RISK, INCIDENT & FEEDBACK | User Guide

2026

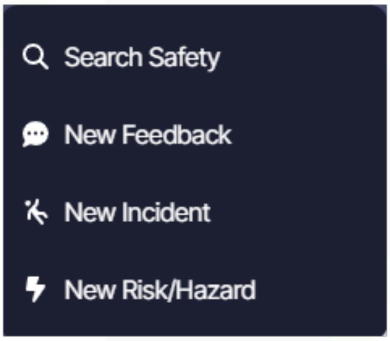
INTRODUCTION

Risk, Incidents and Feedback can be entered into **RiskClear** via the **Safety Tab** by clicking on **New Incident, New Risk/Hazard,** or **New Feedback.** Click the **Learning Resources** symbol to access user guides and videos.

RiskClear is typically utilised by senior staff/ management.

DEFINITIONS:

INCIDENT	An event or circumstance which lead to an unintended and/or unnecessary harm to a patient/ consumer / business *(an incident has happened).*
RISK	An event or circumstance which could lead to unintended and/or unnecessary harm to an individual or business *(a risk could happen).*
FEEDBACK	Views and opinions of patients and service users on the care they have experienced.



ENTERING AN INCIDENT RECORD

Select **New Incident** from the **Safety Panel** *(located top left hand side screen)*

STEP ONE: Select from the drop-down whom the incident involved (e.g. patient, staff, resident, contractor)

STEP TWO: Complete the **Incident details** card > which includes *Incident involves, Date & time, Location, Description, Reporter, Location, Area,* and *Contributing Factor*

STEP THREE: Complete the **Consumer Details** card > which includes *MRN/*Resident ID, Name,* and *patient fields* (if linked to your Patient Administration System you can click *search* and details will auto populate). This card also includes *Dr details, patient status* and *admission diagnosis,* and *witness*

STEP FOUR: Complete the **Category & severity card >** which includes *Incident Category*, and *Sub-categories* and setting a Harm score (aka SAC/ISR). Harm scores are State/Territory based with the relevant matrix for your State/Territory present)

* *(refer to Appendices for further information > page 7)*

STEP FIVE: Complete the **Actions & Info Card >** which includes assigning/completing any *Actions* to staff (an email notification can also be sent) and complete/tick any of the relevant other information including Date CEO/DON/GM notified (where relevant)

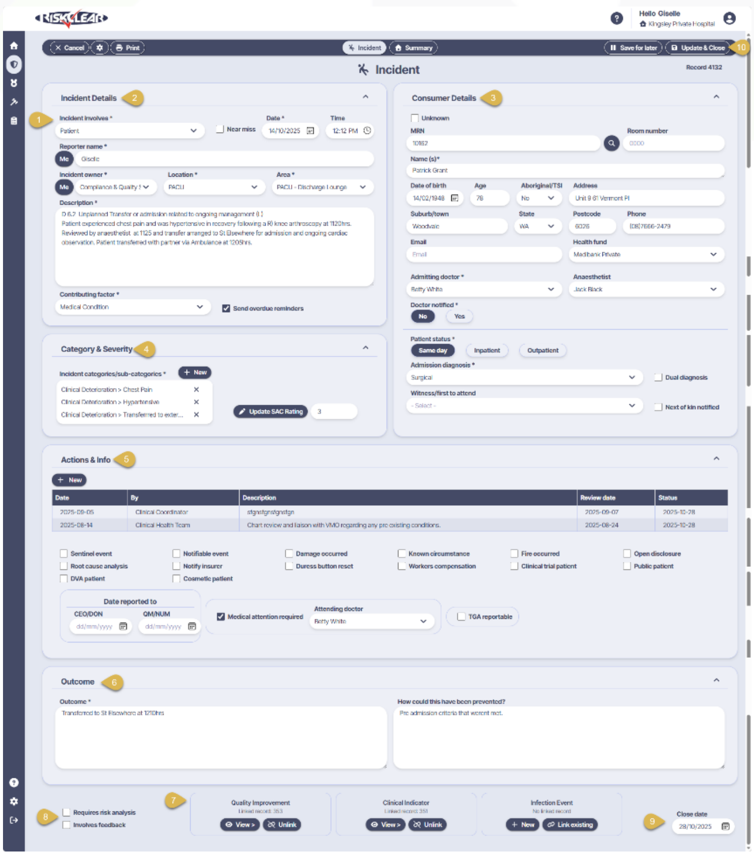
STEP SIX: Complete **Outcome Card** with details of the outcome and prevention details.

STEP SEVEN: Create or link a *Clinical Indicator, Infection Event* **or** *Quality Improvement* record where appropriate by clicking *Create New* or *Link Existing*

STEP EIGHT: Tick if the Incident record also involves a complaint or highlights a risk > this action will take you the relevant screen

STEP NINE: Enter a **Close date** if its ready to close. If you are not ready to close the incident leave it and complete when appropriate.

STEP TEN: Go to the floating **Navigation bar** to *Cancel, Save for later / Next / Update and Close* to save the record. You will be taken to the Summary Screen which is covered on Page 4.



ENTERING A RISK RECORD

Select **New Risk/Hazard** from the Safety Panel (located top left hand side screen).

STEP ONE: Complete the Details card > which includes the Risk Date, Description, Risk Owners, Recorded By, Reference Number, Source, Location and Area.
Tick To Risk Register where appropriate to add the record to the organisation's Risk Register.

STEP TWO: Complete the Category card > which includes Risk Categories, Impact, Controls, Monitoring Strategies, Cause Factor and Notes.
Additional categories and fields can be created by clicking New where configured.

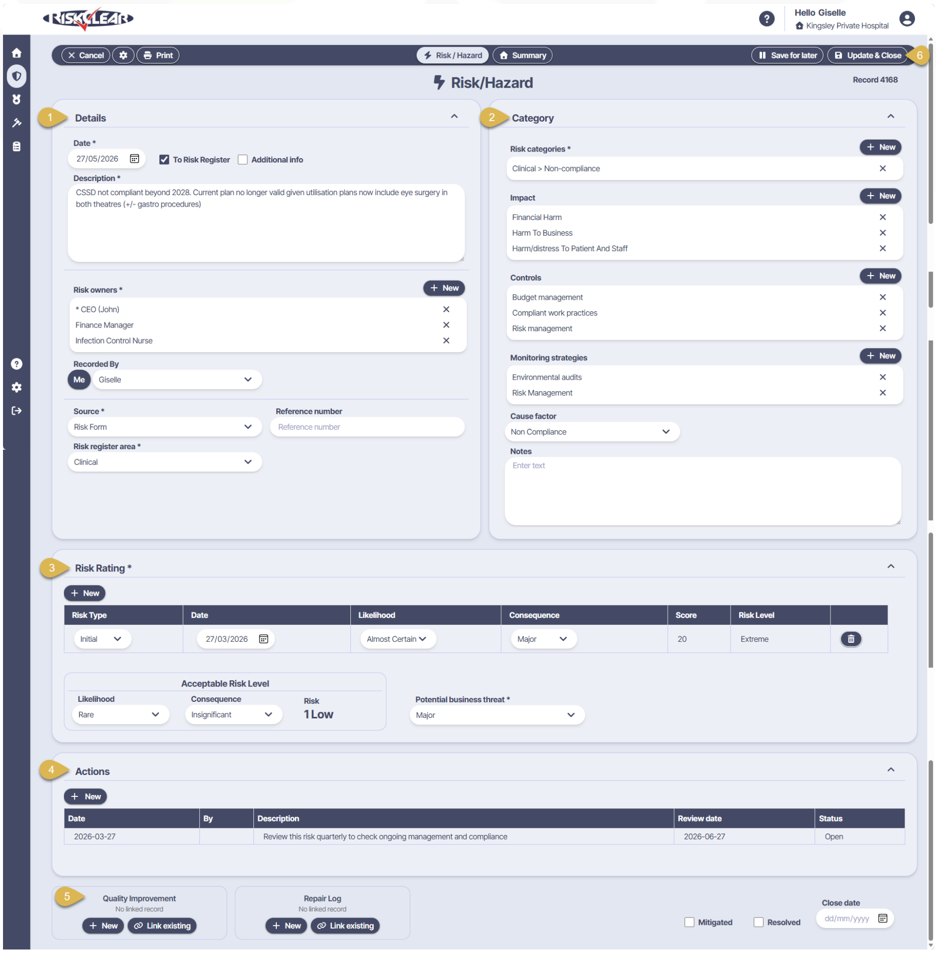
STEP THREE: Complete the Risk Rating card > which includes adding the relevant Risk Type, Likelihood, Consequence, Score and Risk Level.
Select the Potential Business Threat where appropriate.

- (refer to Appendices for further information regarding Risk Ratings and matrices)

STEP FOUR: Complete the Actions card > which includes assigning/completing Actions to staff members including review dates and status updates.
Tick Mitigated or Resolved where appropriate and enter a Close Date once the risk is ready to close.

STEP FIVE: Create or link related records where appropriate by clicking Create New or Link Existing. This includes Quality Improvement and Repair Log records.

STEP SIX: Go to the floating Navigation bar to Cancel, Save for later or Next to save the record. You will then be taken to the Summary Screen.



ENTERING A FEEDBACK RECORD

Select **New Feedback** from the Safety Panel (located top left hand side screen).
Select whether the feedback is a **Complaint, Suggestion or Compliment**.

Complaint > Complete all steps below. *(Suggestion and Compliment records > complete the Details, Response and By Cards and use the floating navigation bar* as per Step 8*)*

STEP ONE: Complete the Details card > which includes the feedback Date and Description.

STEP TWO: Complete the Additional Details card > which includes Source, Complaint Owner, Contributing Factor, Subject of Complaint and Location.

STEP THREE: Complete the Complainant Details card > which includes the complainant's Name, MRN/URN, Address, Contact Details, Gender, Aboriginal/TSI status and other demographic information.
If the complainant wishes to remain unidentified, tick Anonymous.
Where the complainant is also the consumer, click Same as Consumer.

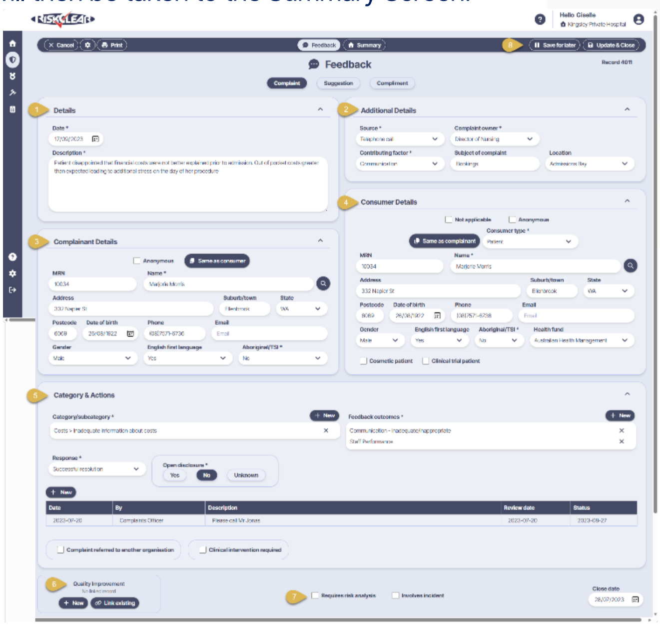
STEP FOUR: Complete the Consumer Details card > which includes Consumer Type, MRN/URN, Name, Address, Contact Details, Gender, Aboriginal/TSI status, Health Fund and other demographic information.
If linked to your Patient Administration System, consumer details may be searched and auto populated where configured.
Tick Not Applicable or Anonymous where appropriate.

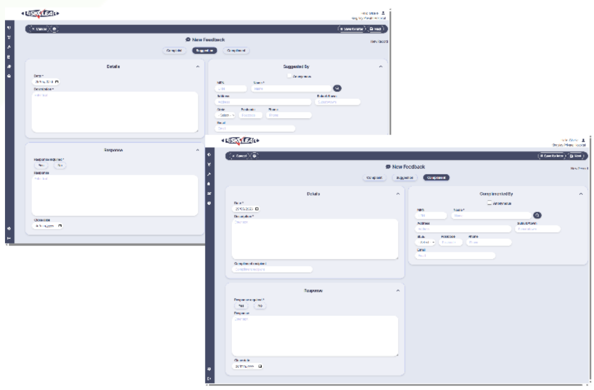
STEP FIVE: Complete the Category & Actions card > which includes selecting the relevant Feedback Category/Sub-category, Feedback Outcomes and Response status.
Additional actions can also be assigned to staff members including review dates and status updates.
Complete any additional information including Open Disclosure, Complaint referred to another organisation and Clinical intervention required where relevant.

STEP SIX: Create or link a Quality Improvement record where appropriate by clicking Create New or Link Existing.

STEP SEVEN: Enter a Close Date if the feedback record is ready to close.
You can also tick if the feedback Requires Risk Analysis or Involves an Incident.

STEP EIGHT: Go to the floating Navigation bar to Cancel, Save for later or Next to save the record. You will then be taken to the Summary Screen.





SUMMARY SCREEN FUNCTIONS

Select the relevant record Summary Screen to view and manage additional information related to the Incident, Risk or Feedback record.

STEP ONE: The record **Date, Description, Record Summary** will have been populated from the Incident, Risk or Feedback screen, however additional information can be added and you can complete **Mark for Attention of** fields. The **Summary Screen** also provides an overview of the record including record type, creation details, age of the record and recent activity.

STEP TWO: Link the record to relevant **Standards** by selecting existing Standards or clicking **New** where configured.

STEP THREE: Add the record to relevant **Committees/Meetings** by clicking **New**.
Notification reminders can also be configured for upcoming meetings.

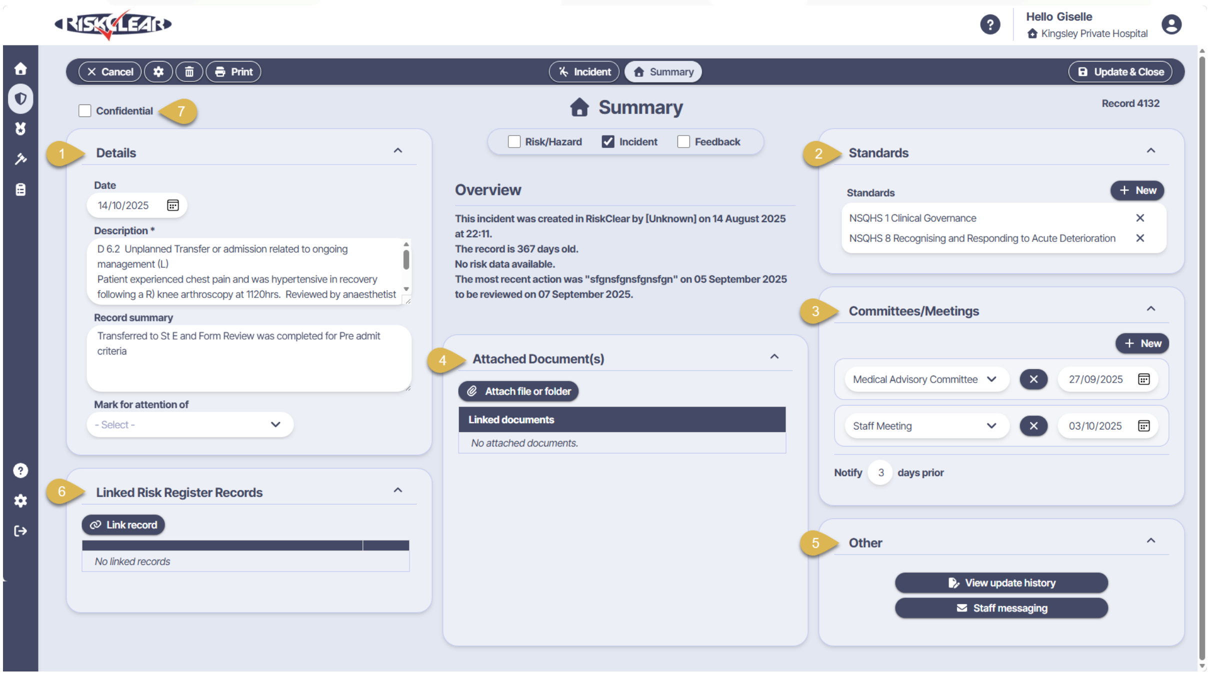
STEP FOUR: Attach supporting documents by clicking **Attach file or folder**.
Linked documents will then appear in the Attached Document(s) section.

STEP FIVE: Additional communication and tracking functions are available including **View Update History**, **Forward Record to Others** and **Staff Messaging.**

STEP SIX: Link the record to related Risk Register records where appropriate by **clicking Link Record**.

STEP SEVEN: Tick **Confidential** where appropriate to restrict visibility of the record based on user permissions.

STEP EIGHT: Go to the floating **Navigation bar** to **Cancel** or **Update & Close** to save any updates made to the record.



SEARCH SAFETY

Select **Search Safety** from the Safety Panel to search, filter and manage Incident, Risk and Feedback records.

STEP ONE: Use the Search bar to search for records by Description or Record Number.
Enter keywords or a record number to quickly locate a specific record.

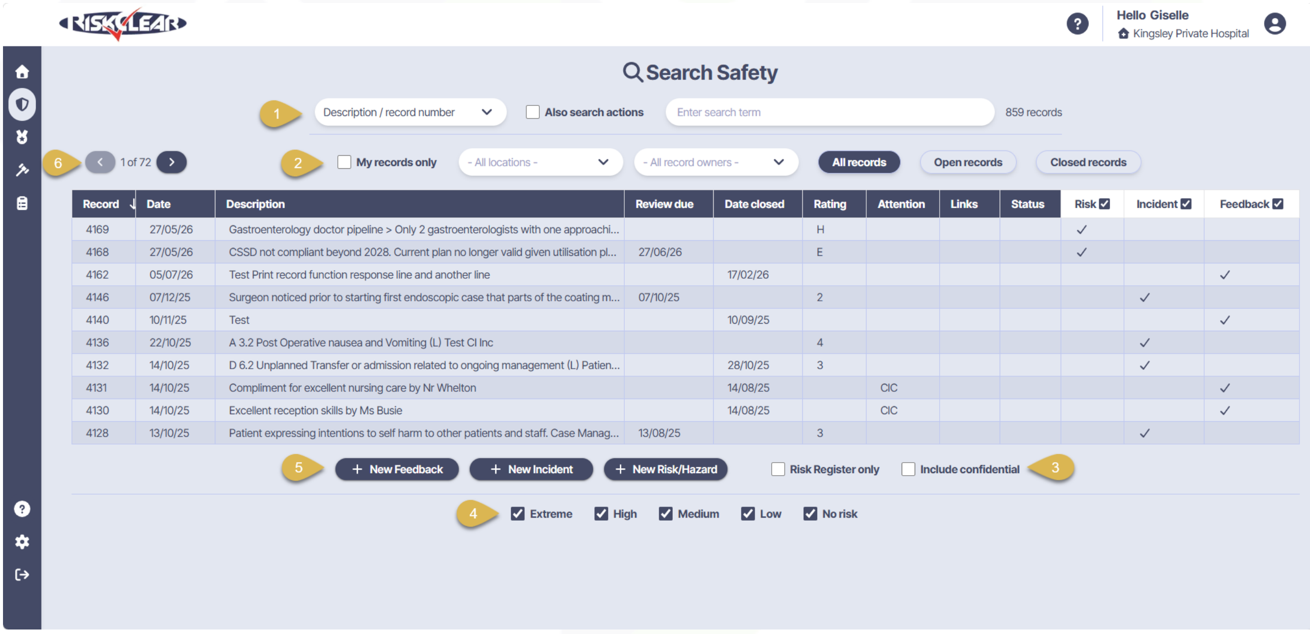
STEP TWO: Use the record status filters to display All Records, Open Records or Closed Records.

STEP THREE: Apply additional filters including Risk Register Only, Include Confidential and Include Actions where appropriate.

STEP FOUR: Filter records by Risk Rating including Extreme, High, Medium, Low or No Risk.

STEP FIVE: Quickly create a new record directly from the Search Safety screen by selecting New Feedback, New Incident or New Risk/Hazard.

STEP SIX: Use the navigation arrows to move between pages of records.
You can also filter records by My Records Only, Location or Record Owner using the filter drop-down menus located above the record list.

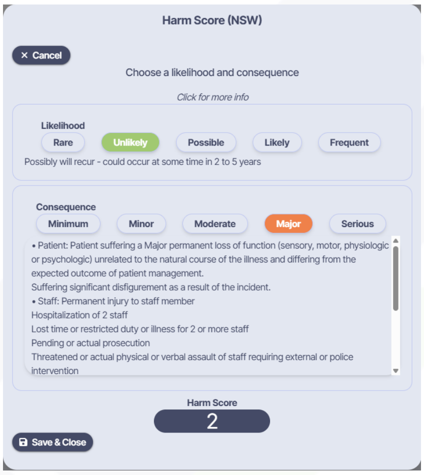


Record	Date	Description	Review due	Date closed	Rating	Attention	Links	Status	Risk	Incident	Feedback
4169	27/05/26	Gastroenterology doctor pipeline > Only 2 gastroenterologists with one approachi...			H				✓		
4168	27/05/26	CSSD not compliant beyond 2028. Current plan no longer valid given utilisation pl...	27/06/26		E				✓		
4162	05/07/26	Test Print record function response line and another line		17/02/26							✓
4146	07/12/25	Surgeon noticed prior to starting first endoscopic case that parts of the coating m...	07/10/25		2					✓	
4140	10/11/25	Test		10/09/25							✓
4136	22/10/25	A 3.2 Post Operative nausea and Vomiting (L) Test CI Inc			4					✓	
4132	14/10/25	D 6.2 Unplanned Transfer or admission related to ongoing management (L) Patien...		28/10/25	3					✓	
4131	14/10/25	Compliment for excellent nursing care by Nr Whelton		14/08/25		CIC					✓
4130	14/10/25	Excellent reception skills by Ms Busie		14/08/25		CIC					✓
4128	13/10/25	Patient expressing intentions to self harm to other patients and staff. Case Manag...	13/08/25		3					✓	

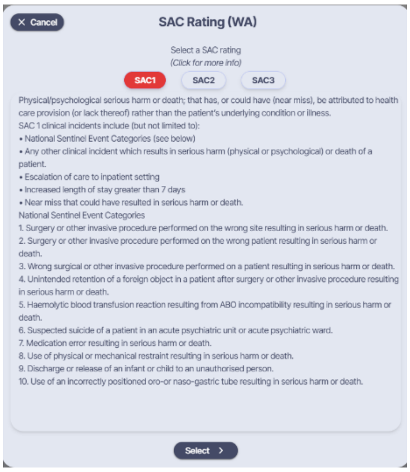
APPENDICES A: HARM SCORE | SAC | ISR | BY STATE/TERRITORY

***State/Territory Based Harm Score/Incident Severity Ratings are calculated within RiskClear (based on information provided by State Health Departments)**

- **For Clients in VIC, SA, ACT & NSW** the selector will allow for the selection of the SAC level by choosing a Consequence and Likelihood. As you click each option a full definition description will appear underneath (*NSW Harm Score provided below as an example of this type*)



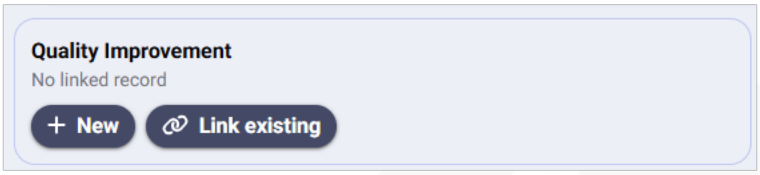
- **For clients in WA and QLD** the selector will show SAC 1 – 3 and SAC 1 – 4, respectively. As you click each level a full definition will appear underneath (*WA SAC Rating provided below as an example of this type*)



- NT hospitals utilise their own Incident Management Policy to assess incident severity and escalate accordingly.

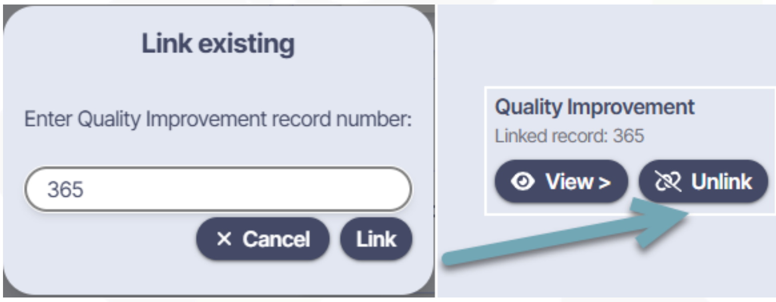
CREATING LINKED RECORDS

The **Risk, Incident and Feedback** Screens have a **Quality Improvement (QI) function** found on the lower left-hand side of the screen where you can **+New** to create a linked QI or **Link existing QI.**



If you click the **"+New"** button from the **Risk, Incident** or **Feedbac**k screen the **Quality Improvement Screen** will appear. Any relevant data already entered as part of the Risk, Incident or Feedback record will show/come through and appear on the QI screen also. These records will now be linked.

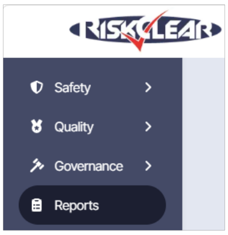
If you click the **Link existing** from a **Risk, Incident,** or **Feedback** screen the following will appear asking you to enter the existing QI record you would like to link it too. Enter the record number and click Link.

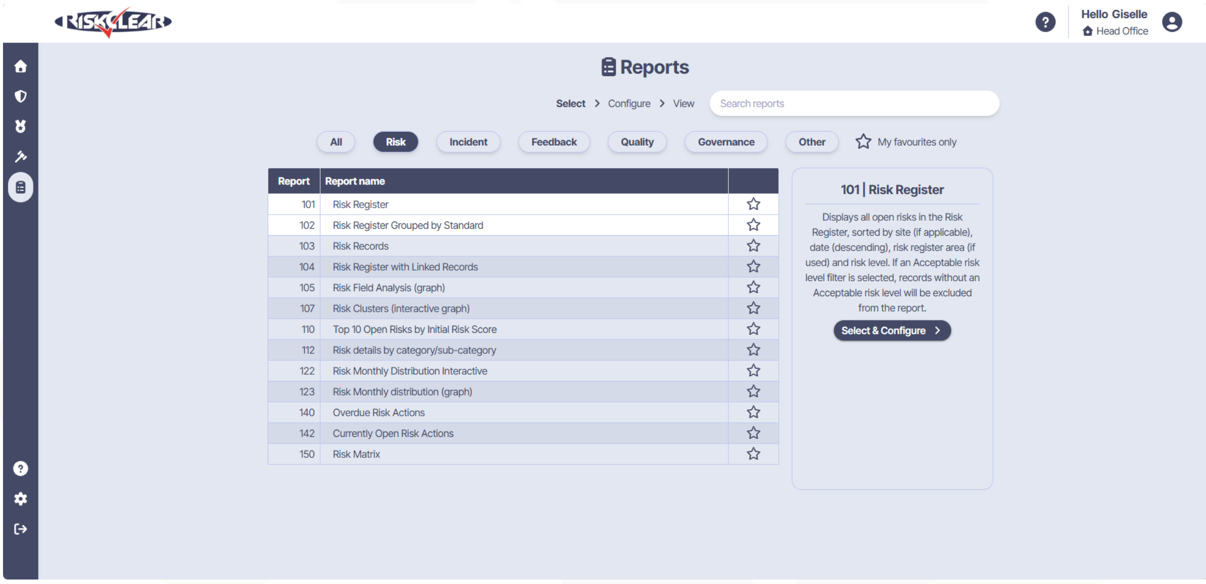


You will then notice under **Quality Improvement** it will now say **Unlink** indicating that the QI record has been successfully linked.

RISK | INCIDENT | FEEDACK REPORTS

Risk, Incident and Feedback reports are available via **Reports** on the **Side Navigation Panel.**





Various **reports** can be generated in RiskClear.

Use the report **Selector** or use the **Search All reports** function. Each report provides a **description** of what it generates, and you can ''star'' any reports as a ''favourite'' report also.