Corps Incident Categorisation Table

The table below is for incidents that are related to The Salvation Army **clients**. Example of clients include participants, community members, residents, tenants, job seekers, customers, beneficiaries, and supporters.
For definition of common terms: Glossary of Terms and Definitions available in TSA Policy Hub.

Incident Group	Incident Types and Categories		
	Category 1	**Category 2**	**Category 3**
Client/participant behaviour	**Hospital admission** *(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)* ▪ Assault-Physical (Hospital admission) ▪ Assault-Sexual ▪ Mental health episode (Hospital admission) ▪ Misuse of drugs, alcohol and other substances (Hospital admission) ▪ Self-harming behaviour (Hospital admission) ▪ Suicide ideation/thought/actions (Hospital admission) **Note:** Provision of treatment/intervention provided and may or may not be accepted **Note:** May require mandatory statutory and/or regulatory reporting **Note:** Client behaviour that impacts TSA personnel is reported to WHS **Non-medical related** ▪ Armed robbery ▪ Bomb threats/suspicious packages	**Medical attention** *(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team).* ▪ Assault-Physical (Medical Attention) ▪ Mental health episode (Medical attention) ▪ Misuse of drugs, alcohol and other substances (Medical attention) ▪ Self-harming behaviour (Medical attention) ▪ Suicide ideation/thought/actions (Medical attention) **Note:** Provision of treatment provided and may or may not be accepted **Non-medical related** ▪ Aggression-serious threats violence or harm ▪ Inappropriate sexual conduct (Major impact) ▪ Alleged trafficking or provision of illicit substances ▪ Inappropriate use of funds ▪ Possession of weapons ▪ Stalking	▪ Aggression-verbal abuse, offensive behaviour ▪ Inappropriate sexual conduct (Minor impact) ▪ Breach of cultural safety ▪ Banned person enters site ▪ Common assault ▪ High risk activities e.g. train surfing, sexualised behaviour ▪ Mental health episode (Minor intervention) ▪ Self-harm (Minor Intervention) ▪ Misuse of drugs, alcohol and other substances (Minor intervention) ▪ Shoplifting ▪ Suicide ideation/thought/actions (No medical intervention) ▪ Theft **Note:** Client behaviour that impacts TSA personnel is reported as WHS incident.

Incident Group	Incident Types and Categories		
	Category 1	Category 2	Category 3
	▪ Inappropriate or unauthorised use of restrictive practices ▪ Abuse-Neglect ▪ Abuse-Physical ▪ Abuse-Emotional/ Psychological		
Death	▪ Unexpected death (Within service/care) **Note:** *May require mandatory statutory and/or regulatory reporting*	▪ Unexpected death (Not within service/care)	▪ Death of a previous client (Recent exit)
Illness/outbreak	**Hospital admission** *(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)* ▪ Individual illness (Unplanned hospital admission) ▪ Notifiable infectious or communicable disease/illness (With or without hospital admission) ▪ Outbreak (Multiple people with similar illness)	**Medical attention** *(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team).* ▪ Individual illness (Unplanned medical attention)	▪ Individual illness (Minimal intervention)
Injury	**Hospital admission** *(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)* ▪ Injury (Hospital admission)	**Medical attention** *(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team)* ▪ Injury (Medical attention)	▪ Injury (Minimal intervention)
Missing Person	*Unexplained/unplanned or unexpected absence, requiring emergency service and/or other statutory service intervention and/or reporting* ▪ Aged person more than 1 hour ▪ Child/ young person missing from service/activity, location unknown, fear for safety and wellbeing (<18)	*Unexplained/unplanned or unexpected absence, requiring statutory service intervention and/or reporting **and may** require emergency service intervention* ▪ Unexplained or absconding-more than 24 hours (>18years)	▪ Failure to respond to scheduled visit/appointment (>18)
Personal information	▪ Loss or theft ▪ Unauthorised access to or modification ▪ Unauthorised use and disclosure **Note:** *May require mandatory statutory and/or regulatory reporting*	▪ Non-compliant collection or storage ▪ Unauthorised/inappropriate use of images **Note:** *May require mandatory statutory and/or regulatory reporting*	

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<table>
<tr><th rowspan="2">Incident Group</th><th colspan="3">Incident Types and Categories</th></tr>
<tr><th>Category 1</th><th>Category 2</th><th>Category 3</th></tr>
<tr><td>Service delivery</td><td>Hospital admission
(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)
▪ Medication-management error (Hospital admission)

Note: May require mandatory statutory and/or regulatory reporting

▪ Medication-missing

Note: May require mandatory statutory and/or regulatory reporting</td><td>Medical attention
(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team)
▪ Medication-management error (Medical attention)

Note: May require mandatory statutory and/or regulatory reporting

No medical attention required
▪ Medication-Departure from management practice

Note: May require mandatory statutory and/or regulatory reporting</td><td>▪ Departure from required practice
▪ Duty of care intervention - non-TSA (exclude family domestic violence and/or child abuse)</td></tr>
<tr><td>Family and Domestic Violence; Child abuse</td><td></td><td></td><td>Family & domestic violence; Child abuse
▪ Impact of family violence
▪ Child abuse or abuse of unborn child

Duty of care intervention
Where the impacted person is not engaged with TSA but statutory/regulatory reporting and/or intervention is required
▪ Impact of family violence (Non-TSA)
▪ Abuse-unborn child/children (Non-TSA)</td></tr>
<tr><td>Failure to report/remove risk</td><td>Reporting and compliance

▪ External reporting failure
▪ Failure to Report/Remove Risk</td><td></td><td></td></tr>
</table>

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Notification Key

I	Immediately after incident or awareness of incident
8H	Within 8 hours after incident or awareness of incident
24H	Within 24 hours of awareness of incident
48H	Within 48 hours of awareness of incident
D	At the discretion of the last person notified in the management structure
✚	Additional notification not within direct line management structure

Where a service does not operate 24/7, initial notification needs to be completed within that shift, typically within the hours of 8am or 6pm.

AC	Assistant Chief
AM	Area Manager
AO	Area Officer
ATC	Assistant to the Chief
CO	Corps Officer
CPO	Chief Property Officer
CS	Chief Secretary
DC	Divisional Commander
EM	Executive Manager
GC	General Counsel
GM	General Manager
HoD	Head of Department
HR	Human Resource

PL	Portfolio Leader
PO	Privacy Officer
PRS	Public Relations Secretary
LM	Line Manager (Service/Site/Program/Ops Manager or Corps Officer)
MR	Media Relations
ND	National Director
OP	Officer Personnel
Q&S	Quality and Safeguarding
SGC	Safeguarding Consultants
SM	State Manager
SPT	Secretary to the Property Trusts (Governance and Risk)
VR	Volunteer Resources
WHS	Work Health & Safety

Mandatory Notification Rules

SGC	**Additional notification to Safeguarding on child related incidents.**
WHS	**Notification to WHS if there's injury/ hospitalisation/ death of TSA personnel and/or client/participant/ community member.**
HR/OP/VR	**Notification to HR/ Officer Personnel/ Volunteer is required if there's breaches of code of conduct by TSA personnel.**
MR	**Notification to Media Relations is require if the incident has the potential to attract external media attention.**

Explanation of Notification Rule

Example:

(I) LM → (I) SM → (8H) GM → (D) Line HoD

1. Notify line manager immediately.
2. Line manager to notify State Manager immediately.
3. State Manager to notify General Manager in 8 hours.
4. At the discretion of General Manager to notify Head of Department.

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Category	Term	Description & Example	Notification
	Client/participant behaviour	Incidents related to participants, community members, residence, tenants, job seekers, customers, beneficiaries and supporters behaviours.	
Category 1	Assault-Physical (Hospital admission)	Actions or attempted actions, that involve the use of physical force against a person that result in or have the potential to cause severe harm that results in hospital admission for treatment (e.g. a serious illness, injury or condition that requires immediate treatment within hospital as an inpatient in that hospital) For example: Hospital admission **includes** inpatient admission to a ward/unit; admissions for treatment or surgery. This would **exclude** an Emergency Department attendance for treatment; an assessment within hospital; assessment/treatment by ambulance service with or without transport to Emergency Department	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ CO → (D) PRS, (D) WHS ✚ DC → (I) HoD Q&S ✚ DC → (I) SPT ✚ DC → (I) HoD SAID (overseas mission events only)
Category 1	Armed robbery	Includes: Violence used, threatened to steal, whether with a weapon or not	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ CO → (D) PRS, (D) WHS
Category 1	Bomb threat/suspicious package	Includes: ▪ Threats made via mail, email, telecommunications device or face to face. ▪ Packages that have associated threat attached.	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ CO → (D) PRS, (D) WHS
Category 1	Assault-Sexual	Any sexual contact that is an offence under the criminal statutes of a state, territory or the Commonwealth that involves actions or attempted actions of a sexual nature of or by a client that are unlawful and have caused or have the realistic potential to cause serious harm. It includes but is not restricted to child sexual abuse, rape, aggravated sexual assault, indecent sexual assault, engaging in conduct with the intention of making it easier to procure the client to engage in sexual contact or conduct (i.e. grooming), sexual exploitation. **Child sexual abuse** Sexual activity with children (under the age of 18) that is an offence under the criminal statutes of a state, territory or the Commonwealth may be considered to be sexual abuse. Child sexual abuse is the exposure to or involvement of a child in any sexual activity by an adult. Sexual abuse can also include the engagement of a child in sexual activity by another child, who by the nature or their age of development has greater power. Child sexual abuse includes but is not limited to fondling genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism and exposing a child to pornography or child-abuse material. **Image-based abuse** occurs when someone creates, possesses or shares intimate imagery of a child. It amounts to a crime which must be reported because it is considered	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ DC→ (I) Q&S (HoD) ✚ DC → (I) SPT ✚ DC → (I) HoD SAID (overseas mission events only) ✚ CO → (D) PRS

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Category	Term	Description & Example	Notification
		child abuse material if the image shows a child: ▪ With their genital, anal or breast areas being focused on in the image, or which are uncovered; ▪ Doing something personal such as sexual activity, showering or using a toilet etc.; ▪ In a digitally altered/ 'deep-fake' type format which would be considered intimate. **Note:** Safeguarding Consultants should be advised of alleged or actual incidents of child abuse, including child sexual abuse. Safeguarding Consultants are based at each divisional office and are available to all mission expressions for consultation and advice on child safeguarding matters.	
Category 1	Self-harming behaviour (Hospital admission)	Actions that intentionally cause severe harm or injury to self without wanting to die (e.g. significant cutting of self, intentional overdose) that results in hospital admission for treatment (e.g. a serious illness, injury or condition that requires immediate treatment within hospital as an inpatient in that hospital) For example: Hospital admission **includes** inpatient admission to a ward/unit; admissions for treatment or surgery. This would **exclude** an Emergency Department attendance for treatment; an assessment within hospital or assessment/treatment by ambulance service with or without transport to Emergency Department	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (24H) HoD Q&S ✚ DC → (24H) SPT
Category 1	Mental health episode (Hospital admission)	Alterations in thinking, mood or behaviour (or some combination thereof) associated with distress that significantly interferes with an individual's cognitive, emotional or social abilities that results in hospital admission for treatment (e.g. a serious illness, injury or condition that requires immediate treatment within hospital as an inpatient in that hospital) For example: Hospital admission **includes** inpatient admission to a ward/unit; admissions for treatment or surgery. This would **exclude** an Emergency Department attendance for treatment; an assessment within hospital or assessment/treatment by ambulance service with or without transport to Emergency Department	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (24H) HoD Q&S ✚ DC → (24H) SPT
Category 1	Misuse of drugs, alcohol and other substances (Hospital admission)	Possible/actual overdose that results in loss of consciousness or that is life-threatening that results is hospital admission for treatment (e.g. a serious illness, injury or condition that requires immediate treatment within hospital as an inpatient in that hospital) For example: Hospital admission **includes** inpatient admission to a ward/unit; admissions for treatment or surgery. This would **exclude** an Emergency Department attendance for treatment; an assessment within hospital or assessment/treatment by ambulance service with or without transport to Emergency Department	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (24H) HoD Q&S ✚ DC → (24H) SPT
Category 1	Suicide ideation/thought/actions (Hospital admission)	Planning, direct threats or thoughts of serving as an agent of one's own death or engaging in suicide-related behavior that results in hospital admission for treatment (e.g. a serious illness, injury or condition that requires immediate treatment within hospital as an inpatient in that hospital) For example: Hospital admission **includes** inpatient admission to a ward/unit; admissions for treatment or surgery. This would **exclude** an Emergency Department attendance for	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (24H) HoD Q&S ✚ DC → (24H) SPT

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Category	Term	Description & Example	Notification
		treatment; an assessment within hospital or assessment/treatment by ambulance service with or without transport to Emergency Department	
Category 2	Assault-Physical (Medical Attention)	Actions that involve the use of physical force against a person that result in major impact or harm that requires medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team.	(I) CO → (I) AO & (I) DC ✚ DC → (I) HoD SAID (overseas mission events only) ✚ CO → (D) PRS
Category 2	Inappropriate sexual conduct (Major impact)	Inappropriate sexual conduct includes any unwanted or unwelcome sexual behavior, including conduct towards children, that may include sexual harassment, acts of indecency or sharing of intimate images that has a **major impact** on the person subjected to this behaviour causing them to feel intimated, threatened or fearful. Examples include: • staring, leering or unwelcome touching • suggestive comments or jokes • unwanted invitations to go out on dates or requests for sex • intrusive questions about a person's private life or body • deliberately brushing up against a person • emailing pornography or rude jokes, displaying images of a sexual nature, communicating content of a sexual nature through social media or text messages	(I) CO → (I) AO & (I) DC ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (I) HoD Q&S ✚ DC → (I) SPT ✚ CO → (D) PRS
Category 2	Mental health episode (Medical attention)	Alterations in thinking, mood or behaviour (or some combination thereof) associated with distress that interferes with an individual's cognitive, emotional or social requiring medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Misuse of drugs, alcohol and other substances (Medical attention)	Possible/actual overdose that results in major impact or harm requiring medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Self-harming behaviour (Medical attention)	Actions that cause major harm or injury to self without wanting to die (e.g. significant cutting of self, intentional overdose) requiring medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Suicide ideation/thought/actions (Medical attention)	Planning, direct threats or thoughts of serving as an agent of one's own death or engaging in suicide-related behavior requiring medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Aggression-serious threats violence or harm	Any unacceptable hostile and violent behaviour (physical and/or verbal) that creates an intimidating, frightening or offensive situation resulting in lockdowns and/or intervention by the police. Serious threats can be made by words (including communications via text, email or online messaging), conduct or both and can include a death threat, threat to kill.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Alleged trafficking or provision of illicit substances	Trafficking is the supply of drugs as part of an illegal commercial operation. Provision includes giving, distributing, selling, administering, offering to give, preparing to give or transport drugs.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)

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Category	Term	Description & Example	Notification
Category 2	Inappropriate use of funds	Misuse of funds, issues with spending and/or claiming includes: ▪ using given funds for unapproved activities ▪ falsification of documents to support claims ▪ accessing funds for personal use ▪ accessing participant funding when not an authorised nominee ▪ multiple claims for the same support or service, claiming for supports provided before any plan or service was approved.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Possession of weapons	Possession of weapons/ illegal items posing a risk of harm such as weapons, explosives, dangerous goods. A weapon may include (but is not limited to): ▪ a firearm, a gun or a knife ▪ any object that is made or adapted for attacking someone ▪ any object that, in all circumstances, is used, intended for use, or threatened to be used for offensive purposes, whether or not it is ordinarily used for offensive purposed or is capable of causing harm or inflicting bodily harm.	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Stalking	The following of a person (physically, online or via other communication devices) or the watching or frequenting of the vicinity of, or an approach to a person's place of residence, business or work or any place that a person frequents. Happens physically as well as through technology (e.g. cyber stalking, utilising tracking devices on mobile phones).	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 2	Snatch and grab (Register or cash)	No force is used, but cash register and/or funds from cash register stolen by unknown person.	(I) CO → (24H) AO & (24H) DC
Category 2	Trespass with intent to harm	Any unauthorised access to a TSA property by a member of community or client with the intent to cause harm or injury and/or that poses a risk or imminent risk to a TSA client and/or member of personnel	(I) CO → (24H) AO & (24H) DC ✚ AO → (I) HoD SAID (overseas mission events only)
Category 3	Aggression including threats, abusive and offensive language	Any unacceptable hostile behaviour that creates an intimidating, frightening or offensive situation and/or adversely affects workplace performance. It may involve threats, hostile or threatening gestures or verbal abuse of either a personal or general nature by means of innuendo, raised voice or obscenities, including racist and sexist comments.	(24H) CO ✚ CO → (24H) HoD SAID (overseas mission events only)
Category 3	Banned person enters store	Attendance at store of person prohibited from entry	(24H) CO → (I) AO
Category 3	Breach of cultural safety	Cultural safety is an environment that is safe for all people; where there is no assault, challenge or denial of identity or who they are and what they need. There is shared respect, power, knowledge and understanding of the diversity of all communities including Aboriginal and Torres Strait Islanders, LGBTIQA+, CALD, people with disability, older people, people from other religious beliefs, etc. A breach of cultural safety is an environment or form of interaction where a client does not feel safe and/or respected, is not treated with dignity and/or is subject to assault, challenge or denial of their identity and/or culture. For example, discriminatory, harassing and/or victimising behaviour towards an individual/s based on their gender or sexual identity, race or religion, etc.	(24H) CO

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Category	Term	Description & Example	Notification
Category 3	Common assault	A person assaults another person but does not cause an injury amounting to bodily harm or grievous bodily harm. An act that intentionally or recklessly applies force to another person or causes that person to fear the application of force without consent and without lawful excuse. It also includes an act that produces immediate fear or apprehension of violence.	(24H) CO
Category 3	High risk activities e.g., train surfing, sexualised behaviour	Activities/conduct that cause harm to the client or place the client at risk of harm such as train surfing, sexualised behavior, joy riding, arson, theft with a weapon.	(24H) CO
Category 3	Mental health episode (Minor intervention)	A period of acute symptoms like delusions and hallucinations where a person loses the capacity to tell what is real from what is not resulting in a confused state or slowdown in their thinking or risk to others.	(24H) CO
Category 3	Self-harm (Minor Intervention)	Deliberate self-injury resulting in minor injuries/bruises/minor cuts. Examples include punching walls or objects, scratching or picking the skin resulting in bleeding or welts, pulling out hair, hitting the body with fists or another object, cutting the skin with sharp objects, burning the skin.	(24H) CO
Category 3	Misuse of drugs, alcohol and other substances (Minor intervention)	Use of substances (drugs and alcohol) for non-medical purposes in quantities and/or concentration that causes harm or severe illness. Substances can be illegal drugs or legal substances such as alcohol, prescription medications, over-the-counter medications, caffeine, nicotine and volatile substances (e.g. petrol, glue, paint). Illegal substances such as cannabis, ice and amphetamines. History of misuse or addiction increases the risk of overdose. Misuse leading to overdose can result in loss of consciousness, admission to hospital as an in-patient or receiving treatment by a medical practitioner.	(24H) CO
Category 3	Inappropriate sexual conduct (Minor impact)	Inappropriate sexual conduct includes any unwanted or unwelcome sexual behavior, including conduct towards children, that may include sexual harassment, acts of indecency or sharing of intimate images that has a **minor impact** on the person subjected to this behaviour causing them to feel intimated, threatened or fearful. Examples include: • staring, leering or unwelcome touching • suggestive comments or jokes • unwanted invitations to go out on dates or requests for sex • intrusive questions about a person's private life or body • deliberately brushing up against a person • emailing pornography or rude jokes, displaying images of a sexual nature, communicating content of a sexual nature through social media or text messages	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS, ✚ DC → (I) HoD Q&S ✚ DC → (I) SPT ✚ DC → (I) HoD SAID (overseas mission events only)
Category 3	Shoplifting	Taking goods from a store without paying including swapping, removing or altering price tags to get a lower price for an item.	(24H) CO → (I) AO
Category 3	Theft	Intentionally taking something (material or monetary) in someone else's possession that does not belong to you and that you do not intend to give back.	(24H) CO

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Category	Term	Description & Example	Notification
Category 3	Suicide ideation/thought/actions (No medical intervention)	As per category 1 description but does **not** results in medical treatment or hospital admission (more than >24 hours).	(24H) CO
	TSA Personnel Conduct	Actual or alleged actions or behaviours of TSA personnel towards a client or a community member that result in harm in the course of service delivery.	
Category 1	Abuse–sexual	Refers to any sexual contact that is an offence under the criminal statutes of a state, territory or the Commonwealth that involves actions or attempted actions of a sexual nature of or by a member of TSA personnel that is unlawful and have caused or have the realistic potential to cause serious harm. The actual or threatened physical act or intrusion of a sexual nature, whether by force or under unequal or coercive conditions. It includes but is not restricted to child sexual abuse, rape, aggravated sexual assault, indecent sexual assault (which includes non-consensual kissing and touching), engaging in conduct with the intention of making it easier to procure the client to engage in sexual contact or conduct (i.e. grooming), sexual exploitation. **Child sexual abuse** All sexual activity between a member of TSA personnel with a child (under the age of 18) is considered to be sexual abuse. Child sexual abuse is the exposure to or involvement of a child in any sexual activity by an adult. Sexual abuse can also include the engagement of a child in sexual activity by another child, who by the nature or their age of development has greater power. Child sexual abuse includes but is not limited to fondling genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism and exposing a child to pornography or child-abuse material. **Image-based abuse** occurs when someone creates, possesses or shares intimate imagery of a child. It amounts to a crime which must be reported because it is considered child abuse material if the image shows a child: ▪ With their genital, anal or breast areas being focused on in the image, or which are uncovered; ▪ Doing something personal such as sexual activity, showering or using a toilet etc.; ▪ In a digitally altered/ 'deep-fake' type format which would be considered intimate. **Note:** Safeguarding Consultants must be advised of **all** alleged or actual incidents of child abuse, including child sexual abuse, **that involve a member of TSA personnel** (i.e. officers, employees, volunteers, contractors). Safeguarding Consultants are based at each divisional office and are available to all mission expressions for consultation and advice on child safeguarding matters.	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ DC → (I) HoD Q&S ✚ DC → (I) SPT ✚ DC → (I) HoD SAID (overseas mission events only) ✚ CO → (D) PRS

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Category	Term	Description & Example	Notification
Category 1	Inappropriate professional conduct (sexual misconduct)	Inappropriate professional conduct of sexual nature towards, with or in the presence of children or vulnerable adults, includes any unwanted or unwelcome sexual behavior, including sexual harassment, acts of indecency or sharing of intimate images that has a **major impact** on the person subjected to this behaviour causing them to feel intimated, threatened or fearful. This includes: ▪ Any behaviour that amounts to sexual exploitation- exploiting the vulnerable situation of a person for sexual purposes to profit monetarily, socially or politically- is unacceptable. The exchange of money, employment, goods or services for sex, including sexual favours or other forms of exploitative behaviour is prohibited. ▪ Any behaviour regarded as 'grooming', either of a child or/vulnerable adult or of another adult (an individual), with the purpose of gaining access to that individual for sexual contact and/or exploitation is a crime under Australian law Examples include: ▪ Kissing, fondling, inappropriate touching ▪ 'Non-contact behaviour" such as flirting, sexual innuendo ▪ Conversations of a sexual nature (through any medium) ▪ Comments about an area of the body (if these could be perceived as being for sexual gratification and not for an authorised purpose) ▪ Communicating/displaying pornography, sexually explicit imagery or content of a sexual nature of any type and in any format nature (online or offline, including through any social media format or forum, including text messaging) ▪ Exposure to sexual activity by others, undressing or watching someone else undress	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ DC → (I) HoD Q&S ✚ DC → (I) SPT ✚ DC → (I) HoD SAID (overseas mission events only) ✚ CO → (D) PRS
Category 1	Abuse-Emotional/Psychological	Typically characterised by distorting someone's sense of reality. This is also called 'gaslighting' (a form of psychological manipulation in which a person seeks to sow seeds of doubt in a targeted individual or in members of a targeted group, making them question their own memory, perception, and sanity). The goal of the psychological abuse is to convince the victim that they are crazy or incompetent. Psychological abuse distorts facts with the intent of undermining confidence and making an individual more pliable.	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (D) HoD Q&S ✚ DC → (D) SPT ✚ DC → (I) HoD SAID (overseas mission events only)
Category 1	Use of restrictive practices-Inappropriate/unauthorised	Refers to inappropriate or unauthorised use of activities or interventions, either physical or pharmacological, that have the effect of restricting a person's free movement or ability to make decisions or that control the behaviour of a person.	(I) CO → (I) AO & (I) DC ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (D) HoD Q&S ✚ DC → (D) SPT ✚ CO → (D) PRS
Category 1	Abuse-Neglect	Refers to a failure by a caregiver to provide the basic requirements for meeting the physical and emotional developmental needs of a client. Physically neglectful behaviours include a failure to provide adequate food, shelter, clothing, supervision, hygiene or medical attention.	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (I) HoD SAID (overseas mission events only)

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Category	Term	Description & Example	Notification
			✚ DC → (D) HoD Q&S ✚ DC → (D) SPT
Category 1	Abuse-Physical	Physical abuse is the use of physical force against a person that results in or is likely to result in harm to a person. Physically abusive behaviour can include but is not limited to "hitting, beating, kicking, shaking, biting, strangling, scaling, burning, poisoning and suffocating".	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (I) HoD Q&S ✚ DC → (I) SPT ✚ CO → (D) PRS
Category 2	Discrimination	Discriminatory practice or behaviour that impacts/limits/precludes a client from accessing or continuing to access a service/program. An environment or form of interaction where a client does not feel safe and/or respected, is not treated with dignity and/or is subject to assault, challenge or denial of their identity and/or culture, with particular reference to Aboriginal and Torres Strait Island peoples, LGBTIQA+ community, people with disabilities, people from culturally and linguistically diverse communities Includes practices and/or behaviours that discriminate against people on the basis of (but not restricted to): ▪ Age ▪ Carer status ▪ Gender identity (identify as male/female/non-binary/preferred identification) ▪ Sexual orientation ▪ Impairment/disability ▪ Physical features ▪ Political belief ▪ Pregnancy ▪ Cultural identify ▪ Religious belief/activity ▪ Unrelated criminal record ▪ Parental status	(8H) CO → (24H) AO & (24H) DC ✚ CO → (I) HoD SAID (overseas mission events only)
Category 2	Abuse-Spiritual	The use of or denial of spiritual or religious beliefs and practices to control and dominate a person. Spiritual abuse can impact on someone's self-esteem and confidence, make them feel guilty, damage their spiritual experiences and isolate them.	(8H) CO → (24H) AO & (24H) DC ✚ CO → (I) HoD SAID (overseas mission events only)
Category 2	Abuse-Financial	The misuse of a client's assets, property, possessions and finances without their consent. It includes: ▪ denying a client the use of their own assets, property, possessions and finances; ▪ theft, fraud, exploitation and pressure in relation to assets, property, possessions and finances obtaining assets through deception.	
Category 2	Inappropriate professional conduct	As per TSA Code of Conduct Standards, TSA personnel should not, of their own volition or at the request of a child or vulnerable person, act outside the confines of their duties (as specified in the relevant Brief of Appointment, position description or role profile). In order to ensure supportive and safe engagement and interactions, all interactions with people must not violate their physical, psychological and sexual boundary limits. (Refer	(8H) CO → (24H) AO & (24H) DC ✚ CO → (I) HoD SAID (overseas mission events only)

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Category	Term	Description & Example	Notification
		to: Code of Conduct Standard (GO_LR_PRO-01_TCOC) (Section: Unacceptable Behaviour – Boundaries). Boundaries are guidelines, rules or limits that create reasonable, safe and permissible ways for people to engage and behave with others, both personally and professionally with respect to physical, psychological and emotional interactions or sexual boundaries	
	Death	The death of a client during service delivery where the death can be unexpected or expected. Unexpected death includes death as a result of the use or misuse of drugs, alcohol or other substances and suicides.	
Category 1	Unexpected death (Within service/care)	The death of a client during service delivery where the death is unanticipated or unexpected. This includes death as a result of: ▪ use or misuse of drugs, alcohol or other substances ▪ suicides ▪ injuries sustained or contributing to death. ▪ poor quality of care is provided, ▪ delayed medical assessment or treatment ▪ May include death of an individual on a wait list for service/treatment and being provided with informal case management pending service availability.	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (24H) HoD Q&S ✚ DC → (24H) SPT ✚ CO → (D) PRS ✚ CO → (I) WHS
Category 2	Unexpected death (not within service/care)	The death of a client occurs outside of TSA service or care and the death is unanticipated or unexpected. unanticipated or unexpected. Includes: death of an individual on a wait list for service/treatment but not provided with any support (formal or informal); death of a client or community member on TSA premise but who is not in receipt of service or care	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ DC → (I) HoD SAID (overseas mission events only) ✚ DC → (24H) HoD Q&S ✚ DC → (24H) SPT ✚ CO → (D) PRS ✚ CO → (I) WHS
Category 3	Death of a previous client (Recent exit)	Death or suspected death of a former client who has left TSA services and where the case had been closed within a 1-month period preceding the death. Death can be unexpected, unnatural or violent or result directly or indirectly from accident or injury.	(24H) CO → (I) AO
	Illness/outbreak	The fact or experience of being unwell in mind, body or spirit. **Note:** Reported when the client is in a care/support relationship with TSA.	
Category 1	Individual illness (Unplanned hospital admission)	Illness of a client that has come on suddenly, unexpectedly and not planned that results in hospital admission for treatment (e.g. admission to an inpatient unit/ward; admission for treatment or surgery)	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS
Category 1	Notifiable infectious or communicable disease/illness (With or without hospital admission)	Where a client/s or community member/s engaged with a TSA Corps/Service/Program has received confirmation by a medical practitioner that they have an infectious or communicable disease that requires mandatory report to state/territory and/or federal health departments. For example: measles, polio, hepatitis, coronavirus.	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS
Category 1	Outbreak (Multiple people with similar illness)	When there are two or more linked cases of the same infectious agent or disease.	(I) CO → (I) AO & (I) DC ✚ AO → (24H) HoD SAID (overseas mission events only)

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Category	Term	Description & Example	Notification
			✚ CO → (D) PRS
Category 2	Individual illness (Unplanned medical attention)	Illness of a client that has come on suddenly, unexpectedly and requires unplanned medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team	(I) CO → (8H) AO & (8H) DC
Category 3	Individual illness (Minimal intervention)	Only a minimal intervention, e.g. extra observation, investigation, review or minor treatment, first aid given by staff was required.	(24H) CO → (8H) AO
	Injury	Hurt, damage or loss sustained to a person's body. **Note:** Reported when the client is in a care/support relationship with TSA	
Category 1	Injury (Hospital admission)	An injury for which a person is admitted to hospital for treatment (e.g. admission to an inpatient unit/ward; admission for treatment or surgery). For example: Hospital admission **includes** inpatient admission to a ward/unit; admissions for treatment or surgery. This would **exclude** an Emergency Department attendance for treatment; an assessment within hospital; assessment/treatment by ambulance service with or without transport to Emergency Department Examples include: ▪ a pattern of unexplained and/or concerning injuries ▪ burns ▪ concussion ▪ crushing ▪ internal injuries ▪ lacerations ▪ severe shock ▪ severe cuts requiring stitches ▪ fractures	(I) CO → (I) AO & (I) DC ✚ AO → (D) HoD SAID (overseas mission events only) ✚ CO → (D) PRS ✚ CO → (I) WHS
Category 2	Injury (Medical attention)	As per category 1 description that requires medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team	(I) CO → (8H) AO & (8H) DC ✚ AO → (D) HoD SAID (overseas mission events only) ✚ CO → (8H) WHS
Category 3	Injury (Minimal intervention)	Only a minimal intervention, e.g. extra observation, investigation, review or minor treatment, first aid given by staff was required.	(24H) CO → (24H) WHS
	Missing Person	A client is unexpectedly absent from the service or absent without authorisation/approval/ knowledge and there are concerns for their safety. **Note:** Unexplained/unplanned or unexpected absences may require statutory and/or regulatory reporting in specific programs or circumstances	
Category 1	Aged person more than 1 hour	A resident or client is considered missing when they are absent without explanation and/or absence is unexpected and/or unplanned, and the service is unaware of any reason/s for the absence.	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ CO → (D) PRS
Category 1	Child/ young person missing from service/activity, location unknown, fear for safety and wellbeing (<18)	Refers to where TSA has 'in loco parentis' responsibility for the care and supervision of a child or young person while they are in our care, or where a child/young person requires monitoring and supervision while they are in our care due to their specific needs or abilities.	(I) CO → (I) AO & (I) DC → (I) AC+ATC → (I) CS ✚ CO → (D) PRS

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Category	Term	Description & Example	Notification
		Child/young person goes missing from a service/program without explanation and the service is **unaware of any reason/s for the absence** and holds **fears for safety and wellbeing** of the child/young person. Fear for the safety and wellbeing of child/young people may be due to: ▪ Child or young person's age, ▪ Individual capacity and abilities ▪ Current mental health status ▪ Current use and/or access to drugs, alcohol, and other substances ▪ Child or young person known to be in the presence or care of a person/s who may pose a risk to them For example: ▪ A young child goes missing from a camp or organised activity and cannot be located after thorough search ▪ A child or young person leaves a program without the knowledge of personnel who fear for their safety/wellbeing due to their intellectual disability and engagement in high risk activities ▪ The location of the child/young person is unknown and TSA has no contact and fear for their safety/wellbeing due to their current mental state and access to illicit substances ▪ Child/young person missing from placement and location unknown and personnel have no contact and fear for their safety. **Note:** Statutory and/or regulatory reporting may be required	
Category 2	Unexplained or absconding-more than 24 hours (>18years)	A client whose absence is unexplained but due to age, behaviours, individual capacity, communication skills, current mental health status, vulnerabilities, any previous history of client missing or absconding, parental/guardianship issues and arrangements is deemed as not an immediate risk of harm but may lead to harm if duration of absence continues	(I) CO → (24H) AO & (D) DC
Category 3	Failure to respond to scheduled visit/appointment (>18)	A client who does not respond or call out or answer the door during a planned appointment/visit and there is concern for the client's safety and wellbeing and which may require a welfare check to be conducted.	(I) CO
	Personal information	Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not. Such information should always be managed in accordance with privacy legislation and TSA's privacy policy.	
Category 1	Unauthorised access or modification	Unauthorised access occurs when personal information held by TSA is accessed without consent of the individual and not otherwise authorised by law. This may include TSA Personnel, an independent contractor or an external third party.	(I) CO → (I) AO & (I) DC ✚ CO → (24H) HoD SAID (overseas mission events only)

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Category	Term	Description & Example	Notification
		Unauthorised modification occurs when personal information that TSA holds is altered by someone who is not permitted to do so or is altered in a way that is not permitted by privacy legislation or the TSA privacy policy.	✚ CO → (D) PRS ✚ CO → (I) Privacy Office
Category 1	Unauthorised use or disclosure	Personal information is shared within TSA (use) or outside TSA (disclosure) beyond the purpose for which it was collected, without consent of the individual and not otherwise authorised by law. Unauthorised disclosure may be either intentional or non-intentional. Examples may include, but are not limited to: ▪ Disclosure by TSA personnel of papers/files/Universal Serial Bus (USB) devices containing information ▪ Use of personal information by TSA personnel for a purpose other than the provision of services ▪ Release of personal information from TSA's effective control making it accessible or visible to others outside in a way that is not permitted by the Privacy Act 1988 ▪ Posting another individual's personal information on social media	
Category 1	Loss or theft	Papers/files/physical devices (such as laptops and storage devices) containing personal information are lost or stolen.	
Category 2	Non-compliant collection or storage	Personal information collected including through third parties without the individual's consent and not otherwise authorised by law. Storage of personal information in unsecured manner where non-authorised persons can easily gain access.	(I) CO → (8H) AO & (8H) DC ✚ AO → (24H) HoD SAID (overseas mission events only) ✚ CO → (24H) Privacy Office
Category 2	Unauthorised/ inappropriate use of images	The use of an individual's image in a photograph, film or video without consent of the individual and not otherwise authorised by law. For example: in TSA publications, website pages, media campaigns.	
	Service delivery	The extent to which practice is consistent with the agreed model of service/care and increases the desired/agreed outcomes. Refers to quality or standard of care being provided to a client/resident and person-centred. Providing the care the client needs when the client needs it, in a safe, respectful and effective manner.	
Category 1	Medication-management error (Hospital admission)	Refers to any error in the administration of a client's prescribed medication, where the service provider is responsible for such administration. The impact of such error resulted in hospital admission for treatment (e.g. admission to an inpatient unit/ward; admission for treatment or surgery). Includes: ▪ the administration of incorrect medication ▪ missed medication ▪ the incorrect or unauthorised administration of restraint medication ▪ psychotropic medicines misuse ▪ client refusal of prescribed or authorised medication ▪ pharmacy error (an error in the dispensing of medication)	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS
Category 1	Medication-missing	The unexplained absence of medication; inability to account for medication absence	(I) CO → (I) AO & (I) DC

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Category	Term	Description & Example	Notification
Category 2	Medication-management error (Medical attention)	Refers to any error in the administration of a client's prescribed medication, where the service provider is responsible for such administration. The impact of such error requires medical attention that may be provided by hospital emergency department, ambulance, an unplanned GP/health centre visit, crisis assessment team Includes: ▪ the administration of incorrect medication ▪ missed medication ▪ the incorrect or unauthorised administration of restraint medication ▪ psychotropic medicines misuse ▪ client refusal of prescribed or authorised medication, and ▪ pharmacy error (an error in the dispensing of medication).	(I) CO → (8H) AO & (8H) DC
Category 2	Medication-Departure from management practice	Refers to any error in the administration of a client's prescribed medication, where the service provider is responsible for such administration but **did not** result in the client requiring any medical attention and was potentially a near miss event.	(I) CO → (8H) AO & (8H) DC
Category 3	Departure from required practice	Actions that do not follow standard practices, rules, procedures in the course of provision of services or care to clients. Intervention to keep people safe from harm, including where there is no existing support provision or care/case plan.	(48H) CO
Category 3	Duty of care intervention - non-TSA (exclude family domestic violence and/or child abuse)	Intervention to keep people safe from harm where there is no existing support provision or care/case plan. Duty of care is not related to or requires mandatory reporting of child abuse/harm. For example: For example: Previous TSA client contacts TSA worker for support and during discussion the TSA worker is concern by the client's expressed suicidal thoughts. The client indicates that their partner is away all weekend, and they feel isolated. Worker ascertains that client has means and intent to self-harm. Worker calls police to conduct a welfare check and contacts the Mental Health Crisis Assessment team. For example: A woman enters TSA site and engages with staff. The woman is not known to staff. Her speech is slurred, and she is not making any sense. She is quite disorientated. Staff are concerned about her welfare and call an ambulance. She is taken by ambulance to hospital for assessment.	(48H) CO
	Family & Domestic Violence; Child abuse	**Family and domestic violence** occurs when someone tries to control their partner or other family members in ways that intimidate or oppress them. Controlling behaviours can include threats, humiliation ('put downs'), emotional abuse, physical assault, sexual abuse, financial exploitation and social isolations, such as not allowing contact with family or friends; AND/OR conduct, whether actual or threatened, by a person towards, or towards the property of, a member of the person's family that causes that or any other member of the person's family to fear for, or to be apprehensive about, his or her personal well-being or safety.	

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Category	Term	Description & Example	Notification
		Note: Be aware of your state/territory Information Sharing legislation and/or regulations. **Child abuse** relates to a reasonable suspicion or belief that a child abuse has or is occurring to or involving (includes child/ren exposed to family violence) a client of TSA or to a member of the community not engaged with TSA, AND where the incident is not a result of a failure in TSA processes or care and does not involve a member of TSA as the alleged person. TSA has mandatory legislative reporting requirements in response to suspected, alleged or actual child abuse. Note: Physical and sexual assault in the context of family violence and child abuse are criminal actions. **Note:** Child abuse and/or a child's exposure to family violence is a reportable incident under state/territory mandatory reporting and/or child protection legislation.	
Category 3	Impact of family violence	For example, client discloses incident of family domestic violence; past family violence but client holds fear of perpetrator due to recent incidents; client discloses ex-partners breach of intervention order in context of attending client's residents, harassment, stalking etc. **Note:** Child abuse and/or a child's exposure to family violence is a reportable incident under state/territory mandatory reporting and/or child protection legislation	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS
Category 3	Child abuse or abuse of unborn child	Statutory/ regulatory reporting of a disclosure, reasonable suspicion or evidence of abuse/neglect of a child who is engaged with TSA and where the incident is not a result of a failure in TSA processes or care Child abuse is any act that causes harm to a child and is carried out by someone they know and trust, such as a family member or friend. The abuse may be physical, sexual, psychological and can include mistreatment and neglect. For example. A TSA worker has reasonable belief that child abuse or neglect is or has occurred based on the disclosure of abuse by a family member or child made during a home visit; the condition of the living environment of children in a client's home (i.e. suspect neglect)	(I) CO → (I) AO & (I) DC ✚ CO → (D) PRS ✚ DC → (D) HoD Q&S
Category 3	Impact of family violence (Non-TSA)	Mandatory legislative reporting of a child's exposure to family violence involving a member of the community who is **not engaged with TSA** and is not receiving existing support provision or care/case plan.	(24H) CO
Category 3	Child abuse or abuse of unborn child (non-TSA)	Mandatory legislative reporting of child abuse involving a member of the community who is **not engaged with TSA** and is not receiving existing support provision or care/case plan.	(24H) CO
	Failure to Report/remove risk	Following review of an incident, it is identified that mandatory legislative and/or regulatory reporting has not occurred in response to the incident.	
Category 1	External reporting failure	Legislative and/or regulatory reporting has not occurred in response to a client incident. Failure to report identified following report of a client incident. Identification of a failure to comply with reporting requirements will necessitate a new incident report under this categorisation.	(I) CO → (I) AO & (I) DC ✚ CO → (I) HoD Q&S

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Category	Term	Description & Example	Notification
		For example: statutory child protection reports, mandatory child abuse reports to police, regulatory notifications	
Category 1	Failure to Report/Remove Risk	Refers to the inaction of a member of personnel in a position of authority (e.g., Corps Officer, team leader, line manager, state manager, Head of Department etc) where a risk of a serious offence has been or is likely to be committed against a child or vulnerable adult, and that member of personnel: ▪ Knows the risk exists, and ▪ Recklessly or negligently fails to reduce or remove the risk	(I) CO → (I) AO & (I) DC ✚ CO → (I) HoD Q&S

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