

## QUICK HELP GUIDE

# Resources Regulator Online Portal

### Instructions for locating the new portal

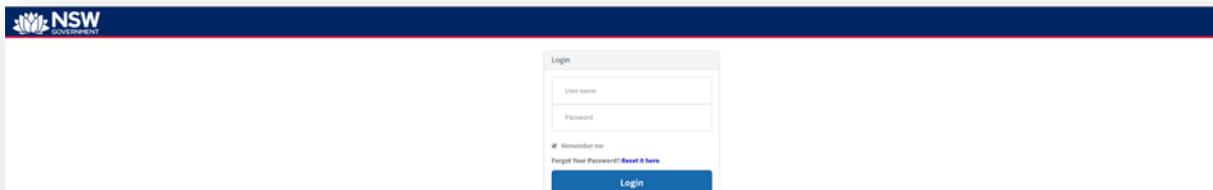
The new portal is entirely web-based and is accessible using a suitable Internet browser. We recommend using Google Chrome or Microsoft Internet Explorer to access the portal.

The URL you will need to use to locate the new portal is:

<https://nswresourcesregulator.service-now.com/regulator>

### Instructions for logging in to the new portal

When you navigate to the URL <https://nswresourcesregulator.service-now.com/regulator> you will be prompted to provide log in details to access the system. If you forget your log in details then you are able to use the reset password option. This will ask you some identifying questions prior to sending your new details.



By entering these two items of information into the appropriate fields on the log-in page and clicking on the blue “Login” button, you should be taken to a landing page that looks similar to the screen below (note that your own user name will be shown in the top right-hand corner of the screen):



If you do not have log in details, then you will need to contact the Regulator to request that a user account be set up for you. You can do this either by visiting the public portal <https://nswresourcesregulator.service-now.com/public> and submitting a “Request to add a PCBU or Operator” form or by calling 1300 814 609.

## What you will see when you first access the portal

The portal has the following key elements:

### A search box

The search box is located in the centre of the dark blue band and has the phrase “How can we help?” displayed on it:



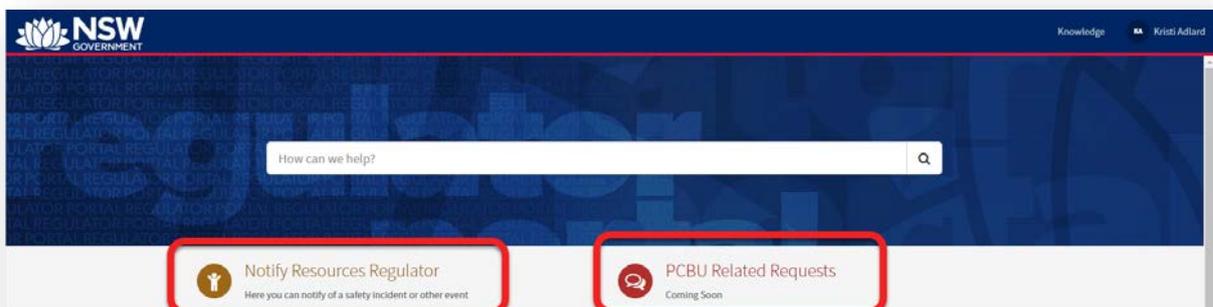
By typing into the search box, you can locate relevant information available on the portal that matches your search term. For example, by typing the word “Incident” into the search box, you will see a list of corresponding items appear in a list below the search box.

Clicking on any item in the list will direct you to that specific item in the portal.

### Action buttons

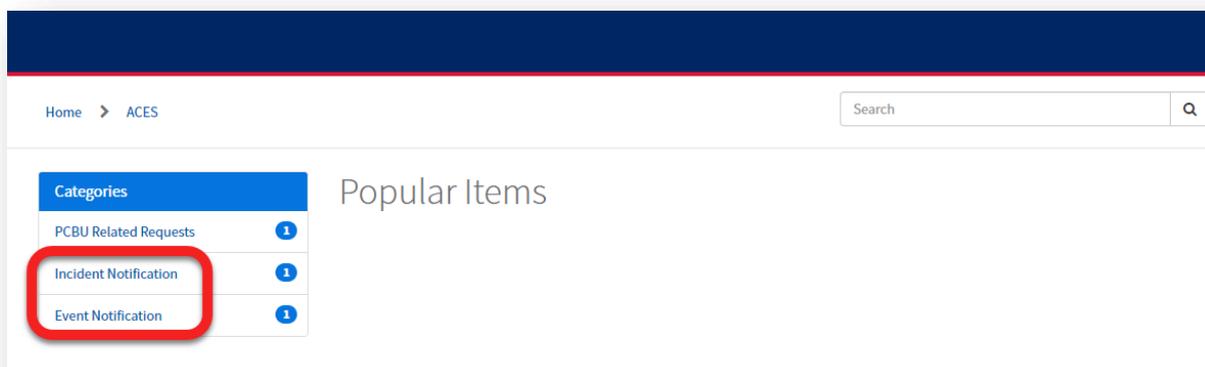
There are two action buttons located just under the search box:

- “Notify Resources Regulator”
- “PCBU Related Requests”



### The “Notify Resources Regulator” button

By clicking on the “Notify Resources Regulator” button, you will be directed to a page that provides a number of catalogue items you can select from:



There are two possible choices available in the catalogue at the moment:

- An incident or injury report form, and
- A High-Risk Activity notification form.

In due course, it is our intention to introduce a range of other forms to this catalogue and users of the portal will be able to use these forms to provide a comprehensive range of statutory notifications.

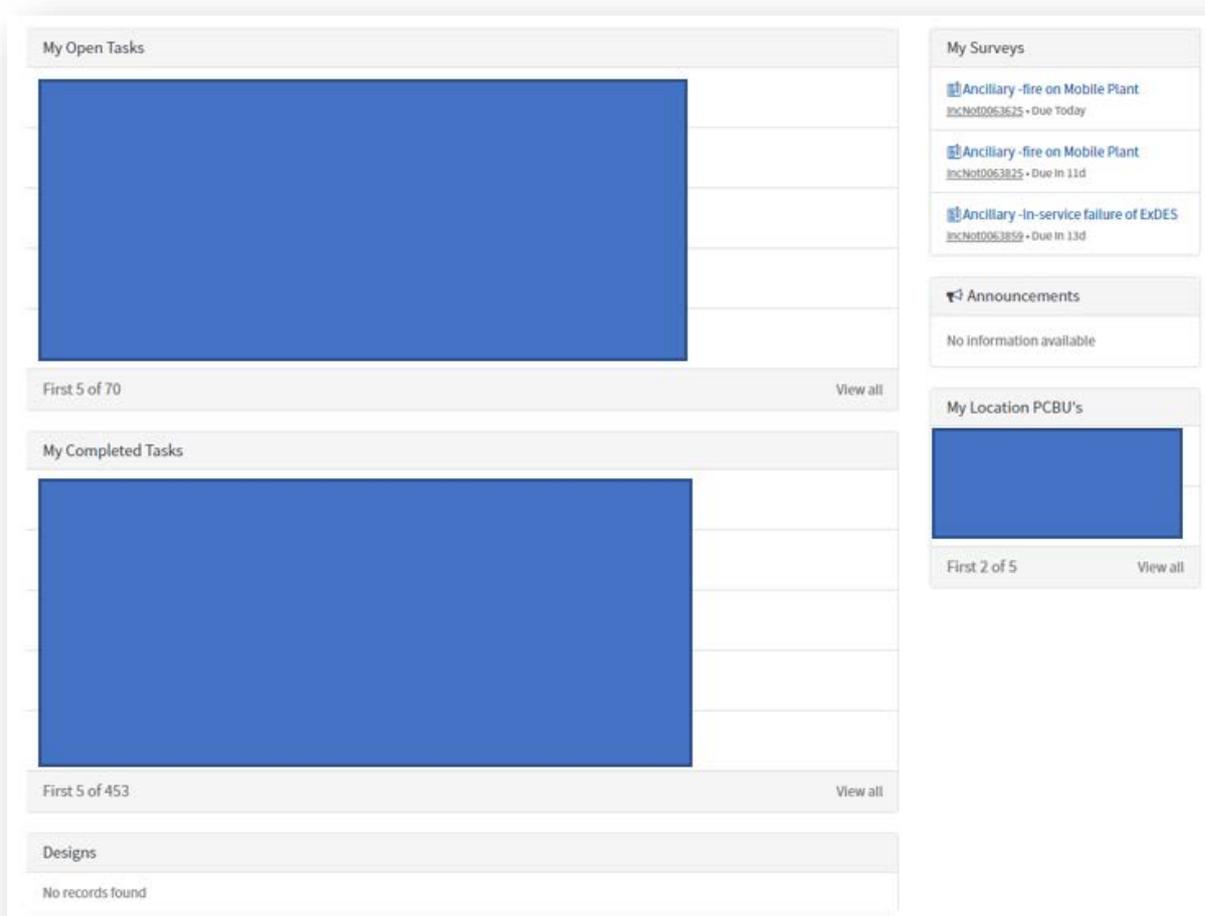
Further detail on the two forms currently accessible from the portal is provided in the [New Forms section of this document](#).

### The “PCBU Related Requests” button

There are no forms or tools available at the moment. Further development coming soon.

## Task and other tool widgets

There are a series of other task and tool widgets located on the bottom half of the home screen. They will be arranged similarly to the image below. *Please note that this image has been de-identified.*



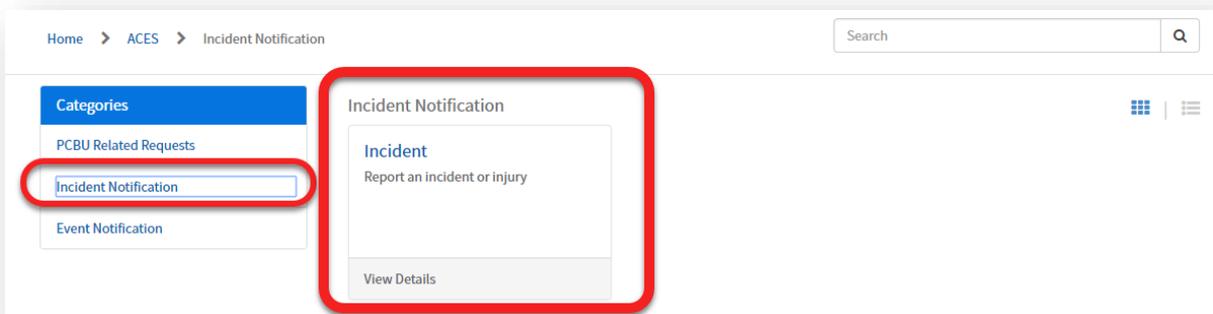
The items shown on these task and tool widgets will be customised based on your own user profile and the items you have used within the portal.

## The new forms

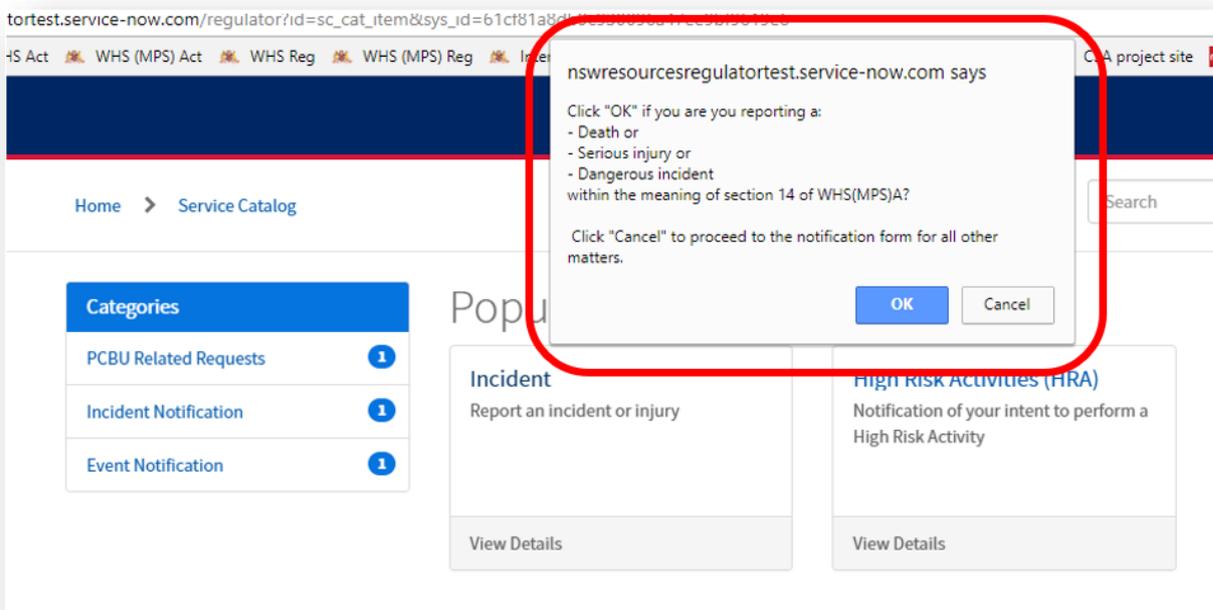
### Incident notification form

The new Incident notification form replaces the Regulator's previous electronic form. The previous form was not authenticated, which means users need to provide their details on the form. By introducing this authenticated portal, this will provide external users a streamlined avenue to report Incident notifications.

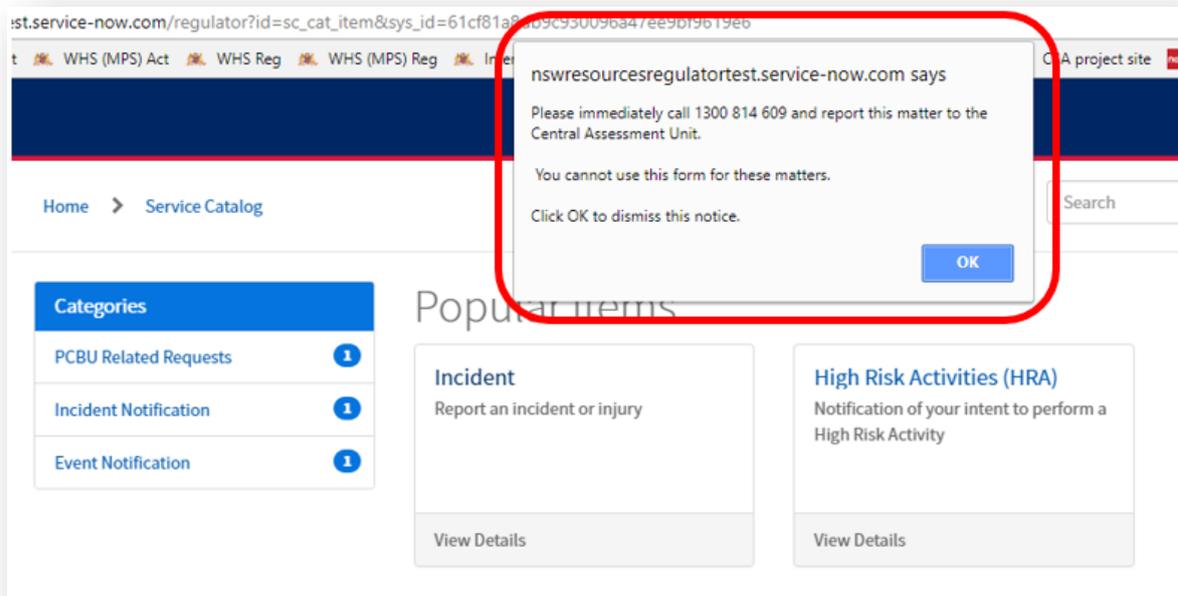
To access the new Incident notification form, click on the tile headed "Incident" from the service catalogue:



The following pop-up warning message will be displayed when you select this tile:



There have been **no changes made to the statutory requirements for reporting**. Notification of some matters must still be made by contacting the Resources Regulator by telephone on **1300 814 609**. If you click "OK" on the pop-up message, the following additional pop-up warning message will be displayed, selecting OK you will be returned to the home page:



If you click “Cancel” on the initial pop-up message, you will be directed to the new Incident notification form, which looks similar to the image below:

Home > ACES > Incident Notification > Incident

Search

## Incident

Report an Incident or injury

All notifiable incidents\* must be notified to the regulator by calling 1300 814 609 (\*notifiable incident means: the death of a person, or a serious injury or illness of a person that is prescribed, or a dangerous incident prescribed)

**\* Mine**  
Select the mine or petroleum site that the incident relates to.  
Should the mine or petroleum site not be listed please contact the Regulator to have the site linked to your user profile.

Incident date

Incident time accuracy  
If the incident time is uncertain i.e. the time is accurate to within

**\* The date and time you became aware of the Incident**

**\* Please provide a detailed description of the Incident**  
Specific details and circumstances including what occurred, when the incident occurred, who was involved, how/why the incident occurred and what the incident outcome was.

**Instructions to the Regulator**  
Information to assist the Regulator in attending the site (most efficient access point) or contacting other persons for further information (person submitting the form, site manager etc).

Please select the legislative reason for your report of this incident to the regulator:

- Medical treatment injury (cl 128(1)(a))
- High potential incident (cl 128(1)(b))
- Loss or theft of explosives (cl 102)
- Serious incident involving explosives (cl 103)
- Event at a mine rescue station (s 45)

**Details**

Describe the location of the incident within the site

Number injured

Number exposed

Submit

**Required Information**

Site Incident date The date and time you became aware of the Incident

Please provide a detailed description of the Incident

## Forms associated with an Incident notification

There are additional forms that are associated with an Incident notification and are required to be completed subsequent to the Incident notification being submitted. To complete these forms, you will need to access the previously submitted Incident notification and navigate to the bottom of the Incident notification form. You can find previously lodged Incident notifications on the home screen under “my open tasks”.

### Injury form

For each injured person, a separate injury form is required to be completed. To create a new Injury form, navigate to the bottom of the previously lodged Incident notification form and click on the 'New' button as shown below.



### Incident Equipment form

For each item of equipment involved in and reported as a part of the Incident notification, a separate Equipment form is required to be completed. To create a new Equipment form, click on the 'New' button as shown below.

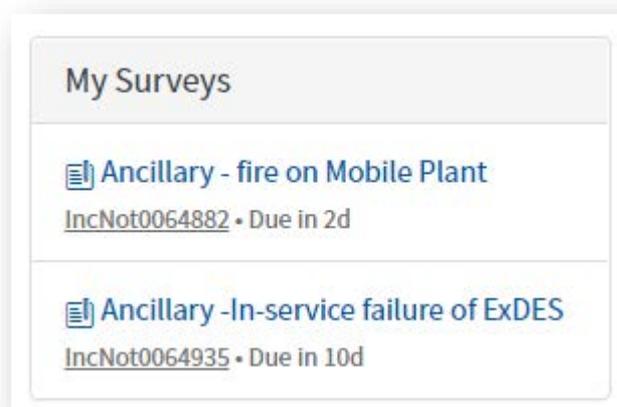


## Ancillary reports associated with an Incident notification

Ancillary reports are required if an Incident notification involves a Fire on a Mobile Plant or an In-service failure of ExDES. These will be available from your home page once the Incident notification has been submitted.

### Fire on Mobile Plant or In-service failure of ExDES

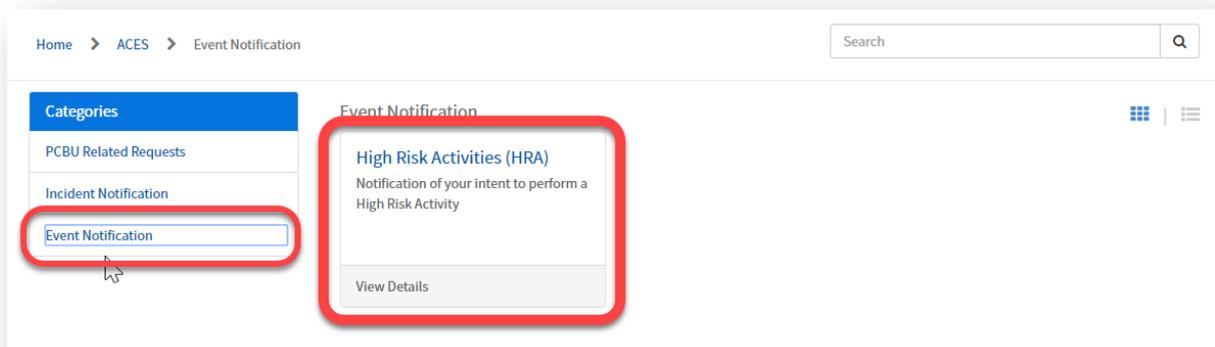
To complete an Ancillary report, click on the blue link in the 'My Surveys' area of the home screen as shown below. You will be directed to take a survey and will be required to click 'Get Started'.



## High risk activity notification form

The new high-risk activity notification form accessible from the authenticated portal replaces the previous paper-based notification form.

To access the new high-risk activity notification form, simply click on the tile labelled “High Risk Activities (HRA)” from the service catalogue:



A form similar to the image below will be loaded when you make this selection:

The screenshot shows the 'High Risk Activities (HRA)' notification form. The breadcrumb trail is Home > ACES > Event Notification > High Risk Activities (HRA). The form title is 'High Risk Activities (HRA)' with the subtitle 'Notification of your intent to perform a High Risk Activity'. A blue 'Submit' button is located in the top right corner. The form is divided into three sections:
 

- Section 1: What Type of HRA are you proposing to undertake?** with a required field for 'Activity'.
- Section 2: Details of mine or petroleum site** with a required field for 'Mine or Petroleum Site' and a note: 'Select the mine or petroleum site that the HRA relates to. Should the mine or petroleum site not be listed please contact the Regulator to have the site linked to your user profile.'
- Section 3: Details of HRA** with a required field for 'Proposed commencement date', a checkbox for 'Are you seeking a reduction of the waiting period', and a text area for '1. Describe the nature of the proposed high risk activity, including particulars of how the activity is to be carried out'. There is also a checkbox for 'Q1 Attachment (if required)' and a field for 'Q1 Title of page or name of document (use a comma to separate multiple document names)'.

 On the right side, there is a 'Required information' summary with three items: 'Activity', 'Mine or Petroleum Site', and 'Proposed commencement date', each with a red 'Declaration' button next to it.

## Other navigation options

### Returning to the home page

To return to the home page at any time, you can simply click on the NSW Government icon located in the top left-hand corner of any page:



### Mandatory fields on forms

Any mandatory fields on forms in the portal may be identified by a small red asterisk alongside the field label:

Section 1: What Type of HRA are you proposing to undertake?

\* Activity

Section 2: Details of mine or petroleum site

\* Mine or Petroleum Site

Select the mine or petroleum site that the HRA relates to.

Should the mine or petroleum site not be listed please contact the Regulator to have the site linked to your user profile.

Section 3: Details of HRA

\* Proposed commencement date

Are you seeking a reduction of the waiting period

Unfilled mandatory fields on any form will also be shown in the box labelled “Required information” located in the right-hand side of the form:

Home > ACES > Event Notification > High Risk Activities (HRA)

Search

### High Risk Activities (HRA)

Notification of your intent to perform a High Risk Activity

Section 1: What Type of HRA are you proposing to undertake?

\* Activity

Section 2: Details of mine or petroleum site

\* Mine or Petroleum Site

Select the mine or petroleum site that the HRA relates to.

Should the mine or petroleum site not be listed please contact the Regulator to have the site linked to your user profile.

Section 3: Details of HRA

\* Proposed commencement date

Submit

Required information

- Activity
- Mine or Petroleum Site
- Proposed commencement date
- Declaration

As you fill the mandatory fields, the fields will be removed from the “Required information” list.

If you fail to fill in a mandatory field and attempt to submit the form, you will be provided with an error message.

### Adding attachments to forms

Attachments may be added to forms by clicking on the paperclip icon located at the bottom of the forms:

Q5. Title of page or name of document (use a comma to separate multiple document names)

Section 5: Declaration

\* Declaration

- I have authority from the person conducting a business or undertaking to complete and submit this notification on their behalf
- I consent to the Department making enquiries and exchanging information with other Work Health and Safety Regulators in this or other states, other territories and/or the Commonwealth regarding any matter relevant to this notification
- To the best of my knowledge, the information provided in this notification and any attachment to this notification, is true and correct in every detail

NOTE: Giving false or misleading information is a serious offence under section 268 of the Work Health and safety Act 2011, and part 5A of the Crimes Act 1900

Add attachments

## Using date and time choosers

A number of fields on the forms require the user to select a date and/or a time. Date and time choosers are provided for making these selections – fields will have a calendar icon located to the right of the field when the selector is available:



Section 3: Details of HRA

\* Proposed commencement date

Are you seeking a reduction of the waiting period

The image shows a screenshot of a web form. At the top, it says 'Section 3: Details of HRA'. Below that is a required field labeled '\* Proposed commencement date'. The field is empty and has a small calendar icon to its right. This icon is highlighted with a red rectangular box. Below the field is a checkbox labeled 'Are you seeking a reduction of the waiting period'.

If you don't use the date and time selector for these fields, you will need to ensure your entry in the field is in the format DD MON YYYY, for example 17 OCT 2018.

If your date is some time in the past you can select the appropriate day and month via the calendar icon and then manually adjust the year.

## Your feedback would be greatly appreciated

We always appreciate feedback on the authenticated portal as your feedback will help to guide system improvements towards the future.

### Providing feedback

Your feedback on the authenticated portal can be provided by calling the Regulator at 1300 814 609 or via email to:

[cau@planning.nsw.gov.au](mailto:cau@planning.nsw.gov.au)