



isafe Contractor User Manual

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Amendments

Revision number	Revision date	Description of key changes	Section / Page No.
0	30/04/2026	Original issue	

1 INTRODUCTION TO ISAFE

isafe is Main Roads' electronic Safety, Health and Wellbeing (SHW) management system designed for recording and managing incidents, hazards, and health events. It supports desktop and mobile access via the Evotix Roam app, enabling field data capture and offline use.

This guide details system access, incident reporting, investigation workflows, health event management, and mobile app navigation.

- Incident management involves creating incident reports, investigation steps, action tracking, and sign-offs with confidentiality controls.
- Psychosocial events are recorded with restricted access to authorized personnel only.
- The Evotix Roam app facilitates incident reporting, notifications, and offline data synchronization for contractors in the field.

2 HOW TO ACCESS ISAFE AND TRAINING MATERIALS

2.1 Access to isafe

Contractors can access isafe using the steps below:

1. The Main Roads contract manager (or equivalent) must first follow the Main Roads internal process to request isafe access on your behalf. You will need to provide your name, company, and business email address to them.
2. Once processed, you should receive an email from: invites@mainroads.onmicrosoft.com. The email subject will be: "Transport Portfolio invited you to access applications within their organization"
3. Accept the invitation, and read and accept the access notice that appears. Once the notice is accepted access to isafe will be available on the following day.
4. The web URL for isafe is <https://anz9.ehssrisk.com/mrwa/>
* Note for the first time signing in, you may need to select the Single Sign On option displayed on screen.

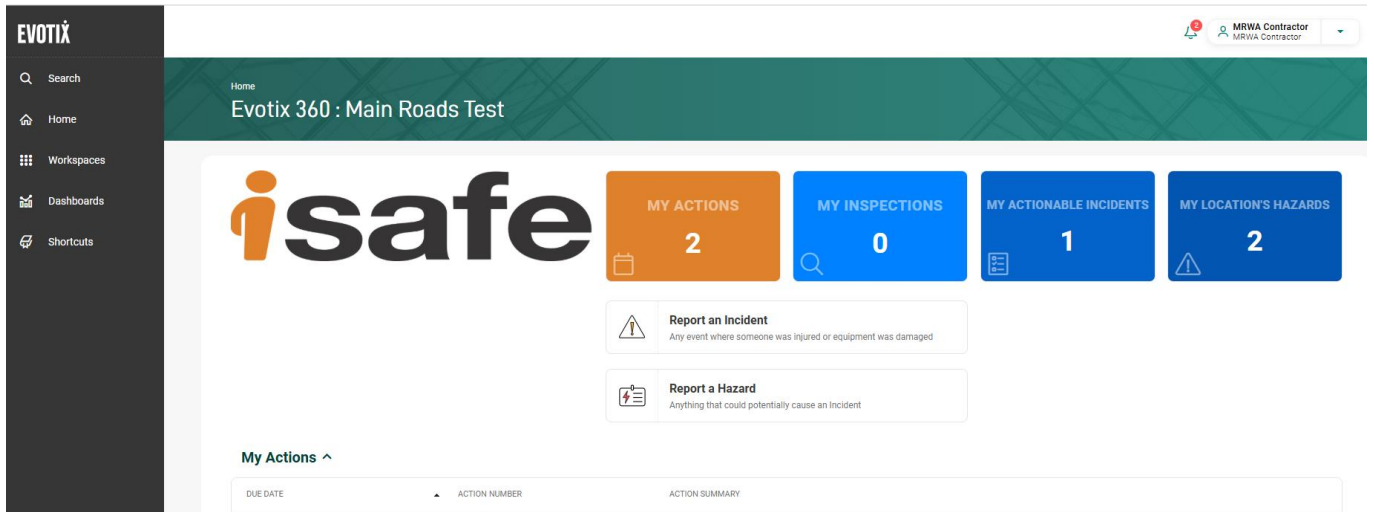
2.2 Access to training materials

All training materials, including this user guide and videos, can be accessed via the Main Roads website, on the [Health and Safety Management | Main Roads Western Australia](#) page.

Any feedback, issues and support can be raised by email to isafe@mainroads.wa.gov.au

3 ISAFE HOME PAGE

The isafe home page is the first screen you will see once you log in. This is the main screen you can return to while navigating through the isafe system.



The isafe Home Page provides users with access to many tools including:

1. Quick Link tiles to My Actions, My Inspections, My Actionable Incidents, and My Locations Hazards
2. Single click buttons to Report an Incident and Report a Hazard
3. The Workspaces menu item on the sidebar, to navigate to all available modules

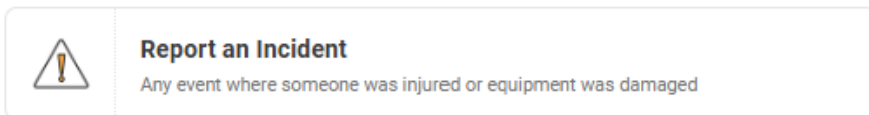
4 INCIDENT/EVENT MANAGEMENT

4.1 Creating a new Incident report

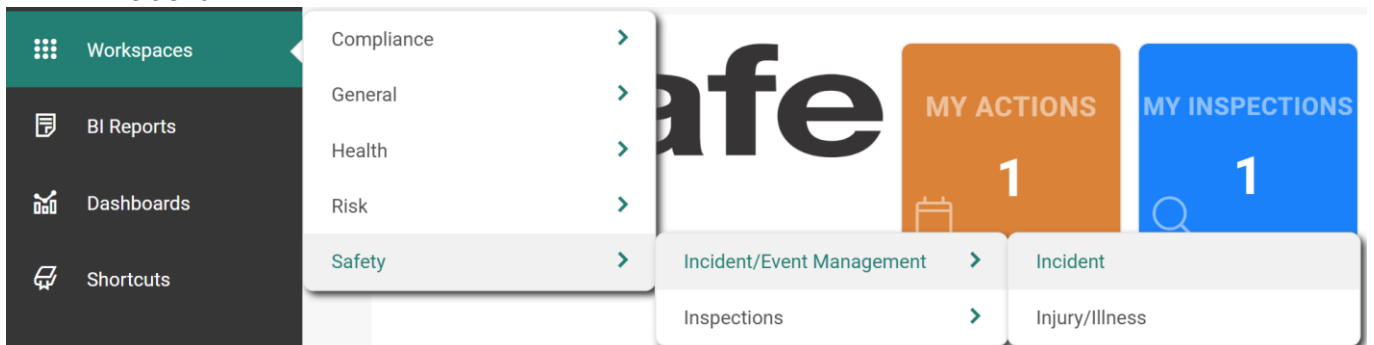
The Safety workspace is where incidents are recorded in isafe. This section provides instructions on how to enter and submit an incident report.

Step 1: There are two ways to submit an incident into the system.

1. On the home screen – Report an Incident Icon:



2. Or, navigate to the left Menu Options - Workspaces – Safety – Incident/Event Management – Incident



Select **+ New** to open a new Incident record.



Step 2: Populate the incident (new record)

1. Confirm the **Reported By** field is correct; update if required by clicking the folder icon.
2. Enter the **Incident Date** using the calendar selector.
3. Enter the **Incident Time** using the time selector.
4. In **Summary**, enter a short description of the incident.
5. In **Detailed Description**, enter further details. **Do not include names of persons or companies.**
6. Select **Responsible Supervisor**. This should be the Main Roads contract manager, Superintendent or equivalent

Incident : <New Record> Save Close Settings

Notification | Incident Details | Supporting Documentation

INCIDENT NUMBER
Generated on save

REPORTED BY *
MRWA Contractor, Contractor, MRWA Search Folder Dropdown

REPORTED DATE *
15/04/2026 Calendar

REPORTED TIME *
13:26

INCIDENT DATE *
DD/MM/YYYY Calendar Calendar

INCIDENT TIME *
HH:MM Time

SUMMARY *
Write a short summary of the incident. Please do not include names of persons or companies involved.

DETAILED DESCRIPTION
Please provide as much detail as possible about the incident.

Incident Form – mandatory fields are outlined in red

Step 3: Complete the Incident Details Tab

1. Select the **Incident Details** tab.
2. Select the **Incident Type**.
3. Select the **Actual Consequence** from the drop-down menu.
4. Select the **Likelihood** and **Potential Consequence** using the sliders.
5. Ensure the **Company Involved** field is correct
6. Select the relevant **Contract Number** for your project or package of work

- 7. Answer the mandatory question on **Alcohol & Other Drug testing** complete
- 8. Select the relevant **Critical Risk**, or choose NA if not applicable

Notification | **Incident Details** | Supporting Documentation

INCIDENT TYPE *

- Damage / Loss
- Health
- Injury or Illness
- Near Miss
- Security
- SHW Procedure Breach

Click here for help on how to complete the Actual and Potential Ratings as per the Transport Risk Matrix

ACTUAL CONSEQUENCE v

CONSEQUENCE GUIDE

Rank	Health & Safety	Financial	Business or Project Operations
Insignificant	No treatment required	Greater of: less than \$100,000; or deviation from project budget within	Minimal delays to activities or up to 5% variation in KPI or objectives
Minor	First aid treatment or well-being check required	Greater of: \$100,000 - \$1m; or deviation from project budget between + 6-10%	Short-term delays to activities or 5% to 10% variation in KPI or objective.
Moderate	Medical treatment required, LTJ or restricted work injury (physical or psychological)	Greater of: \$1m - \$10m; or deviation from project budget within + 10-20%	Medium delays to activities or 10%-25% variation in KPI or objective - one or more projects is significantly impaired.
Major	Single fatality or substantial injuries or severe permanent disablement (physical or psychological)	Greater of: \$10m - \$30m; or deviation from project budget within + 20-30%	Substantial delays to activities or 25% to 50% variation in KPI or objective - one or more critical programs or projects cannot be delivered
Catastrophic	Multiple fatalities or severe permanent disablement (physical or psychological) to multiple people	Greater of: greater than \$30m; or deviation from project budget > 30%	Activities ceased or more than 50% variation in KPI or objective - multiple critical programs or projects cannot be delivered

POTENTIAL SEVERITY *

Likelihood	Consequence	RESULT
ALMO... LIKELY	CATAS... MAJOR	Clear Result
POSSL...	MODER...	
UNLIK...	MINOR	

LIKELIHOOD GUIDE

Likelihood Rating	Description	Time-based Frequency	Indicative Frequency
Rare	The event of consequence may occur only in exceptional circumstances	Less than once every 50 years	Less than 1% of times when performing a task/activity
Unlikely	The event or consequence could occur at some time	Once every 10-50 years	Between 1%-10% of times when performing a task/activity
Possible	The event or consequence might occur at some time	Once every 1-10 years	Between 11%-50% of times when performing a task/activity
Likely	The event of consequence will probably occur in most circumstances	More than once per year	Between 51%-90% of times when performing a task/activity
Almost Certain	The event of consequence to occur in most circumstances	More than once per month	Greater than 90% of times when performing a task/activity

mandatory fields in red outlined box

COMPANY INVOLVED
AB Contractors 🔍 🗑️ v

CONTRACT NUMBER

CONTRACT ID	CONTRACT NUMBER	STATUS
No Records	No Records	No Records

🗑️ Selection List 🗑️ Remove

WITNESSES

LAST NAME	FIRST NAME	POSITION TITLE
No Records	No Records	No Records

🗑️ Selection List 🗑️ Remove

WITNESSES, IF NOT IN LIST

ALCOHOL & OTHER DRUG TESTING COMPLETED *

Yes No

CRITICAL RISK * v

Step 4: Supporting Documentation Tab

1. Drag and drop supporting documentation or select files to upload.

Incident : <New Record> Save Close Share

Notification Incident Details **Supporting Documentation**

FILE STORAGE

Drop files here to upload or Select Files

SELECTED FILES

ATTACHED FILE	FILE NAME	FILE SIZE - KB	FILE UPLOADED BY	STATUS
No Files Selected				

0 - 0 of 0 results < >

Step 5: Submit the incident report

1. Select **Save** to finalise the incident report.

The submitted Incident Report will be sent to the responsible Regional Safety Team or Safety Health and Wellbeing Business Partner.

Step 6: Incident Detail Submission Tab will be locked.

This section is to be completed by the Main Roads Regional Safety Team or Safety Health and Wellbeing Business Partner.

Incident : INC-0000288 Save Close New Share

Notification Incident Details Damage/Loss **Detail Submission** Actions Supporting Documentation

IS AN INVESTIGATION REQUIRED? *
 Yes No

INTERESTED STAKEHOLDERS

NAME
No Records

Selection List Remove

IS THIS INCIDENT EXTERNALLY REPORTABLE? *
 Yes No

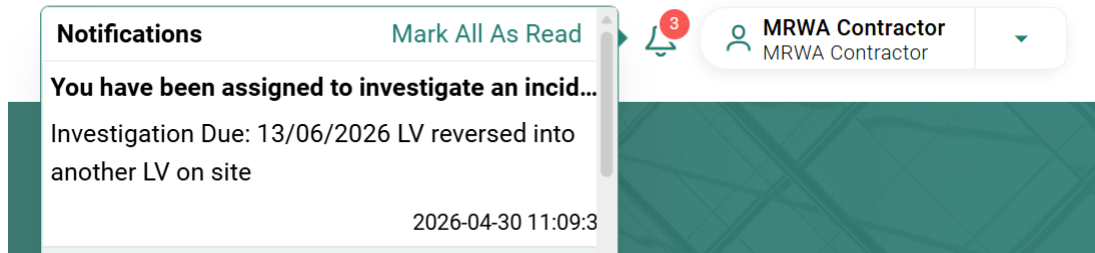
GENERATE ALERT

mandatory fields in red outlined box

After the Detail Submission tab has been completed, the incident will be reassigned back to the Contractor for Investigation.

4.2 Investigation

The Contractor will Receive a Notification that the incident has been reassigned to them for investigation



Step 1: Click on the notification message to open the Incident

- Investigation tabs and other additional tabs will appear depending on the incident type you select (for example, the **Damage/Loss** tab appears in the example below).

Incident : INC-0000288 Save Close New

Notification	Incident Details	Damage/Loss	Detail Submission	Investigation	Actions	Investigation Submission	Supporting Documentation
--------------	------------------	-------------	-------------------	---------------	---------	--------------------------	--------------------------

INVESTIGATION START DATE * 📅 📅 TYPE OF CAUSE ANALYSIS REQUIRED?

Root Cause Analysis
 ICAM

COMMENTS

INVESTIGATION TEAM

LAST NAME	FIRST NAME	POSITION TITLE
No Records	No Records	No Records

[Selection List](#) [Remove](#)

FILE STORAGE

📁 Drop files here to upload or + Select Files

SELECTED FILES

ATTACHED FILE	FILE NAME	FILE SIZE - KB	FILE UPLOADED BY	STATUS
No Files Selected				

0 - 0 of 0 results < >

Step 2: Populate Investigation Tab

- Complete the **Investigation Start Date**.
- Select the type of **Cause Analysis** required.
- Add an additional comment, if required.
- Add the **Investigation Team**, if relevant, by selecting members from the selection list.
- In **File Storage**, upload evidence (for example, witness statements, photos, and the completed investigation) by drag and drop, or select files to upload.
- Once complete, select **Save**.

Step 3: Investigation Details Tab

1. Once you save the Investigation tab, a new tab will appear to record the investigation details.
2. Enter the **ICAM factors** (mandatory field).
3. Complete Findings, Key Learnings and Recommendations, along with any other applicable fields for your investigation
4. Click **Save**.

Notification	Incident Details	Damage/Loss	Detail Submission	Investigation	Investigation Details	Actions	Investigation Submission
--------------	------------------	-------------	-------------------	---------------	------------------------------	---------	--------------------------

Supporting Documentation

SEQUENCE OF EVENTS

DATE	TIME	EVENT
0 - 0 of 0 results		
+ Add New		

ICAM FACTORS *

- Absent or Failed Defenses
- Individual/Team Actions
- Task/Environmental Conditions - Workplace Factors
- Task/Environmental Conditions - Human Factors
- Organizational Factors

Value is required.

FINDINGS

KEY LEARNINGS

Step 4: Actions Tab

5. To add all actions resulting from the investigation, select **Add New**, select **subform**.
6. Enter the action details (due date, assigned to, and action summary).
7. Select **OK**.

Action	Supporting Documentation
---------------	--------------------------

ACTION NUMBER
Generated on save

DATE RAISED *
30/04/2026

ASSIGNED BY *
MRWA Contractor, Contractor, MRWA Contractor

DUE DATE *
DD/MM/YYYY

ASSIGNED TO *

ASSIGNED TO POSITION ID

ACTION SOURCE

HAVE YOU SPOKEN TO THIS PERSON?
 Yes No

ACTION SUMMARY *

ACTION DESCRIPTION

ACTION PROGRESS

DATE	UPDATED BY	PERCENTAGE COMPLETE	* COMMENTS
...

[+ Add Row](#)

CONTROL CLASS/HIERARCHY OF CONTROL ▼

[OK](#) [Discard](#)

mandatory fields in red outlined box

The action will now look like the below – note you will also need to click the Save button at the top of the page to successfully attach the action to the incident:

ACTIONS

ACTION NUMBER	DUE DATE	ASSIGNED TO	ACTION SUMMARY	STATUS
---	07/05/21	MRWA General 1	Test	...

[+ Add New](#)

Step 5: Investigation Submission Tab

1. Tick **Investigation completed**.
2. Enter a detailed description and the **Investigation completion date**.
3. Select the nominated **person to complete the incident sign-off**. This will be the Main Roads contract manager, project manager or equivalent.

Notification | Incident Details | Damage/Loss | Detail Submission | Investigation | Actions | **Investigation Submission**

Supporting Documentation

IS THE INVESTIGATION COMPLETE?

DETAILED DESCRIPTION OF INVESTIGATION FINDINGS

INVESTIGATION COMPLETION DATE

PERSON NOMINATED TO COMPLETE INCIDENT SIGN OFF

4. Select **Save**. A system will appear to advise who has received a notification and an email.

- ✔ Record was saved successfully
- ✔ Notification sent to MRWA General 10
- ✔ Email sent to MRWAGeneral10@mrwa.gov.au

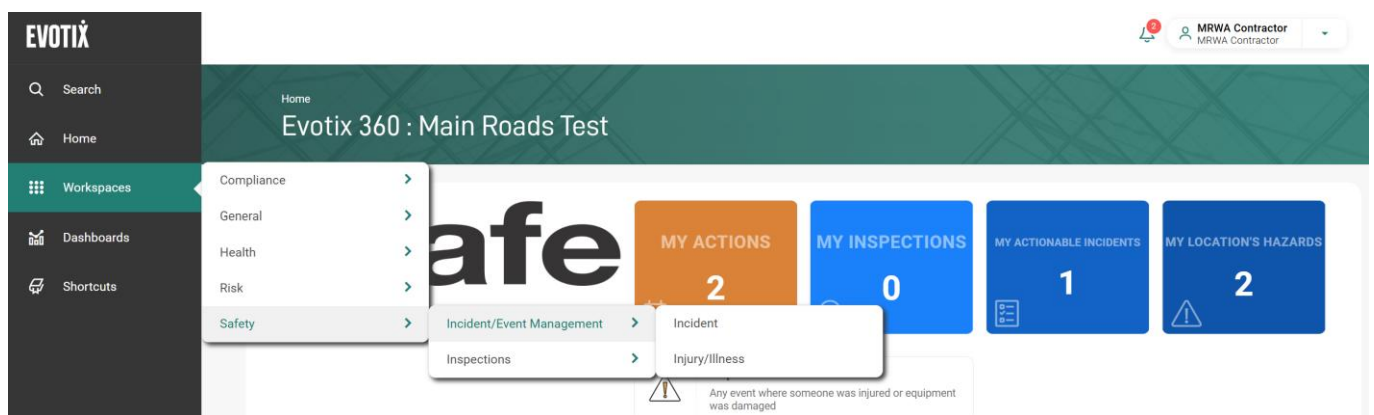
Step 6: Initial sign-off tab will be completed by Main Roads

Step 7: Final sign-off tab will be completed by Main Roads.

Note: The incident can be closed even if actions are still open.

4.3 Incident List View

Navigate to Incident List views left menu - Safety – incident/Event Management – Incident

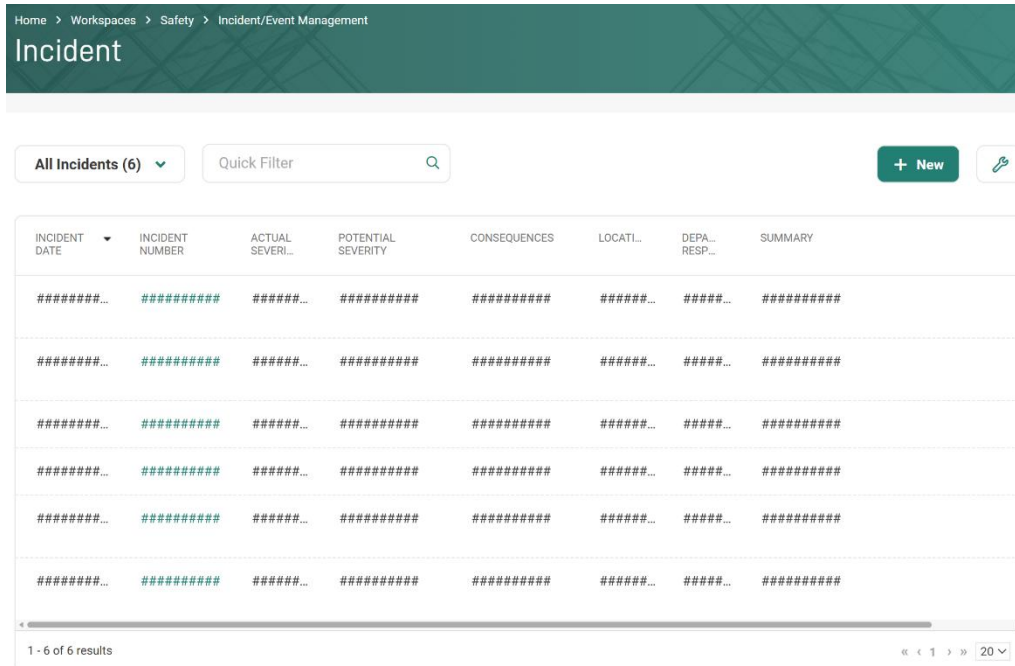


The **Incident List View** displays a register of all incident and event records that have been submitted in isafe for your company. This screen provides users with a high-level overview of incidents and is the primary location for locating, reviewing, and accessing individual incident records.

Each row in the list represents a single incident and includes summary information such as:

- Incident Date
- Incident Number
- Actual Severity
- Potential Severity
- Consequences
- Location
- Department Responsible
- Summary

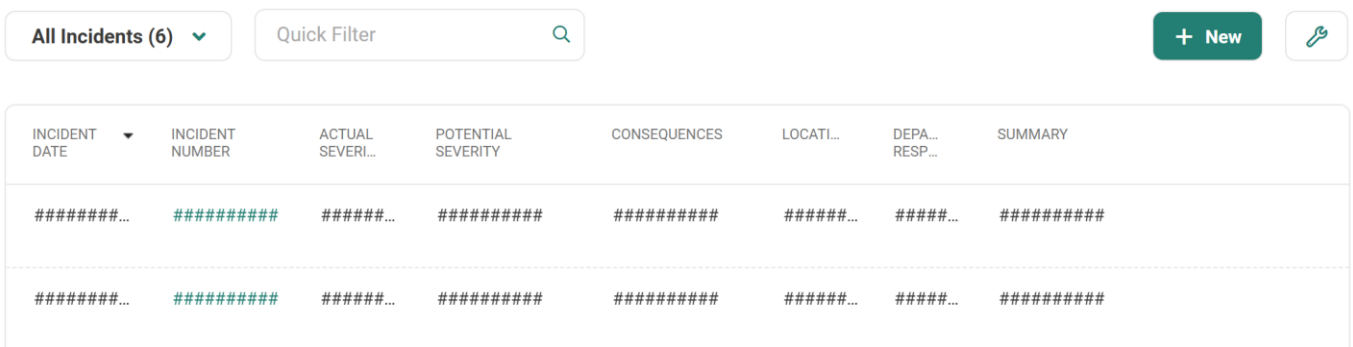
Users can use the **Quick Filter** to search for incidents or apply predefined views (for example, *All Incidents*) to narrow the results displayed. Selecting an **Incident Number** opens the full incident record for viewing or further action



4.4 Confidentiality and Restricted Information

For confidentiality and privacy purposes, certain incident details may be intentionally omitted or masked in the list view. This may include summaries, consequence details, or other sensitive information, particularly for incidents involving personal, health, or sensitive matters. Access to full details is controlled by user permissions and role-based access within isafe.

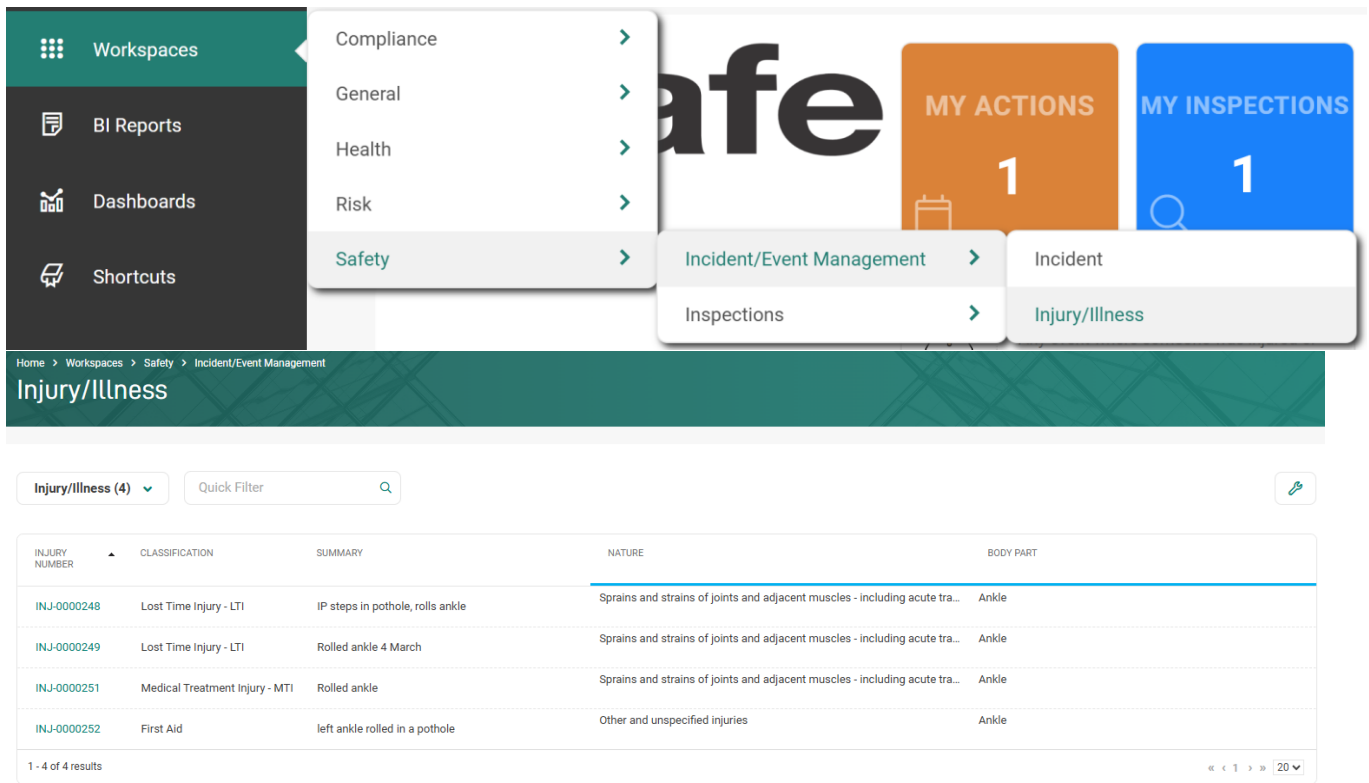
The Incident List View is designed to balance visibility and oversight with appropriate confidentiality controls, ensuring sensitive information is only accessible to authorised users.



Incident Detail previews will appear like this for confidentiality purposes

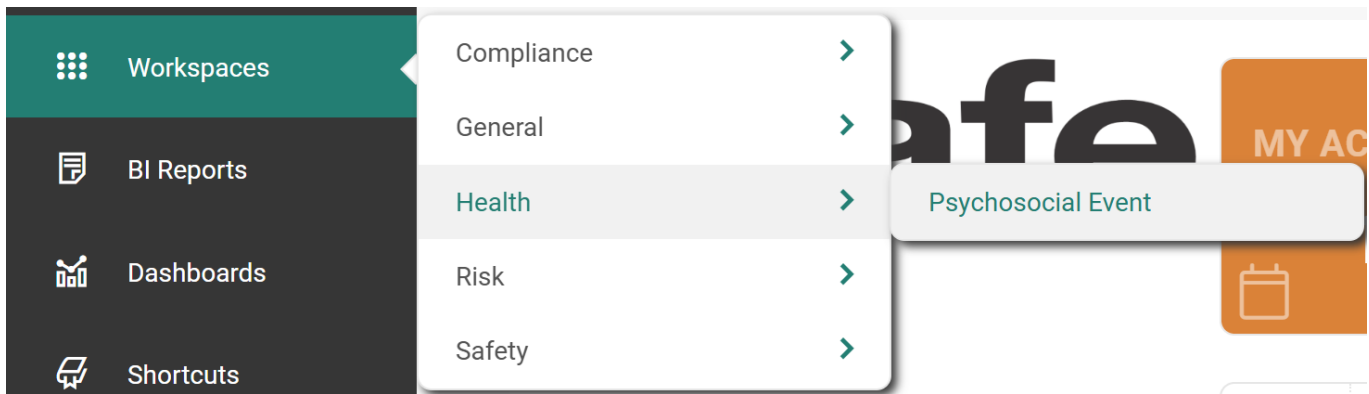
4.5 Injury/Illness

The Injury/Illness section provides a view-only register of injury and illness records that have been submitted through incidents in isafe. Users can view submitted injury and illness details captured as part of an incident record, allowing users to view classifications, summary details, nature of injury, and affected body parts.



5 HEALTH

The Health tab is used to record and manage health-related events within isafe, specifically psychosocial events. It provides a dedicated area for capturing, viewing, and managing health-based incidents separate from general safety events.



5.1 Psychosocial Event

The Psychosocial Event function is used to record and manage psychosocial events. It captures details of the event, including category, people involved, a description of what occurred, and whether the event resulted in an injury. Supporting documentation can also be attached where required.

5.2 How to Create a Psychosocial Event

To create a new Psychosocial Event in isafe:

Step 1: Open a New Psychosocial Event Record

1. Navigate to **Workspaces** → **Health** → **Psychosocial Event**.
2. Select **+ New** to open a new Psychosocial Event record.

3. The **Report** tab will open by default.

Note: The Event Number is system generated and will appear once the record is saved.

Step 2: Complete Reporter Details

1. In **Reported By**, select the person reporting the event.
2. If the person is not available in the list, enter their details in **Reported By, If Not in the List**.
3. Confirm the **Created On** date is correct.

The screenshot shows the 'Psychosocial Event' form with the 'Report' tab selected. At the top right, there are 'Save', 'Close', and 'Edit' buttons. The form is divided into two main sections: 'Report' and 'Supporting Documentation'. Under 'Report', there are several input fields: 'Event Number' (Generated on save), 'Created On' (30/04/2025), 'Reported By' (a dropdown menu), 'Reported By, If Not in the List' (a text field), 'Department' (Main Roads Western Australia/Human Resources), 'Location' (All Locations/Metropolitan Locations), 'Categories of Psychosocial Event' (a list with 'No Records' and a 'Selection List' button), and 'Person Involved' (a table with columns for Last Name, First Name, and Position Title, all showing 'No Records').

Step 3: Select Psychosocial Event Category

1. In **Categories of Psychosocial Event**, select **Selection List**.
2. Choose the relevant **Category Name** (or categories) that apply to the event.

The screenshot shows the 'Categories of Psychosocial Event' dialog box. It has a 'Quick Search' bar at the top, a 'Clear All' button, and a search field. Below is a list of categories with checkboxes: 'Alcohol and other drug use', 'Bullying', 'Conflict or poor workplace relationships and interactions', 'Harassment including sexual harassment', 'Inadequate reward and recognition', 'Job demands', 'Lack of role clarity', 'Low job control', and 'Personnel change management'. At the bottom, there are 'OK' and 'Cancel' buttons.

Step 4: Report Tab

1. In the **Reported By** details section, confirm or select the people involved from the list.
2. If the person is not listed, enter their details in the **Reported By, If Not in List** field.
3. In **Event Description**, enter a clear description of the psychosocial event (what occurred, when it happened, and where it took place).
4. Under **Did this psychosocial event result in an injury?**, select **Yes** or **No**, as applicable.

Step 5: Save the Record

1. Select **Save** to create the Psychosocial Event record, or **Close** to exit without saving.

Optional: Supporting Documentation

2. Select the **Supporting Documentation** tab.
3. Upload any relevant supporting documents, if required.
4. Select **Save** to retain the uploaded documentation.

Note: Psychosocial Events logged in isafe are restricted. Only authorised users in the Main Roads Employee Relations team and Safety, Health and Wellbeing Branch can view these records. The event will then be assessed, and consultation will commence if required.

6 MOBILE ROAM APP

The Evotix Roam app is the mobile application used to access isafe in the field. Contractors can capture Safety, Health and Wellbeing (SHW) information directly from their mobile devices without the need to access the desktop system.

The Roam app allows users to report incidents and complete inspections, upload photos, record GPS-tagged information, and work offline when network connectivity is unavailable. Information entered offline is automatically synchronised with isafe once connectivity is restored, supporting timely and accurate safety reporting from any location.

6.1 Accessing the Mobile Roam App

The Evotix Roam app can be accessed on mobile devices by downloading from the relevant app store.

- On Android devices, download Evotix Roam from the Google Play Store
- On Apple devices, download Evotix Roam from the Apple App Store



Once installed, open the app and either type in the server address <https://anz9.ehssrisk.com/mrwa/> or scan the QR code below (Ensure that camera permissions are enabled on your device to allow QR code scanning. Camera permissions can be checked and updated in your device settings if required.)



Upon initial sign in, you will need to select Single Sign On and log in using your business email address. You will be asked to authenticate via Microsoft online, and once successful you will continue through to isafe.

Accessing isafe via the Roam app or via a desktop browser will take you into the same isafe platform, with information shared across all access methods.

6.2 Navigating the Mobile Roam App Homepage

Once you have successfully logged in to the Roam app, you will be taken to the isafe home page. This is the main starting point for using isafe on your mobile device and is where all key actions and functions begin.



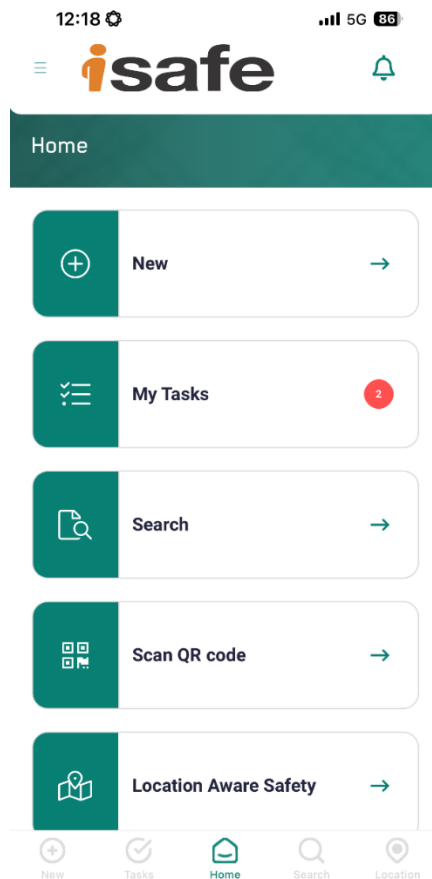
Taskbar located on the bottom of the screen

The mobile home page is designed specifically for smaller screens and therefore looks different from the desktop version of isafe. It provides simplified, touch-friendly navigation to allow quick access while working in the field.

From the mobile home page, you can access key functions such as:

- Creating new items (for example, incidents or inspections)
- Viewing and managing your assigned tasks
- Searching for records

Navigation within the app is done using the home screen tiles and the bottom navigation bar, rather than a dashboard or workspace menu.

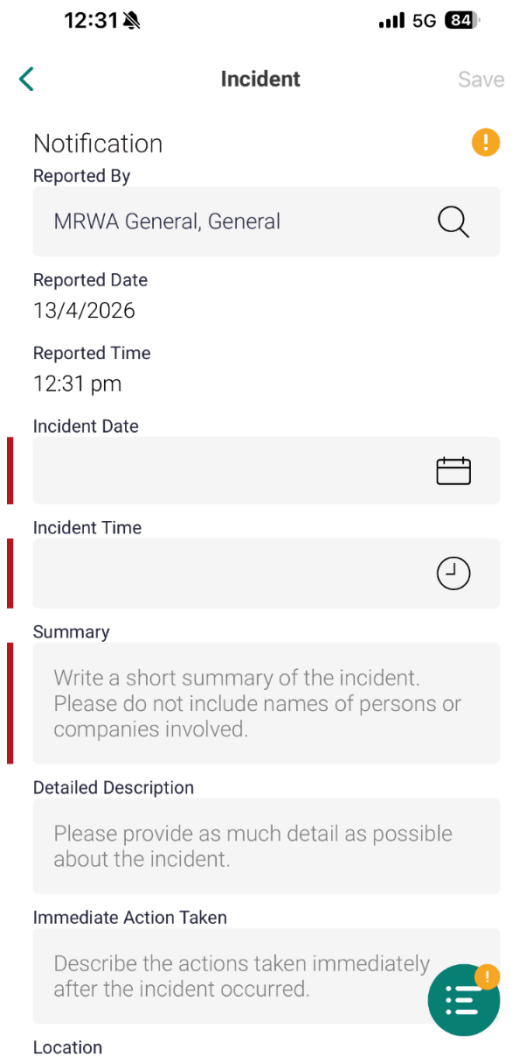
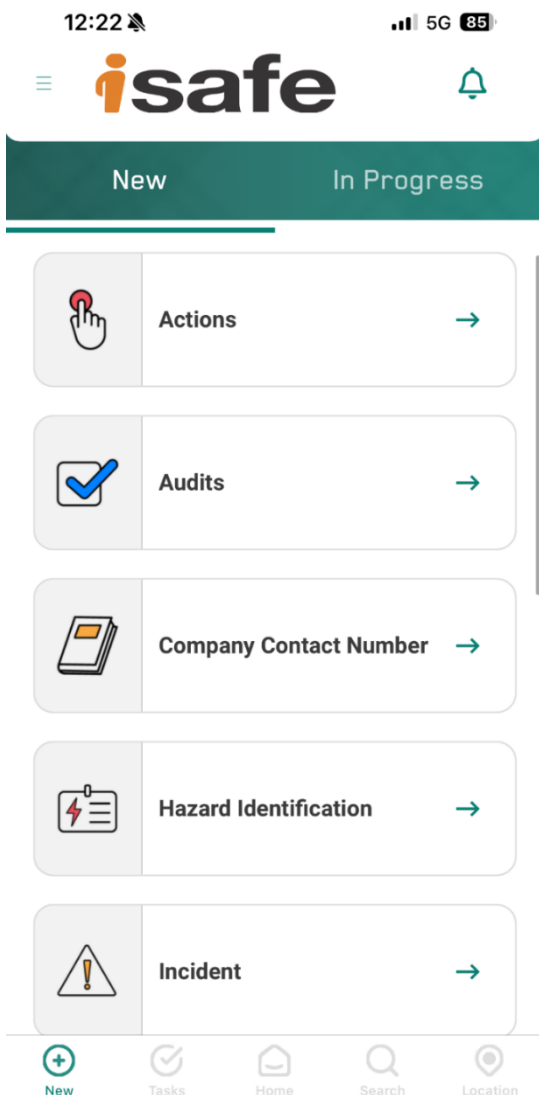
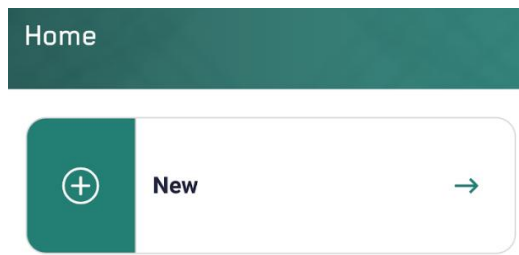


View of the Roam app homepage

6.3 Lodging an Incident on the Mobile Roam App

To lodge an incident (or any other event report) using the Roam app:

1. From the Home screen, select + New.
2. A list of available activities will be displayed.
This list may include options such as incidents, hazards, actions, audits and inspections
3. Select Incident from the list.
You will be taken directly to the Incident reporting form.
4. Complete the Incident form by entering the required details and attaching photos or other information as needed, then submit the report.



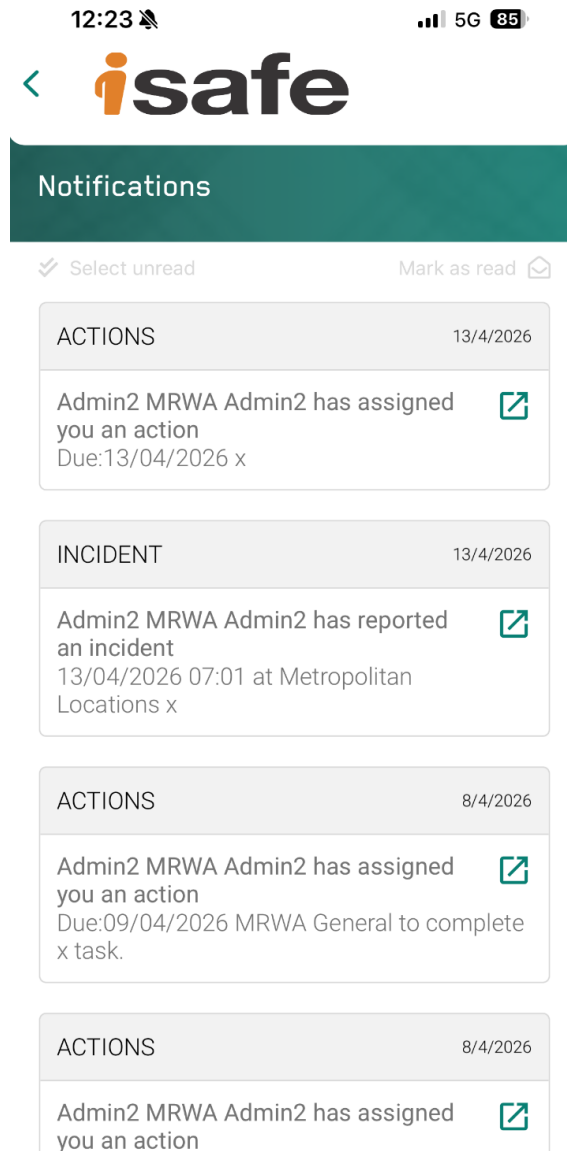
Mobile Roam App Incident Form View

6.4 Notifications on the Mobile Roam App

The **notifications icon (bell)** is located on the top right corner of the screen within the app.




To view your notifications, select the **bell icon** to open the **Notifications** screen, where all current and past notifications are displayed in a list.

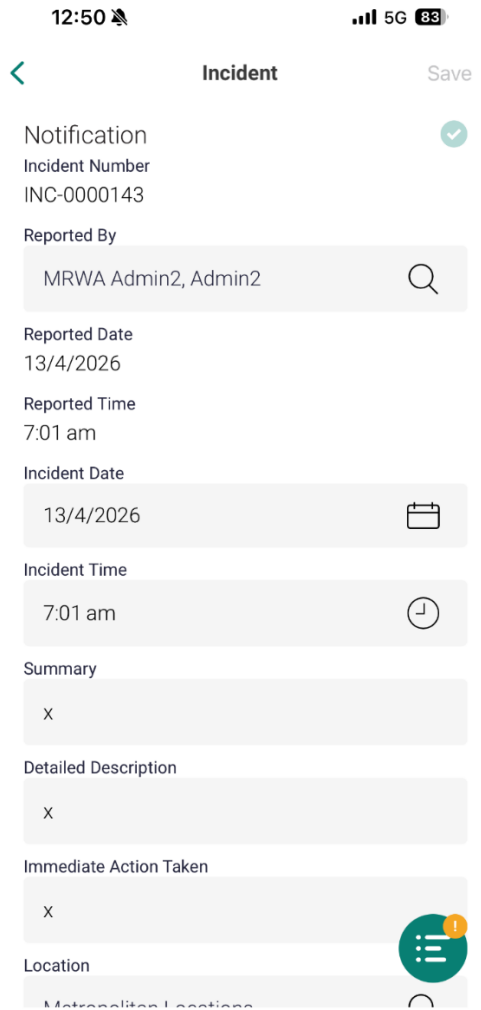


View of Notifications Inbox on Mobile Roam App


Each notification includes:

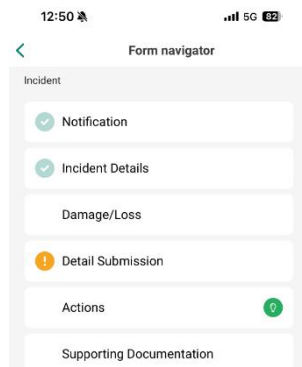
- The type of record (for example, Incident or Action)
- A brief description of the update
- The date the notification was generated

Selecting a notification via the arrow icon  will open the relevant record directly in the app, allowing you to view details.



Incident Report Details on Mobile ROAM App

Selecting this icon  will display form navigator with any outstanding tabs that still needs to be completed or reviewed in the incident report.



7 REFERENCES AND RELATED DOCUMENTS

TRIM	Description
Main Roads Website	<u>Main Roads Incident Management Procedure</u>