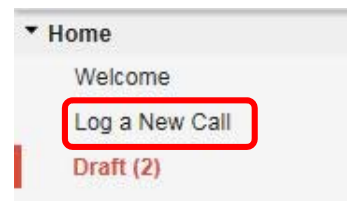


Connect to <http://agdsfwkapp01:8081/jw/web/login>

Userid:  p/w:

## 1. Contact Log

- Select 'Log a New Call'
- Select 'Emergency line' as the **Contact Method**.
- Record 'Initial Information' about the incident.
- Select **Call Direction** – 'Reportable Incident'.
- Click 'Next Step' to progress to continue to record call details.



## 2. Details of the Matter

- Select '**Type of Reportable**' ie **Incident** or **Complaint**.  
*Incident will display a range of fields different to Complaint.*
- Record '**Details of Matter**' with as much detail as possible.  
*Any information entered in step 1 (Initial Information, can be added to in this section).*
- Record '**Site Details**' if provided, or complete Address Details if necessary.
- Record '**Injured Person(s)**' details
- Record **PCBU** details as known.
- Record **Notifier** details.

- Incident (what happened)
- Complaint (Hazards/Risks/Breaches)

## 3. Potential Industry Team

Select **ONLY ONE Potential Industry Team**.

**NOTE: If not a working day, or is a critical incident AND you need an electronic InfoNET file straight away - this must be the On Call Duty Manager's home team**

*This is necessary to ensure the Duty Manager is able to Triage the job (which creates the file).*

Otherwise, select relevant industry team and team leader

## 4. Potential Response

Select **Priority** and **Escalated to** (select one officer)

**NOTE: If not a working day, or is a critical incident AND you need an electronic InfoNET file straight away - this must be the On Call Duty Manager**

*This is necessary to ensure that critical incidents are addressed immediately.*

Otherwise, select relevant industry team and team leader.

Enter the date escalated – **Escalated on**.

**Priority** - select the most appropriate. (this can be overruled at Triage)

## 5. Additional Information

Record details whether the caller or any person in the workplace may be aggressive.

## 6. Finalise – Sent to Triage

Click on '**Send to Triage**' button, to progress the reportable to triage by the Duty Manager or (next day by Team Leader).

Send to Triage