Salvation Army Housing 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 **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.	**Medical attention** *(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team)* ▪ Assault-Physical (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) ▪ Possession of weapons ▪ Stalking ▪ Trespass with intent to harm **Note:** Client behaviour that impacts TSA personnel is reported to WHS.	▪ Aggression-verbal abuse, offensive behaviour ▪ Breach of cultural safety ▪ Common assault ▪ Inappropriate sexual conduct (Minor impact) **Note:** Client behaviour that impacts TSA personnel is reported to WHS.
TSA Personnel Conduct	▪ Abuse-Sexual ▪ Abuse–Emotional/Psychological ▪ Abuse-Neglect ▪ Abuse-Physical ▪ Inappropriate professional conduct (sexual misconduct) ▪ Inappropriate or unauthorised use of restrictive practices	▪ Abuse-Financial ▪ Abuse-Spiritual ▪ Discrimination ▪ Inappropriate professional conduct	
Death	▪ Unexpected death (Within service/care)	▪ Expected death ▪ Unexpected death (not within service/care)	
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)
Personal information	▪ Loss or theft ▪ Unauthorised access to or modification ▪ Unauthorised use and disclosure	▪ Non-compliant collection or storage **Note:** May require mandatory statutory and/or regulatory reporting.	

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Incident Group	Incident Types and Categories		
	Category 1	Category 2	Category 3
	Note: May require mandatory statutory and/or regulatory reporting.		
Family and domestic violence, abuse			**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) ▪ Child abuse or abuse of unborn child (non-TSA)
Failure to report/remove risk	**Reporting and compliance** ▪ External reporting failure ▪ Failure to reduce/remove risk		
Service delivery			▪ Duty of care intervention - non-TSA (exclude family domestic violence and/or child abuse)

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Notification Key		
I Immediately after incident or awareness of incident	**CDM** Corporate Development Manager	**PL** Portfolio Leader
8H Within 8 hours after incident or awareness of incident	**CEO** Chief Executive Officer	**PO** Privacy Officer
✚ Additional notification not within direct line management structure	**CS** Chief Secretary	**MR** Media Relations
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.	**HR** Human Resource	**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	
Category 1 (I) LM → (I) CDM and CEO **Category 2** (I) LM → (8H) CDM	**Category 1** 1. Notify Line Manager immediately. 2. Line Manager to notify Corporate Development Manager and CEO Immediately. **Category 2** 3. Notify Line Manager immediately. 4. Line manager to notify Corporate Development Manager within 8 hours.

Category	Term	Description & Example	Notification
	Client/participant behaviour	Incidents related to participants, community members, residents, 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) LM → (I) CDM and CEO
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.	(I) LM → (I) CDM and CEO → (I) PL → (I) CS

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Category	Term	Description & Example	Notification
		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** 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 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 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.	(8H) LM → (8H) CDM
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.	(8H) LM → (8H) CDM

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Category	Term	Description & Example	Notification
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	(8H) LM → (8H) CDM
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.	(8H) LM → (8H) CDM
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).	(8H) LM → (8H) CDM
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.	(8H) LM → (8H) CDM
Category 3	Aggression-verbal abuse, offensive behaviour	Any unacceptable hostile behaviour that creates an intimidating, frightening or offensive situation and/or adversely a person's wellbeing. 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.	(12H) LM
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.	(12H) LM

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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.	(12H) LM
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	(12H) LM
	TSA Personnel Conduct	Actual or alleged actions or behaviours of TSA personnel towards a client in the course of service delivery or a community member that result in harm.	
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) LM → (I) CDM and CEO
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) LM → (I) CDM and CEO
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".	
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) LM → (I) CDM and CEO

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Category	Term	Description & Example	Notification
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) LM → (I) CDM and CEO
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	(I) LM → (I) CDM and CEO

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Category	Term	Description & Example	Notification
		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	
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.	(8H) LM → (8H) CDM
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) LM → (8H) CDM
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 ▪ Physical features ▪ Political belief	(8H) LM → (8H) CDM

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Category	Term	Description & Example	Notification
		▪ Gender identity/sex ▪ Impairment/disability ▪ Industrial activity ▪ Lawful sexual activity ▪ Parental status ▪ Personal association ▪ Pregnancy ▪ Race/ethnic background ▪ Relationship status ▪ Religious belief/activity ▪ Unrelated criminal record Discrimination occurs if a person treats or proposes to treat a person with a 'protected attribute' less favourably because of that attribute.	
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 to: Code of Conduct Standard (GO_LR_PRO01_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	(8H) LM → (8H) CDM
	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) LM → (I) CDM and CEO
Category 2	Expected death	Death as the consequence of a known condition such as progression of a diagnosed condition or illness.	(8H) LM → (8H) CDM
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	(8H) LM → (8H) CDM

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	Injury	Hurt, damage or loss sustained to a person's body due to TSA property standards of TSA. **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) LM → (I) CDM and CEO
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	(8H) LM → (8H) CDM
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.	(12H) LM
	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. 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.	(I) LM → (I) CDM and CEO
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;	

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Category	Term	Description & Example	Notification
		▪ 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.	(8H) LM → (8H) CDM
	Family and 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. **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	(12H) LM
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.	(12H) LM

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Category	Term	Description & Example	Notification
		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)	
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.	(12H) LM
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.	(12H) LM
	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. For example: statutory child protection reports, mandatory child abuse reports to police, regulatory notifications	(I) LM → (I) CDM and CEO
Category 1	Failure to reduce/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) LM → (I) CDM and CEO
	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; providing the care the client needs when the client needs it, in a safe, respectful and effective manner i.e. person-centered approach.	
Category 3	Duty of care intervention - non-TSA (exclude family domestic violence and/or 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: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.	(12H) LM

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