Government of **Western Australia**
Department of **Mines, Industry Regulation and Safety**
Resources Safety

Quick help guide to Related Communications for industries

(sending or receiving communications via SRS)

Related Communication is used in Safety Regulation System (SRS) as a communication tool between the Department and SRS registered users.

How to access Related Communication?

You can access Related Communication from:

- Related Communication tab of an SRS item (e.g. Inspection, Audit or Notification)

or

- Related Communication tab when submitting a lodgement via the wizard step.

What is shown on the Related Communication tab?

The Related Communication tab displays all historical listing of relevant information, questions and answers which have been logged against this item. A reference ID is created for each communication (e.g. Comm-xxx-xxxxx).

To view an entry, click the drop down arrow icon to expand and view details.

What do the different types of Related Communication mean?

There are two types of Related Communication.

New industry query

Use this topic to ask a question requiring a response from the Department, creating a task due by date.

New industry information

Use this topic to provide information to the Department that does not require a response.

1. Click 'New Industry Query' or 'New Industry Information'.

2. Enter all the required fields and attach any relevant documentation.

3. Click 'Send' to submit or click 'Save as Draft' if you want to edit the communication later.

How to include a colleague into the communication?

Select the person from the CC drop-down list, and click the '+' icon to add. To delete a recipient, click the bin icon.

Note: You can only delete a draft communication. The saved draft can also be accessed via the home screen under the 'Drafts' tab.

How to edit a saved communication?

To return to the saved communication draft in Related Communication tab, click the pencil icon next to the reference ID. To delete the communication click the bin icon.

How to reply to a communication?

You can open the communication via Alerts or Tasks on the SRS home page.
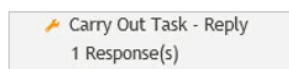
When the communication is open, under 'Links and Actions', click the 'Carry out Task – Reply' icon to respond.

How to forward an alert initiated by the Department to a colleague?

1. Open the Alert and click 'View Task (Open)' to view the related task.

2. Click on 'Manage Assignees' to assign this task to your colleague(s).

3. Select name of colleague from the 'Assign Task To' list and click the plus icon. Repeat this step for additional colleague(s). Add a comment and click 'Submit'.

   This will automatically send an alert to the assignee.

How to close the task if your query has been resolved?

You can close the task if you have received a response from the Department and the query is complete.

1. On the SRS home page under the Alerts tab, click on the envelope icon to open the alert.

2. Under 'Links and Actions', click 'Mark Task as Complete'.

3. To close the task click on the 'Close' radio button, enter any relevant details and 'Submit'.

4. If you navigate to the Related Communication tab, the category has been changed to 'Task Closed'.

Note: This is only applicable to a communication initiated by industry.

How to print Related Communication?

Within the Related Communication screen, click on 'Print' to print all related communications to a PDF file.

If you need to print a single communication, open the communication from the drop-down list and click on the print icon.

For more information on Related Communication (including Alerts and Tasks) refer to the SRS Online Help or the Related Communication help video.