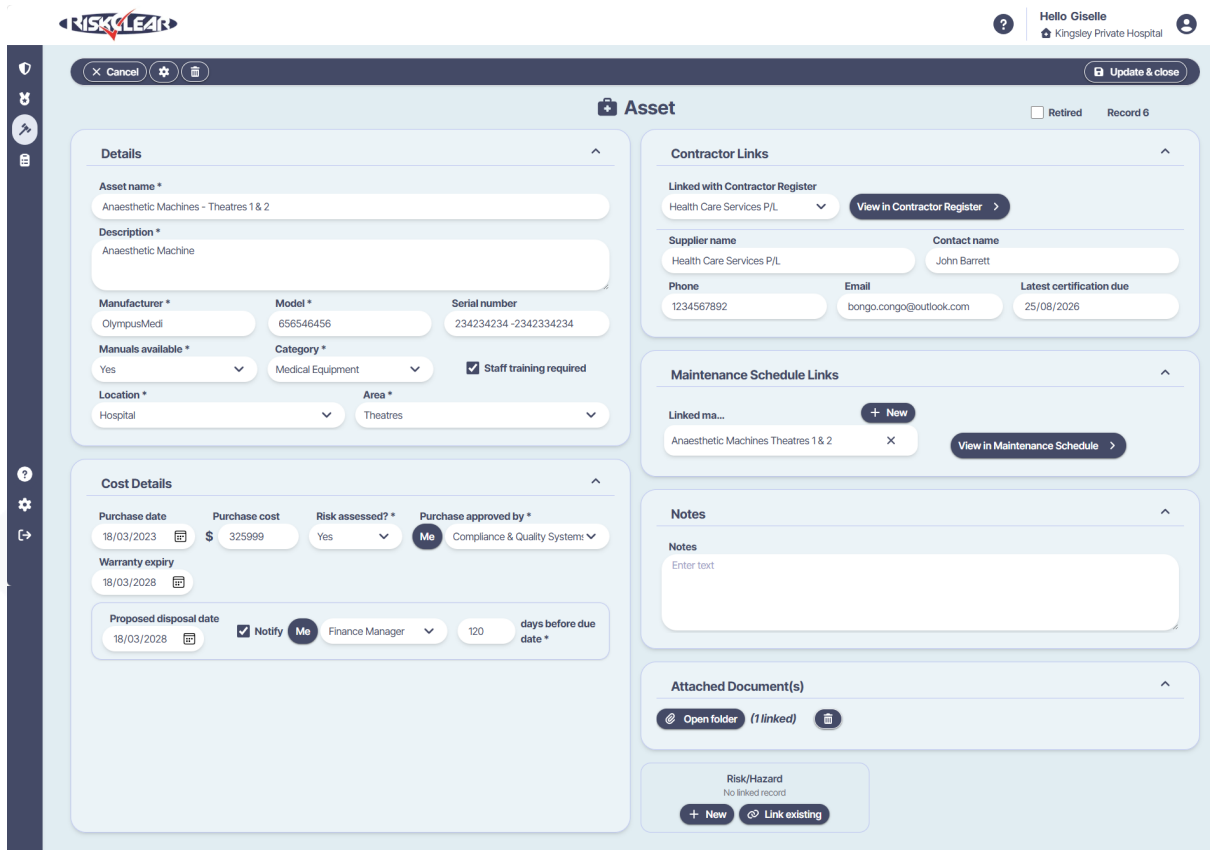
CREATING A NEW ASSET

To create a new asset, click **+New**



The header bar for the Asset Register shows a '+ New' button on the left. On the right, it displays 'Asset Register', a search bar with the placeholder 'Enter search term', and a status indicator showing '6 records' and a checkbox for 'Include retired'.

Below is a completed example:



The screenshot shows the 'Asset' form with the following sections:

- Details Card:** Includes fields for Asset name (Anaesthetic Machines - Theatres 1 & 2), Description (Anaesthetic Machine), Manufacturer (OlympusMedi), Model (656546456), Serial number (234234234 - 2342334234), Manuals available (Yes), Category (Medical Equipment), Location (Hospital), Area (Theatres), and a checked box for 'Staff training required'.
- Cost Details Card:** Includes Purchase date (18/03/2023), Purchase cost (\$ 325999), Risk assessed? (Yes), Purchase approved by (Me), Warranty expiry (18/03/2028), Proposed disposal date (18/03/2028), and a notification setting for Finance Manager 120 days before due date.
- Contractor Links Card:** Shows a link to Health Care Services P/L with contact details: John Barrett, bongo.congo@outlook.com, and latest certification due 25/08/2026.
- Maintenance Schedule Links Card:** Shows a link to Anaesthetic Machines Theatres 1 & 2.
- Notes Card:** A text area for entering notes.
- Attached Document(s) Card:** Shows one linked document with an 'Open folder' button.
- Risk/Hazard Card:** A button to '+ New' a risk record.

The screen is organised into **cards** which group related information (**Details, Cost Details, Contractor Links, Notes etc**) together.

Details Card > enter the Asset Name and Description, along with the other required details e.g. Manufacturer, Model, Serial Number, Location, Area etc

Cost Details Card > enter the Purchase date, cost and whether it has been Risk assessed. Enter purchase approved by warranty expiry and proposed disposal date and details.

Contractor Links Card > this is where link details to the Contractor Register are selected and displayed

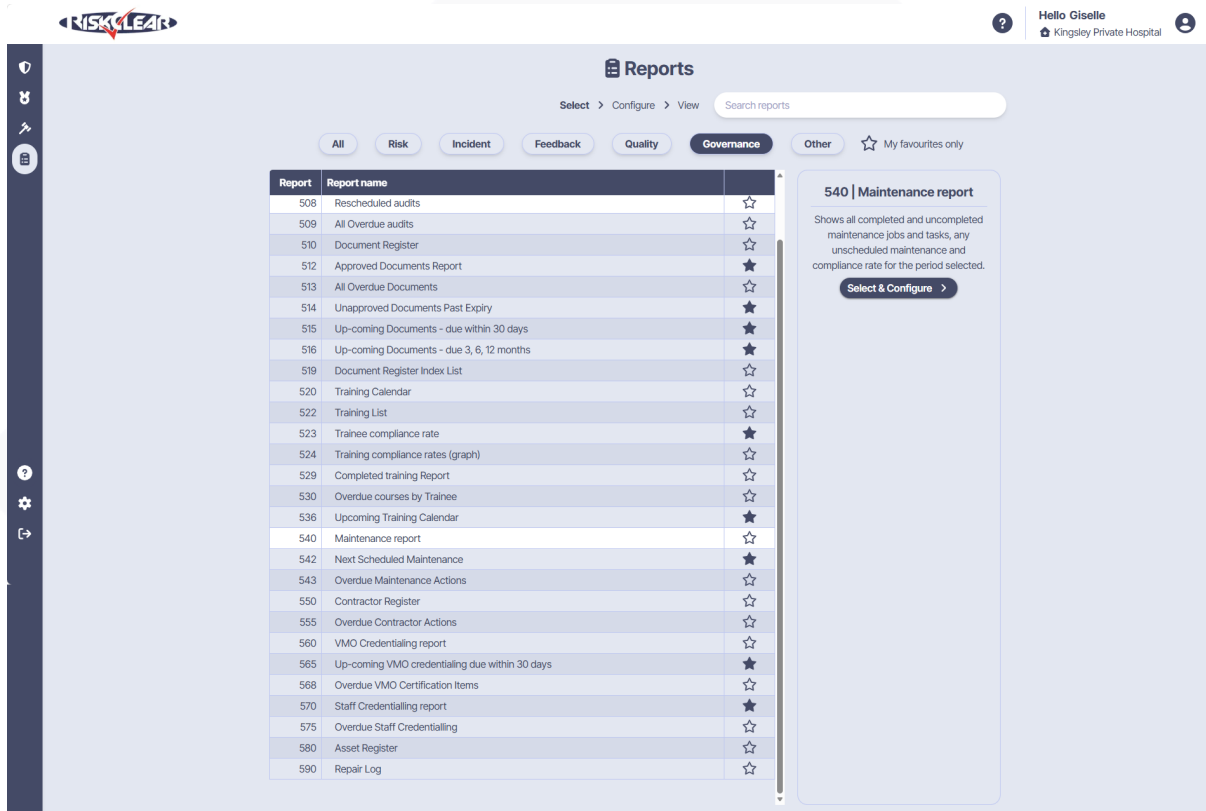
Maintenance Schedule Links Card > this is where link details to the Maintenance Schedule are selected and displayed.

Notes Card & Attached Documents > is where notes about the Asset and any relevant documentation can be linked to.

You can also add **+New Risk record** or **link** an existing record where relevant to the asset.

REPORTS

Reporting on Maintenance, Assets and Contractor details is available via the **Side Navigation Panel > Reports > Governance**



The screenshot shows the RiskClear Reports interface. The top navigation bar includes the RiskClear logo, a user profile (Hello Giselle, Kingsley Private Hospital), and a search bar. The main content area is titled "Reports" and features a sidebar with navigation icons. The "Governance" tab is selected, displaying a list of reports. The "Maintenance report" (Report 540) is highlighted, and its details are shown on the right.

Report	Report name	Star
508	Rescheduled audits	☆
509	All Overdue audits	☆
510	Document Register	☆
512	Approved Documents Report	★
513	All Overdue Documents	☆
514	Unapproved Documents Past Expiry	☆
515	Up-coming Documents - due within 30 days	★
516	Up-coming Documents - due 3, 6, 12 months	★
519	Document Register Index List	☆
520	Training Calendar	☆
522	Training List	☆
523	Trainee compliance rate	★
524	Training compliance rates (graph)	☆
529	Completed training Report	☆
530	Overdue courses by Trainee	☆
536	Upcoming Training Calendar	★
540	Maintenance report	☆
542	Next Scheduled Maintenance	★
543	Overdue Maintenance Actions	☆
550	Contractor Register	☆
555	Overdue Contractor Actions	☆
560	VMO Credentialing report	☆
565	Up-coming VMO credentialing due within 30 days	★
568	Overdue VMO Certification Items	☆
570	Staff Credentialing report	★
575	Overdue Staff Credentialing	☆
580	Asset Register	☆
590	Repair Log	☆

540 | Maintenance report
Shows all completed and uncompleted maintenance jobs and tasks, any unscheduled maintenance and compliance rate for the period selected.
[Select & Configure >](#)

Various **Maintenance, Asset and Contractor reports** can be configured in RiskClear.

Click **Governance** or use the **Search All reports** function. Each report provides a **description** of what it generates, and you can "star" any reports that you use frequently as a favourite also.