Research Project Information Sheet - Administrators

Understanding and Preventing Led Outdoor Accidents Data System (UPLOADS) Project

Ethics Approval Number: A181096

Research Team Contact Details

The research team consists of:

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- Investigator: Professor Caroline Finch (Deputy Vice Chancellor (Research), Edith Cowan University)
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Project background

UPLOADS is a sector-wide incident reporting system that was first deployed in organisations across Australia in 2014. It was developed to address the lack of good quality data on injuries and incidents during led outdoor (LOA) activities.

We have recently received funding from our industry-partners to develop an updated version of the incident reporting system to make it more accessible and easier to use (referred to as the UPLOADS App). The UPLOADS App is a web-based application that allows LOA providers to collect essential details about incidents that occur during LOAs and LOA participation data.

Organisations using the UPLOADS App will be able to collect and analyse detailed information to detect trends and formulate data-driven incident prevention strategies. They are also able to contribute the data they collect to the National Incident Dataset (NID). The NID is used by the Research Team to analyse incidents, contributory factors, and participation data from a national perspective and support system level changes. This provides a standardised, national approach to incident reporting and learning for the Australian LOA sector.

Research Purpose

Through the on-going collection and analysis of incident and participation data via the UPLOADS App, the aim is to support LOA providers, and the sector, to understand the:

- relative frequency of incidents associated with different types of LOA;
- characteristics of the incidents that occur during LOA; and
- network of contributory factors involved in incident causation.

The long-term goal of the project is to support the development of appropriate prevention strategies to reduce incidents and injuries during LOA, and ensure a safer outdoor sector for all.

Project duration and participation information

If your organisation provides consent to participate in the project, we ask that you continue to use the UPLOADS App until the end of 2020. It is anticipated that the sector-wide collection and analysis of incident data via the NID will continue at least until 2020. The UPLOADS App will be available for LOA providers to use on an on-going basis. The UPLOADS team are currently in the process of securing commitments from industry bodies to ensure the on-going sustainability of the UPLOADS Project.

The roles, responsibilities and estimated time requirements for organisations using the UPLOADS App are shown in Table 1. The time required to use the UPLOADS App is no more than what is required for any incident reporting system, and in many cases, using the UPLOADS App should be more efficient than other systems as it streamlines data collection, analysis and reporting.

The main time commitment is in training staff to appropriately report and analyse incidents, and fully utilising the data collected via the UPLOADS App to prevent incidents. It is anticipated that registration and training for general staff members should take no more than 1 hour. The training for administrators will be available online, and we estimate that it will take about half a day to become familiar with all the features of the UPLOADS App. Optional workshops on systems thinking and utilising incident data will also be made available for organisations who wish to maximise the outcomes from their data.

Table 1 Roles, responsibilities and time requirements for UPLOADS App users

Application User	Role in organisation	Responsibilities and estimated time requirements
Administrator	Senior staff in a safety-related role	Initial registration and set up (1 to 2 hours) • Provide consent for the organisation to participate in the study • Register and administrate the organisation's UPLOADS App account • Agree to the RPIS for Organisation Administrators and the UPLOADS App License and Collaboration Agreement, including the Privacy Statement • Invite staff members to use the UPLOADS App • Determine UPLOADS App customisable fields • Determine user's access levels and permissions • Initial survey to understand your organisation's approach to incident reporting Ongoing administrative responsibilities (1/2 day per month) • Submit de-identified reports and participation data to the National Incident Dataset • Register and train new users Enter LOA participation data (5 minutes per program) • Provide LOA program details including: program dates; LOA activities undertaken during the program; number of program participants; and program participant demographics including gender and age Data analysis (5 minutes to produce report, and additional time to explore the data) • Produce reports on the data Complete annual surveys to provide feedback on the UPLOADS App and your organisation's approach to incident reporting (15 mins annually)
Reporter	All staff members	Registration and acceptance of the RPIS for Reporters and Supervisors and the UPLOADS App License and Collaboration Agreement (10 minutes) Enter incident reports (10 – 20 minutes per report) • Initiate and complete reports and, when possible, identify contributory factors and relationships between factors • Assign reports to their supervisor to review for accuracy and to identify additional contributory factors and relationships between factors
Supervisor	Supervisor / Manager	Registration and acceptance of the RPIS for Reporters and Supervisors and the UPLOADS App License and Collaboration Agreement (10 minutes) Enter and check incident reports (10 – 20 minutes per report) • Initiate and complete new incident reports, and identify contributory factors and relationships between factors • Confirm incidents, and the contributory factors involved, have been recorded accurately by reporters and identify additional contributory factors or relationships between factors

Consent

Your organisation's participation in this project is completely voluntary, and your organisation can withdraw from the study at any time. Your decision to participate (or not), will in no way impact your current or future relationship with the research team, or the University of the Sunshine Coast. Table 2 outlines the key information about providing consent, and the process for providing and withdrawing consent.

Table 2 Information about consent and the processes used for providing and withdrawing consent to participate in the research project

What are you consenting to?	Providing consent	Withdrawal process
Use of de-identified data collected via the UPLOADS App (i.e. incident, participation, usage) for current and future research purposes. Use of your de-identified personal data (i.e. age, gender, role within the organisation, and qualifications) for current and future research purposes. Use of de-identified demographic information about the organisation for current and future research purposes. The UPLOADS App License and Collaboration Agreement associated with using the UPLOADS App including the storage of data. The use of your name, phone number and email address by the research team as the primary point of contact throughout the study. This information will be kept private, and not linked to any incident or other personal data.	When you register your organisation to use the UPLOADS App account you will be asked to confirm that you: • have read and agreed to the RPIS • have read and agreed to the UPLOADS App License and Collaboration Agreement, including the Privacy Statement • consent to the submission of de-identified data from this organisation to the National Incident Dataset • consent to the use of demographic information for the organisation and yourself. If the organisation does not agree to the UPLOADS App License and Collaboration Agreement, including the Privacy Statement, they will not be eligible to use the UPLOADS App.	You may withdraw your consent for your organisation to participate in the research process at any time up until you submit the data to the NID. Once data has been submitted to the NID, it is de-identified and therefore researchers will not able to identify and remove data from any organisation. You are also able to withdraw your individual consent for the use of your personal information or demographic information for your organisation until it is merged for analysis. You can withdraw your consent: • by deleting you UPLOADS App account. This will result in the deletion of all identifiable information associated with your organisation from the host sever. You will have the option to export all identifiable data into excel spreadsheets before it is deleted from the server. • Through the UPLOADS App settings. This will disable all "Submit to the NID" options throughout the App, and remove your demographic information. Your organisation will be able to retain the use of the UPLOADS App, and all identifiable data will remain on the host server. There are no consequences for withdrawing you consent.

Costs of using the UPLOADS App are paid for until 2021

The UPLOADS App is provided at no cost to organizations until 31st December 2020. The costs associated with the management, data storage and technical support is funded through our grant until this time. Organizations wishing to customize the UPLOADS App (e.g. request additional features), or access training and support from the UPLOADS research team over and above what is normally provided will be asked to pay. The fees are outlined in Table 3. All costs will be quoted prior to the provision of any service. It is not anticipated that "normal use" of the UPLOADS App will incur any costs, and any technical issues encountered will be resolved promptly and at no cost to the organization.

Table 3 UPLOADS App costs for additional support

Item	Fee
Additional training and support from UPLOADS research team	$96 per hour + GST or by negotiation
Technical support from Morgan & Hoppitt (e.g. customisation requests)	$120 per hour + GST or by negotiation

Following the completion of the research grant, organizations may be asked to pay a fee to support the on-going management, data storage and technical support. We have estimated that the fee will be approximately $30 per month. The fee will be determined by the peak bodies responsible for administering the UPLOADS App post 2020 (i.e. the Outdoor Council of Australia, Australia Camps Association, Outdoors Victoria, Outdoors NSW, Outdoors WA etc.) Organizations will be provided with information about the fees at least 6 months in advance to any payment.

Privacy and Confidentiality

UPLOADS App users within your organisation will have different levels of access to data depending on their role within the organisation (see Table 4). Only Administrators have access to all the data collected by users within your organisation. This is to protect the privacy and confidentiality of staff members when they are submitting incident reports.

Table 4 UPLOADS App user roles and access permissions

Roles	Access permissions	Description
Administrator	Settings tab	Enter customisable fields Enter new users and assign access levels and permissions Assign user's roles and access permissions Enter activities provided by the organisation and align them to the activity classification schedule
	Explore tab	Access to data analysis reports
	Participation data tab	Access to the organisation's participation data
	Incident tab	Access to the organisation's identifiable incident reports
Reporter	Incident tab	Access to reports entered by the reporter
Supervisor	Incident tab	Access to reports entered by the Supervisor and reports assigned to them for review.

Roles	Access permissions	Description
	Participation data tab	Access participation data entered by the supervisor/manager and data assigned to them for review

During the research project, members of the research team, the hosting provider and the UPLOADS App developer will have password secured access to identifiable and de-identified data. Table 5 describes the access permissions to data collected via the UPLOADS App.

Table 5 Access permissions to data collected via the UPLOADS App

Roles	Access Permissions	Description
Administrator (currently Chief Investigator Prof Paul Salmon)	Identifiable and de-identifiable data stored on the VPS	Password secured access to StudioCoast Account to administer the VPS. They will only access identifiable information if requested by the organisation or if there is a technical issue with the data stored on the server.
	Access to the organisation's name; demographic information; and Administrator's contact details through the interface.	This information will be downloaded, and used by the research team to manage contact with organisations.
Research Team	Explore tab	Access to de-identified incident data analyses
	Participation data tab	Access to de-identified participation data
	Incident tab	Access to de-identified incident data
	Administrator's contact details	To manage participation and training throughout the project.
	Identifiable data collected through survey monkey	Access to identified data collected through confidential surveys. Surveys will be de-identified once they are collected.
StudioCoast Pty Ltd (Hosting Provider)	All identifiable and de-identifiable data stored on the VPS.	Regular maintenance of the Server may result in authorised staff members accessing this information/data for administrative purposes.
Morgan & Hoppitt (UPLOADS App Developer)	All identifiable and de-identifiable data stored on the VPS.	Regular maintenance of the App may result in Morgan & Hoppitt staff accessing this information/data for administrative purposes.

Any data collected as a part of this project will be stored securely as per USC's Research Data Management policy.

Identifiable data collected by the UPLOADS App will be stored securely on a Windows managed Virtual Private Server (VPS) hosted by StudioCoast Pty Ltd. The VPS is funded through the ARC Linkage Project, and as a result all information will be stored on this service until the grant expiry

(December 31, 2020). If the UPLOADS App is shut down, all identifiable data will be deleted from the servers. De-identified data will be downloaded and stored on secure severs at the University of the Sunshine Coast.

Results

No individuals or organisations will be identifiable from any publications, case study analyses, or reports produced by the research team. The **de-identified** data will be disseminated through peer-reviewed journal articles and conference presentations. Results from the aggregate analysis of the data will be distributed via the UPLOADS newsletter annually. This report will provide a summary of the number of incidents reported, type of incidents, and contributory factors involved.

In collecting, storing, using and disclosing personal information, the research team will comply with the Information Privacy Act 2009 (Qld) and the Information Privacy Principles. All data collected on behalf of your organisation will be treated confidentially unless the research team are required by law to disclose it.

Benefits and risks

It is anticipated that this project will directly benefit your organisation in three core ways:

1. The use of a valid, standardised and streamlined approach to collect and analyse incident data from a systems perspective will provide greater insight into the contributory factors involved in LOA incidents. This should allow you to develop more effective incident prevention strategies.
2. Through the analysis and communication of the findings from the NID, your organisation will be able to identify problems that have not yet occurred in your organisation and take appropriate pre-emptive action.
3. The analysis and communication of the findings from the NID will also allow regulatory and government agencies to make evidence-based decisions about the real, as opposed to the perceived risks, associated with LOAs.

The research team have made every effort to ensure that your data is stored in a secure a confidential manner. The potential risks that have been addressed in the design of this project and the UPLOADS App are provided in Table 6.

Table 6 Potential risks and risk mitigation strategies

Risks	Risk mitigation strategies
Security of data collected by the UPLOADS App.	Data collected by the UPLOADS App is stored securely on an Australian based VPS. StudioCoast Pty Ltd was selected to host the VPS as their Terms and Conditions state that they abide by the privacy and security requirements stipulated by Australian Privacy Laws.
	The data is backed up daily on the primary server, and weekly on a secondary server by StudioCoast. . This reduces the chance organisations will lose any incident report data or experience any disruptions while using the UPLOADS App if there are problems with the primary server.
The privacy and confidentiality for your organisation, staff and participants involved in incidents.	Organisations and individual end users will be required to accept the UPLOADS App License and Collaboration Agreement, including the Privacy Statement prior to accessing the App. The agreement/s outline how the research team will use the information collected as well as the organisations/users obligations regarding confidentiality.
	While performing regular maintenance of the sever, StudioCoast staff may require access to information stored for administrative purposes. However, as per StudioCoast's Terms and Conditions, Privacy Policy and the Privacy Act 1988 (*Cth*), StudioCoast employees and contractors are obliged to respect the confidentiality of any personal information stored on the VPS.
	Morgan & Hoppitt (UPLOADS App Developers) will have password protected access to the identifiable data stored in the VPS. Access to identifiable data may be required when performing regular maintenance of the App. However, as per the Consultancy Agreement between University of the Sunshine Coast and Morgan & Hoppitt, the developer must keep the material, the services, and the intellectual property, including all reports, secret and confidential.
	Professor Paul Salmon will have password protected access to the VPS. They will not share the identifiable incident data with other members of the research team.
	Organisations and participants cannot be identified through the data submitted to the NID. The UPLOADS App gives your organisation the option to submit de-identified data for research purposes to the NID. The de-identified data will not contain: organisation names; names of ANY persons; names of schools/associations; organisation customisable fields.
	Organisations also have the ability to select which incident reports and participation data will be submitted to the NID.
	The UPLOADS App allows the administrator to manage user accounts, which have varying degrees of access to the information stored in the database. Please refer to Table 2.

Risks	Risk mitigation strategies
Potential for harm resulting from the unequal relationship between you and your organisation. Under the *National Statement*, "People who elect not to participate in a research project need not give any reason for their decision. Researchers should do what they can to see that people who decline to participate will suffer no disadvantage as a result of their decision."	Reporters are required to provide individual consent for the use of their personal demographic information for research purposes. They are under no obligation to provide consent, and whether they provide consent will not impact upon the organisation's use of the UPLOADS App. If your organisation chooses to use the UPLOADS App and consents for use of the data, then all staff members will be required to report incidents using the App. However, as most organisations already use an incident reporting system and require their staff to report any incidents that occur during work activities there was considered to be a minimal risk of harm from using the UPLOADS App.
Organisations feeling obliged to continue to participate in the research project once they have used the UPLOADS App to collect and manage their incident data.	Organisations are under no obligation to participate in this research project, and they do not need to give a reason if they decide not to participate. The research team are available for discussion if there are any concerns regarding participation and are available for support throughout the project. Organisations are able to use the UPLOADS App regardless of whether they choose to participate in the research project. Organisations are able to download all of their information in spreadsheet format at any time, and delete their information from the host sever. This should allow them to transfer their data to a different incident reporting system if required.

Funding

Concerns or Complaints

If you have any concerns or complaints about the way this research project is being conducted you can raise them with the Chief Investigator (Professor Paul Salmon, psalmon@usc.edu.au; +61 7 5456 5893). If you prefer an independent person, contact the Chairperson of the USC Human Research Ethics Committee: (c/- Office of Research, University of the Sunshine Coast, Maroochydore DC 4558; telephone (07) 5430 2823; email humanethics@usc.edu.au).

Thank you for consideration of this study. Please download and keep this sheet for your information.