

Overview

This Work Instruction provides guidance on completing the incident Confirmation in the RSHQ Portal. The Confirmation section of the incident report must be submitted within the timeframe specified by your business's legislative requirements.

The Confirmation stage provides you with the ability to review and update the information supplied at the Notification stage; once the Confirmation is submitted you will be unable to make further changes to this section.

Note: **Bold** words in the text refer to field, link, and button names within the Portal.

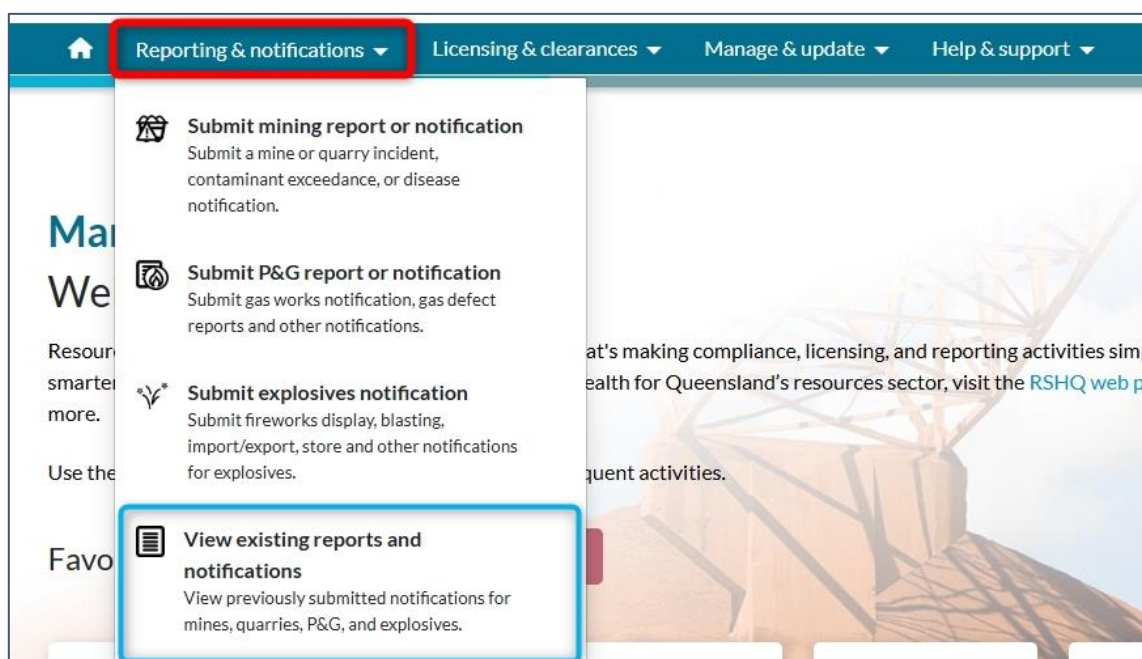
Prerequisites

An incident Notification can be initiated via the Portal by anyone in your organisation who is registered with an account. If the incident was entered this way you can proceed to **Confirmation** stage.

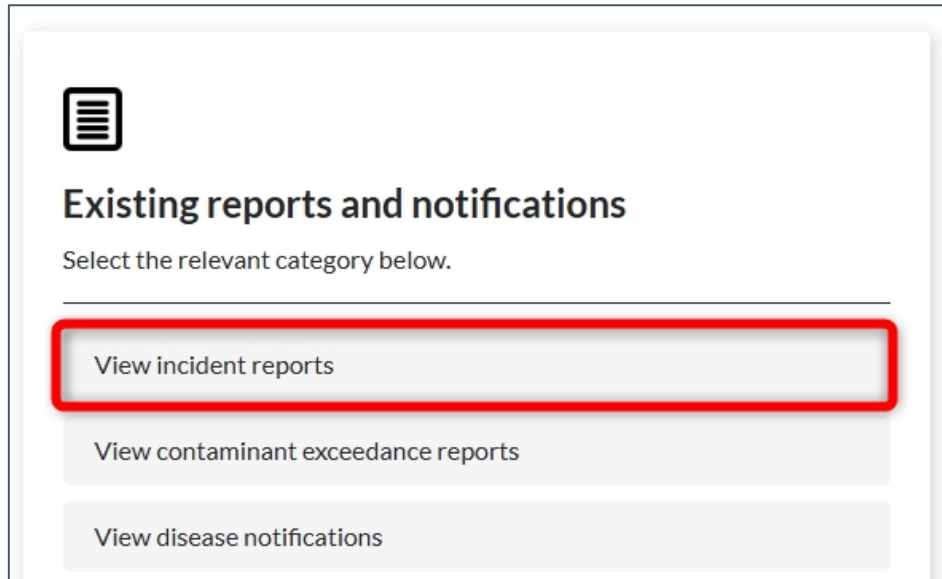
If you have phoned the incident in it may be entered by an RSHQ employee and if this is the case, you will see the **Notification** in your account (you do not need to complete an additional Notification) which will show in your **Case** list.

Procedure

1. Select **Reporting & notifications** from the top menu toolbar, then **View existing reports and notifications**.



2. Select **View incident reports**.





Existing reports and notifications

Select the relevant category below.

- View incident reports**
- View contaminant exceedance reports
- View disease notifications

The **Cases** view will display, and default to show the most recent incident at the top of the list. You can sort columns by A-Z or Z-A by clicking on the column heading.

Cases

Status

- ☐ Confirmation Required
- ☐ Fact Finding
- ☐ Pending RSHQ Review
- ☐ Require More Information
- ☐ Closed

Incident Type

Account

Reference Number	Account	Topic	Event	Status	Incident Date ↓	
INC-01151-V7P7C5	Portal Mine 1C	Thermal	Fire on vehicles or mobile plant	Confirmation Required	21/10/2025 10:59 AM	▼
INC-01148-X1Y6P7	Portal Mine 1C	Gravity	Fall of ground on surface	Confirmation Required	08/10/2025 3:25 PM	▼

You have the option of locating the relevant incident:

- manually
- by entering the entire reference number into the search box and clicking the magnifying glass icon
- or by using the filters on the left and clicking **Apply**.

Cases

INC-01040-B9C1B9

Q

Create Case

Status

☒ Confirmation Required
 ☐ Fact Finding
 ☐ Pending RSHQ Review
 ☐ Require More Information
 ☐ Closed

Incident Type

▼

Account

▼

Incident Date From

📅

Incident Date To

📅

Apply

Reference Number	Account	Topic	Event	Status	Incident Date ↓
INC-01040-B9C1B9	Portal Mine 1C	Gas Management	Methane level greater than 2.5% - underground	Confirmation Required	10/09/2024 11:04 AM

3. If you are taken to the **Notification** page, all fields are locked and cannot be edited.

Note that documents cannot be attached at the **Notification** stage. You can attach documents and files from the **Confirmation** stage onwards, until the case has been submitted to RSHQ.

Scroll to the bottom of the page and click **Next** to proceed to the **Confirmation** page.

4. The **Confirmation** page will have fields prepopulated with information entered into the **Notification** page by you or a team member or if phoned in by an inspector. The **Account Name**, **Notifier Name**, and **RSHQ Notified Date/Time** fields will be locked. All other fields are editable.

1 Notification ✓
2 Confirmation
3 Fact Finding
4 Analysis
5 Summary

ⓘ Before submitting confirmation you can update/add to the following details that were initially provided to RSHQ at notification.

Account details

What account is this incident related to *
This can include mine sites, quarries or borrow pits.
Portal Mine 1C

Who was the responsible person for this incident?
This can be either Site Senior Executive (SSE) or Acting SSE. This is the person who holds legislative obligation for reporting incidents.

Notifier

Who is notifying of this incident?
This is the person who first notified RSHQ of the incident including phone call.
Mark Myers

When was RSHQ first notified of this incident? *
This is the time when RSHQ was first notified of the incident including phone call.

5. Review the **Confirmation** information and make any necessary edits or updates. This may include results from your preliminary investigation, an update on an injured person's condition, information on the recovery of equipment and any interim controls implemented.

If more information about the incident is available, add it to the **Description** box located under the **Incident Date/Time** field (e.g., results of the preliminary investigation).

What was the date and time when this incident occurred? *

Did people withdraw to a place of safety?
☒ Yes ☐ No

Has an exclusion zone been established?
☒ Yes ☐ No

Can you provide a detailed description of the incident?
Please provide additional information that you have received since the initial notification.

- Please provide the radius of exclusion zone.
- Provide details if any sensitive receivers like public roads, houses or workshops are impacted.

A methane reading of 2.78% was detected at Longwall 66. Workers were withdrawn to a place of safety and an investigation commenced.

6. If you need to source further information before finalising and submitting the **Confirmation**, click the **Save** button to retain the information you have already entered.

Save Changes
Not ready to submit? Click save.

Save

7. When you are ready to submit, select whether you want to send a copy of the incident report to an **Industry Safety & Health Representative (ISHR)** or **District Workers Representative (DWR)**, by clicking on the relevant radio button.

Notify ISHR or DWR

Would you like ISHR or DWR to receive a copy of this incident confirmation via email?
The information provided in confirmation will be sent to following email as a PDF report.

☐ No
☐ Industry Safety and Health Representative (ISHR)
☐ District Worker's Representative (DWR)

If you select either the **Industry Safety & Health Representative (ISHR)** or **District Workers Representative (DWR)** radio buttons, the relevant generic email address will populate. Edit this address if required.

Notify ISHR or DWR

Would you like ISHR or DWR to receive a copy of this incident confirmation via email?
The information provided in confirmation will be sent to following email as a PDF report.

☐ No
☒ Industry Safety and Health Representative (ISHR)
☐ District Worker's Representative (DWR)

Report will be sent to the following email:

ohs@mailinator.com

8. Review the **declaration and submission** statement.

The statement wording will differ depending on the role of the person submitting the incident Notification. The name of the **Responsible Person** is collected when notifying an incident and confirmed at the **Confirmation** stage. The **Responsible Person** is the individual responsible for the account at the time the incident occurred (e.g., the Site Senior Executive (SSE) at a mine or quarry).

If you are the SSE or Acting SSE submitting the incident **Confirmation** you will be presented with the below acknowledgment statement:

Declaration and submission



I confirm that the information provided in this notice is true and correct in all material particulars.

I acknowledge that it is an offence for me to provide information that I know to be false or misleading in any material particular to an inspector.

If you are submitting the incident **Confirmation** on behalf of the SSE or Acting SSE you will be presented with the below acknowledgement statement:

Declaration and submission



The Responsible Person for which I am providing this notice and I both confirm that the information provided in this notice is true and correct in all material particulars.

The Responsible Person and I both acknowledge that it is an offence to provide information that we know to be false or misleading in any material particular to an inspector.

9. If you agree with the acknowledgement statement, select the checkbox and click **Submit**.

Declaration and submission



The Responsible Person for which I am providing this notice and I both confirm that the information provided in this notice is true and correct in all material particulars.

The Responsible Person and I both acknowledge that it is an offence to provide information that we know to be false or misleading in any material particular to an inspector.

Previous

Save

Submit

10. Once submitted, the **Confirmation** details are available for RSHQ inspectors to review. You will not be able to make changes to the **Notification** or **Confirmation** sections after submission.

You may now proceed to the **Fact Finding** and **Analysis** stages which must be submitted within the timeframe nominated as per your business's specific legislative requirements.