

# Donesafe Capabilities



donesafe

# Table of Contents

<b>GLOBAL FEATURES .....</b>	<b>3</b>
Mobile Ready.....	3
Workload Management & Automation.....	3
Action Driven .....	4
Easy Management .....	4
Highly Configurable.....	5
Easy Record Management.....	5
Dashboard Management.....	6
Easy to Use .....	6
Extensive Support .....	7
Enterprise level security.....	7
<b>FEATURES .....</b>	<b>8</b>
Incidents.....	8
Hazards.....	8
Checklists: Audits and Observations.....	9
Knowledge Base .....	9
Consultations.....	10
Injury Management .....	10
Visitor/Contractor Management & App.....	11
Learning Management .....	11
Safety Calendar .....	12
Reporting .....	12
Plant and Equipment Register .....	13
Chemical Register .....	13
Drug & Alcohol Testing Register.....	13

Disclaimer - Capabilities listed in this document may be available at an additional cost.

## GLOBAL FEATURES

### Mobile Ready

▶ Simple mobile device record capture	Records are captured by any staff member where and when they happen to ensure that a) they are captured in real time and b) corrective actions can be initiated immediately. This ensures timely and reliable compliance.
▶ Mobile responsive design	All layouts perform perfectly in a mobile browser and adjust automatically to the device ensuring that your entire workforce can have access to the system wherever they are - on any device.
▶ Mobile App	User friendly mobile app including all features for on the go activity. Offline functionality - the ability to complete all necessary tasks which will sync automatically when you reach internet connection.

### Workload Management & Automation

▶ Configurable workflow steps	Match Donesafe with your existing processes (or even improve on them) to ensure that nothing gets missed and systems are followed perfectly in a fraction of the time.
▶ Automatically trigger actions based on workflows	Trigger actions at any point in your workflow to ensure that the right stakeholders are notified at the right times with preconfigured actions.
▶ Easy 'follow' function	Keep track of the records that are important to you. Simply click 'Follow' on a record, you'll have a full and up to date list of actions associated with it delivered straight to your dashboard.
▶ Highly configurable role permissions	Ensure that your users have the exact level of access that you need them to have. Organise your roles with highly granular view, create, edit and deletion rights that drill right down to their level of involvement per module.
▶ Leader access to subordinate's records	The leadership tree allows leaders all the way up through the hierarchy of your account to easily manage and access their subordinate's records with pin point segmentation between departments right down to the individual.
▶ Payroll system Integration	Integrate your current payroll system(s) into Donesafe.
▶ Training Management	Training management can be monitored based on position. See who's completed training courses, when courses/licenses expire and more for all workers.
▶ Emergency Management	Building all information that is required if an emergency occurs. Keep track of all first aid trained, fire wardens on site or per location at any one time.
▶ Injury Management	Injury Management can be facilitated on our system - including Comcare.
▶ Compliance Management	Compliance Management can be monitored based on position and leadership. Keep track of what's going on and avoid anything falling behind or being missed.

▶ Hygiene Management	Hygiene Management can be monitored based on position. Keep track of whats going on and avoid anything falling behind or being missed.
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## Action Driven

▶ One click action allocation	Allocate actions to workers in your organisations to ensure that issues get resolved quickly and easily.
▶ Full action list	It's easy for workers to stay on top of their to do lists with the Actions list. Check open actions, jump straight to related records and close out your actions with ease.
▶ Email notifications and reminders	It's impossible to fall behind on your actions with instant email notifications and automatic follow-ups. Notifications and reminders can be scheduled to re-send if they are not completed within a certain timeframe.

## Easy Management

▶ Leader position driven dashboard.	Stay on top of your departments behaviour with the Donesafe Dashboard. From the Dashboard you can view the overall health of the safety and compliance within your business based on your position in the leadership tree.
▶ Highly configurable role permissions	Ensure that your users have the exact level of access that you need them to have. Organise your roles with highly granular view, create, edit and deletion rights that drill right down to their level of involvement per module.
▶ Leader access to subordinate's records	The leadership tree allows leaders all the way up through the hierarchy of your account to easily manage and access their subordinate's records with pin point segmentation between departments right down to the individual.
▶ Ability to add media	Images, videos, CCTV footage and other media can be attached to forms to help identify the hazard or incident in more detail.
▶ Company Register	The company register will hold all information specific to each employer. Ensure all workers have access with the correct permissions.

## Highly Configurable

▶ Configurable Modules	Use the modules you need and switch the others off. Prefer "Events" to 'Incidents'? No problem, you can rename modules easily and even build the workflow stages per module.
▶ Fully Configurable terminology	The vast majority of Donesafe can be customised to match your own terminology; from the module names right down to drop box selections.
▶ Configurable Look and feel.	Add your own logo and choose your business colour schemes. Rebrand Donesafe to make it feel like home.
▶ Configurable Dashboard	Fully configurable dashboards that can showcase the relevant information to each worker. This will include real-time reporting and quick access to records. The ability to export the report is also an option.
▶ Configurable Sidebar	Pick and choose the modules that are relevant to your company - one click sidebar options will be displayed; audits, monitor, learn, manage and observe as examples.

## Easy Record Management

▶ Relate records to link cases, hazards, audits etc	This allows for far more effective management. Being able to link any two records of any type allows users to draw connections between things like hazards and incidents, audits and injuries etc.
▶ Attach unlimited files and notes to records	Increase your data capture without restriction. Ensure that all of your information and records are in one place and easily accessible.
▶ Simple, one click confidential records	For confidential records such as mental health or bullying cases, the creator can choose right down to the individual who they approve of having access to the record.
▶ Full audit trail for all records	Every record stores an Audit trail, allowing you to track historical changes down to the users who actioned them.
▶ Super fast 'Quick Add' for all record types	From everything such as incidents to visitors, the quick add tool allows workers to report records in seconds.
▶ Global Search	Need to quickly find something? Use the quick search from any page to find any record that you have access to.

## Dashboard Management

▶ One glance compliance management	From the moment you log in, you'll get an instant look at the health of your organisation. The Dashboard shows instant data within and below your level of organisation hierarchy.
▶ Quickly see actions and followed records	Never miss an action or lose track of important records. Your open actions and closeout rates are displayed right on your dashboard.
▶ Every register and module is one click away	By using a simple sidebar menu or buttons within the dashboard, every part of the platform can be accessed within one click, making record management quick and easy.
▶ Quick view tables for Actions, Incidents, Injuries and Hazards	In one place you can keep track of all your most important numbers.

## Easy to Use

▶ Jargon Free	If a worker doesn't already know safety jargon, then they shouldn't have to learn it for Donesafe. Donesafe is Jargon free to the level of the user so that any user can report with ease.
▶ Simple, clean layouts	The layouts and forms you use perfectly balance ease of use and clean layouts with meeting legislative requirements. Employees shouldn't need to fill out a page of fields to report an incident.
▶ Works to the level of the user	Your users will be shown language appropriate for their role. Where your average worker can't possibly know what "PIAWE" means, users in your Injury Management department can't do their job without it.
▶ Automates repetitive tasks	Tasks that used to involve a web of email correspondence and repetitive filing can be automated reducing load on admin staff and making the entire safety process easier. This can include expiry of licenses, training courses etc.
▶ Use from anywhere	In the workplace or in the field; with Donesafe your workers will be able to report on any device both online and offline. Any information inputted whilst offline will be synced immediately when you reach an internet connection.
▶ Visuals on the homepage	Each of the modules (monitor, learn, observe) will be showcased within the side of your homepage, all your records or tasks can easily be seen and new forms can be created from the homepage.
▶ Paperless, end to end system	Donesafe is a paperless system that complete all your OHS safety requirements and more in one place. The ability to export and print forms is available.
▶ Languages	Donesafe can be translated into various languages.

## Extensive Support

▶ Onsite live chat and support	There's no opportunity to get lost with Donesafe. Even if you can't find anything in the extensive knowledge base, help is one click away with the live chat button. Even if support staff aren't available, any question posted there will be responded to in a timely manner.
▶ Auto response with article suggestions for common questions	If the question you type into the chat box matches any answers we have on record, you'll be instantly offered a helpful article or video to solve your problem right there and then.
▶ Full help knowledge base with hundreds of help articles and how to's	With the Donesafe knowledge base you have access to hundreds of articles; anything from simple 'How to record an incident' tutorials right through to a massive advanced account setup series. Want quick answers? You'll find them here.
▶ Ticketing system for all support enquiries	When the knowledge base and live chat fails, don't worry; you aren't forgotten. Donesafe uses a sophisticated ticketing system to ensure that all enquiries are satisfactorily answered and solved before they're closed.

## Enterprise level security

▶ Amazon Web Services (AWS) hosting and security	All data is held in Australia in the Sydney based AWS servers. Amazon's S3 infrastructure is highly durable storage.
▶ High level encryption	With SSL, all traffic is encrypted as well as all data in the system at rest. Donesafe utilises server hardening, port backing a physical firewall and have intrusion detection systems to protect all data.
▶ Physical security	AWS data centres are housed in nondescript facilities. Physical access is controlled both and the perimeter and at building ingress points.
▶ Secure access between accounts	There is zero possibility of data leaking between accounts. Client data and customisation are constrained to a particular subdomain and there is no way that a client can authenticate to a different domain.
▶ Data loss protection	Actively managed monitoring tools are designed to detect unusual or unauthorised activities and conditions at ingress and egress communication points. Donesafe leverages Amazon Glacier for data archiving and backup
▶ Strict data segmentation within accounts based on Roles and locations and confidential status	Within a single Donesafe account, no user can access data without being provided access via role rights and location availability. Users also have the ability to mark records as confidential so that only users they approve may view them under any circumstances.
▶ Security documentation Available:	<a href="https://drive.google.com/file/d/0B7O0GfiWAXzZaEN1d3A2MkZ1ekU/view?usp=sharing">https://drive.google.com/file/d/0B7O0GfiWAXzZaEN1d3A2MkZ1ekU/view?usp=sharing</a>

## FEATURES

### Incidents

▶ Track persons involved and auto generate injury management cases	Streamlined record keeping of those involved as well as auto triggering injury management cases should a lost time injury arise.
▶ Configurable incident types and subtypes	Match Donesafe to your own reporting tools and legislative compliance standards. Leaving these configurable allows the system to effectively be always up to date and the data capture to be relevant.
▶ Completely configurable incident investigation templates	Capture the information you need; not the information software thinks you need. By customising your investigation templates you ensure that your existing systems are followed with the added benefit of digital and searchable records.
▶ Implement corrective controls and assign tasks	Ensure that hazards are managed once they're reported by creating controls and assigning users to implement those controls.
▶ Add media	Images, videos, CCTV footage and other media can be attached to incident forms to give additional details that may be hard to explain.

### Hazards

▶ Implement corrective controls and assign tasks	Ensure that hazards are managed once they're reported by creating controls and assigning users to implement those controls.
▶ Assess risks with and without controls	Ensure that the controls you implement actually mitigate or eliminate the risks by assigning scores with and without controls.
▶ Customisable Risk Matrix	Use the risk matrix that suits you. Construct your own two or three box matrix with completely customisable scoring to ensure that you achieve the level of granularity or simplicity you need.
▶ Customisable Risk and hazard fields	Adjust your risk and control register to meet your own standards by setting your contributing factors and hazard types/subtypes.

### Observe

▶ Observations	Easily create observation, inspection or audit templates or import your existing ones and publish these to your organisation on any device.
▶ Ergonomic Assessments	



## Checklists: Audits and Observations

▶ Simple checklist template creator	Design your own checklists/audits from the ground up. Using the simple template builder, take every form you have and digitise them with ease.
▶ Issue actions from within checklists (or without)	If certain checklist items result in an action, you and your team can do that as you go. Issue actions instantly from within any form.
▶ Group your Audits and Observations	With two separated checklist modules you customise their purpose to ensure that your observations and audits are separate.
▶ Attach photos to form questions.	Conduct easy walkthroughs, taking photos as you go, attaching them to individual questions.
▶ Health Surveillance	The ability to control measures accordingly and ensure safe work practice is managed.

## Knowledge Base

▶ Access documents, policies and procedures from anywhere	Leave the folders behind and just bring your phone. With Donesafe's knowledge base you can access everything from anywhere; whether its mandatory on-site policies or simple how-to's your workforce will have your knowledgeable in their pocket.
▶ Create your own categories to organise your documents	Build your knowledge base to suit you. Organise your documents into unlimited categories that are filterable at the top level so they're easy to find and easy to use.
▶ Acknowledgeable articles	Make certain policies and documents acknowledgeable, with acknowledgements recorded against that user.
▶ Simple rich text editor	Format your documents the way that suits you.
▶ Copy and paste formatting straight from Word/Pages/Google Docs	Don't feel like creating and reformatting your documents from scratch? No problem! Just copy and paste from word and Donesafe will do the rest. Building your knowledge base will take you no time.
▶ Attach videos with ease	Simply paste the embed iframe code in the video window and your videos will be attached; simple as that. Images, diagrams and other media can also be added.
▶ E-learning	Build your own module that includes all learning requires per role as well as the on-boarding processes for new employees. This can include acknowledgements, printable certificates and much more.

## Consultations

▶ Record meeting attendees and apologies	Simple single form consultation recording. Add your consultation, add your attendees and you're good to go.
▶ Add consultation notes and attribute to user	Make sure that all core outcomes are recorded forever. Store anything from meeting minutes to topics discussed.
▶ Use the simple form builder to create structured meetings	For structured meetings you can use Donesafe's form builder to create consultation templates. It's completely configurable so that you never miss crucial details.
▶ Allocate actions as you go and followup closeout of actions with ease	Record actionable actions and assign them to users right there in app. Those users will be instantly notified and receive reminders if they fail to close out. Tracking action closeout is as simple as going to the record and checking with actions don't have green ticks next to them.

## Injury Management

▶ Auto generate from incident reports where an injury occurred	Injury reports are generated when and where they're logically needed. If you report that an injury occurred; an injury report will be created automatically and linked.
▶ Allow injured party as well as authorised staff to upload Med Certificates	Allow the right team members access to records at the right time. The injured party, their managers and only authorised staff can access to the record to administer.
▶ Create return to work plans with approval process.	Craft RTW plans, bringing in different stakeholders for the approval process.
▶ Record and manage Claims	Attach and record claims associated with injury management cases.
▶ Calculate PIAWE (Pre Injury Average Weekly Earnings) based on financials	Integrate Donesafe with your payroll system or manually enter employee payment info for automatic calculation of PIAWE and ongoing financials. Facilitate all workers compensation requirements within Donesafe.
▶ Fully configurable Injury Management configuration	No matter what your local requirements, you can configure Donesafe to meet your singular or multiple needs with ease.
▶ Integrate with Insurer feeds	Payment instructs are automatically sent to insurers. You'll receive insurer feed advice on payments made automatically, giving you full visibility and real time information.

## Visitor/Contractor Management & App

▶ iPad/Mobile app to manage site entries and exits	Use the included app to allow for quick, on the spot registrations. Carry your sign in/out sheet with you.
▶ Receive emails or texts for new site visits	Set up Donesafe to send alerts when visitors or contractors arrive on site. Never miss a visitor and their details.
▶ Generate ID badges and print straight from App	Print ID badges to enable quick sign in/out of visitors or contractors to your worksite or external site. Use a wireless printer to print them out right there on the spot.
▶ Set up jobs, assign contractors and complete assessments	Set up jobs, assign contractors and complete safety assessments with the Safe Work Method Statement/Job Safety Analysis system.
▶ Set mandatory qualifications or policy confirmations per visitor	Set mandatory licenses and qualifications and check licenses against contractor records to ensure that all staff are up to date and you're protected. Revisiting guests/contractors can have their details saved and you will be notified if licenses, permit to work expires.
▶ Contractor Registration - Record contractor business information	Register contractor companies including trading information, insurances, bank details and pre-qualification to ensure that all the requirements have been met.
▶ Visitor Register - Add new users straight to a company record	Build a database of contractors against known companies. This gives new users or visitors the ability to lodge forms instantly, if needed.
▶ Manage insurance and contact details	Store insurance and key contact details against companies to ensure that you aren't accidentally falling behind on your compliance.
▶ See live site visits	In the event of an emergency, never lose track of who's on site.
▶ Permit to Work	Keep track of all permit to work for employees including expiry dates. Notifications can be sent when permits are due to expire.

## Learning Management

▶ Set mandatory or optional training programs per role or organisation	Assign mandatory training based on workers' roles within your business and automate your training processes. Never fall behind on compliance.
▶ Deploy SCORM e-learning courses	Deploy E-learning SCORM courses. Simply upload them and your workforce can undergo training right there at their desk in app.
▶ Auto Trigger courses for new or existing employees	When a new employee starts they'll automatically be notified of courses and certificates they need to complete as part of the role. This ensures that your business doesn't fall behind on compliance as a result of churn.
▶ Automatically renew enrolments when licences and competencies expire.	Set expiry dates to all courses to ensure that all employees are notified when their certificates and training courses are due to expire.
▶ Notify staff when a new policy requires acknowledgement	Spread the word when there's a policy update. Track staff who have and haven't acknowledged the new policy or update.

▶ Keep track of subordinate's training to ensure that all employees are compliant	View learning records by organisational hierarchy to ensure that you and your team are up to date.
▶ Manage Qualifications	Keep a track on your employees qualifications and when they are due for additional training or courses.

## Safety Calendar

▶ View safety and compliance activity in Calendar view	Get a quick overview at a glance of tasks, hazards, incidents, training etc. Everything in Donesafe can be seen instantly and clicked straight through to on the Safety Calendar.
▶ View by Locations, Module and user	Filter your calendar view by locations, users, modules, months, weeks or even days.
▶ Equipment Management	Keep track of equipment - arrival and exit dates, if they require inspections, who has the qualifications or licenses to use.

## Reporting

▶ Audit Summary	Filter by date range, organisations and locations. Track total audits, Non-Comformances, Actions Overdue and Planned Audits.
▶ Observation Summary	Filter by date range, organisations and locations. Track total Observations, Total Observers, Total Observees and Actions Overdue.
▶ Hazard Summary	Filter by date range, organisations and locations. Track total hazards, incidents related to hazards, high risk hazards and uncontrolled hazards.
▶ Incident Summary	Filter by date range, Incident types, organisations and locations. Track total incidents, injuries, actions overdue and repeat incidents.
▶ Injury Summary	Filter by date range, organisations and locations. Track total incidents, incidents resulting in injury, Lost Time Injuries, Medical Treatment Injuries, Monthly Lost time injury frequency rates and LTIFR for preceding 12 months.
▶ Document Acknowledgement Report	Filter by date range, organisations and locations. Track all acknowledgments by employee.
▶ Configurable Dashboard	Pick and choice what reports you'd like to see on your dashboard, or build various dashboards depending on what you want to see. For example National Safety Manager may want to see incidents by state.

## Plant and Equipment Register

▶ Customisable plant types	Build your P&E register the way you like it. Use it as a PPE register, a Vehicle register, a plant register or all of the above. It's completely configurable to suit your business.
▶ Designate hiring status and vendor	Record vehicle hires and their vendor information.
▶ Store maintenance records	Ensure that your maintenance never falls behind and keep your mandatory records here.
▶ Set actions against P&E for maintenance	Record actions against specific P&E. Use this to forward plan maintenance or any other actions associated with an item.
▶ Tool Tagging	Keeping a record of all tools and their intervals for testing can be completed within Donesafe. List those who are competent into the system and all tools can be listed including expiry dates.

## Chemical Register

▶ Record against risk/hazard assessment	Relate chemicals to hazard and risk assessments with controls to ensure that your chemicals are properly managed at all times.
▶ Customisable Hazard classes and packaging groups	Customise your hazard register to make sure it meets your business' specific requirements.
▶ Set future actions, replacements and inspections	Ensure that your chemicals stay up to date and safe by assigning future inspections and replacements.

## Drug & Alcohol Testing Register

▶ Randomised drug testing by location	Choose random subjects by location and assign them to a drug test.
▶ Fully configurable	Configure the register to meet your requirements. Add options, remove them; it's entirely up to you.
▶ Secondary lab results confirmation	Specify that secondary lab confirmation is required and record those against initial record.



"We saw a 30% reduction in safety incidents within six months. I couldn't imagine doing our jobs without Donesafe."

- Jeremy Dalton  
Managing Director - Silk Hospitality



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