Figtree User Guide 4 – Incident Investigation

Introduction

The purpose of this user guide is to provide instructions on how to complete the incident investigation component within the University's new workplace safety incident and hazard reporting tool – Figtree.

Based on the classification of the incident, different levels of investigation are required. For Level 1 no investigation is required. For Level 2 onwards an investigation will be required and a fishbone diagram is used to determine the root cause.

What is the Fishbone diagram?

The fishbone diagram is a troubleshooting tool that is used to visually identify many possible causes of the Incident. This tool assists to identify the root cause of the problem rather than simply looking at addressing the symptoms.

How do I proceed?

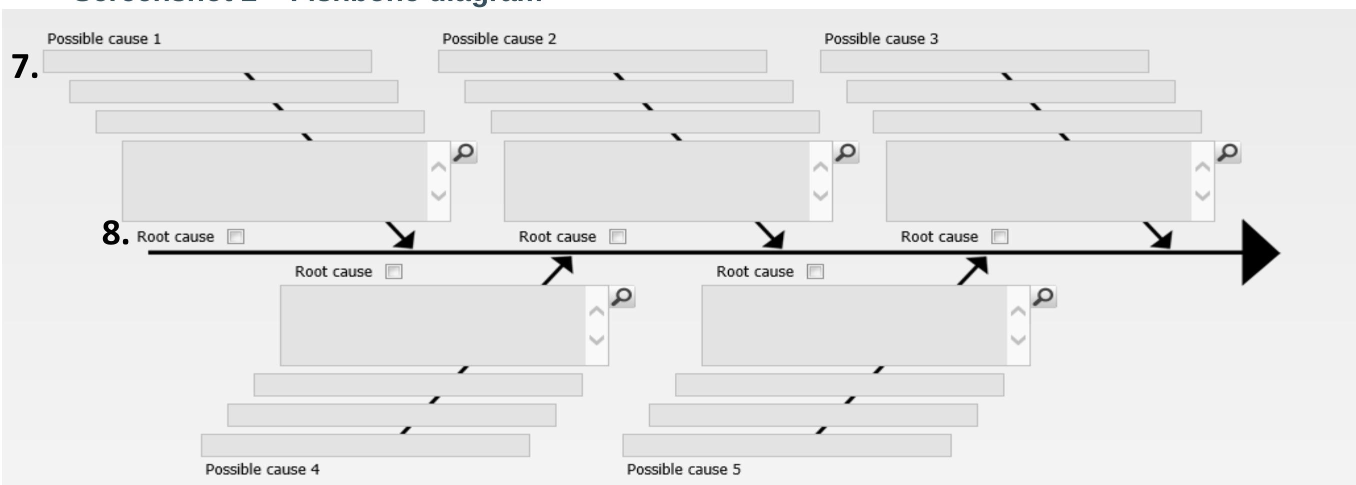
- Click on email link in the lead investigator notification email.
- To search for an incident navigate to the top menu. Select incident management, followed by incidents sub menu.
- Click on red Update button from the bottom right of the page.

Steps required to complete an incident investigation *For steps 1-6 refer to screenshot 1 on page 2*	
1. Enter the investigation date	The investigation due date will automatically be set depending on the incident classification selected. Can manually type in or select from the calendar by clicking on the calendar icon.
2. Select if other supporting documents will be attached	Select if applicable.
3. Enter the investigator team names	Populate with the names of anyone involved with the investigation.
4. Enter the sequence of events details	Populate with details of what allegedly occurred in the lead up to this incident.
5. Enter the conditions at time details	Populate with details of any notable environmental conditions at the time of the incident.
6. Enter the activities details	Input information of any activities that were occurring at the time of the incident.
For steps 7-8 refer to screenshots 2-3 on page 2	
7. Select the possible cause	Select all three levels and enter free text description to expand on the possible cause. There can be up to five possible causes but only one at the minimum.

8. Select Root cause	Root cause must be selected on one of the possible causes entered.
9. Enter investigation summary details	Populate with details of the investigation process. It is advisable to include enough information that any person who was not involved would be able to gain a thorough understanding of the findings.
10. Select hazards identified	If ‘No’ continue to step 12. If ‘Yes’ the investigation cannot be completed until the risk management process has been undertaken (Hazard assessment, Risk assessment, Controls and Actions).
11. Click ‘Save + New Hazard’ button	This step will save the incident investigation and navigate to the add hazard screen.
12. Click ‘Save’ button	If hazards identified was selected as ‘No’ then this will complete the investigation and the incident status will be completed. If ‘Yes’ this can also be used to add the investigation and then add a hazard at a later date.

Screenshot 1 – Investigation Details

Screenshot 2 – Fishbone diagram



Screenshot 3 – Example of possible cause 1

The illustrations below provide an example of the entries required to complete the Fishbone diagram correctly.