# Salvos Funerals 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**<br>*(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)*<br>▪ Assault-Physical (Hospital admission)<br>▪ Assault-Sexual<br>▪ Mental health episode (Hospital admission)<br>▪ Self-harming behaviour (Hospital admission)<br>▪ Suicide ideation/thought/actions (Hospital admission)<br>▪ Misuse of drugs, alcohol and other substances (Hospital admission)<br><br>**Note:** Provision of treatment provided and may or may not be accepted<br>**Note:** Client behaviour that impacts TSA personnel is reported as WHS incident as well.<br>**Note:** May require mandatory statutory and/or regulatory reporting | **Medical attention**<br>*(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team)*<br>▪ Assault-Physical (Medical attention)<br>▪ Mental health episode (Medical attention)<br>▪ Self-harming behaviour (Medical attention)<br>▪ Suicide ideation/thought/actions (Medical attention)<br>▪ Inappropriate sexual conduct (Major impact)<br>▪ Misuse of drugs, alcohol and other substances (Medical attention)<br><br>**Note:** Provision of treatment provided and may or may not be accepted.<br><br>**Non-medical related**<br>▪ Aggression-serious threats violence or harm<br>▪ Alleged trafficking or provision of illicit substances<br>▪ Possession of weapons<br>▪ Stalking<br><br>**Note:** Client behaviour that impacts TSA personnel is reported as WHS incident as well. | ▪ Aggression-verbal abuse, offensive behaviour<br>▪ Inappropriate sexual conduct (Minor impact)<br>▪ Breach of cultural safety<br>▪ Common Assault<br>▪ High risk activities e.g., train surfing, sexualised behavior<br>▪ Mental health episode (Minor intervention)<br>▪ Self-harm (Minor)<br>▪ Misuse of drugs, alcohol and other substances (Minor intervention)<br>▪ Suicide ideation/thought/actions (No medical intervention)<br>▪ Theft<br><br>**Note:** Client behaviour that impacts TSA personnel is reported as WHS incident as well. |
| **TSA Personnel Conduct** | ▪ Abuse-Sexual<br>▪ Inappropriate professional conduct (sexual misconduct)<br>▪ Inappropriate or unauthorised use of restrictive practices<br>▪ Abuse-Neglect<br>▪ Abuse-Physical<br>▪ Abuse-Emotional/ Psychological | ▪ Discrimination<br>▪ Abuse-Spiritual<br>▪ Abuse-Financial<br>▪ Inappropriate professional conduct | |
| **Death** | ▪ Unexpected death (within service/care) | | |



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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* | | |
| **Property damage/Unauthorised access** | ▪ Damage-Significant damage (closure, prevention of service) | ▪ Damage-Limited service provision | ▪ Damage (Minor)<br>▪ Property-Unauthorised access |
| **Illness/Outbreak** | **Hospital admission**<br>*(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)*<br>▪ Individual illness (Unplanned hospital admission)<br>▪ Notifiable infectious or communicable disease/illness (with or without hospital admission)<br>▪ Outbreak (multiple people with similar illness) | **Medical attention**<br>*(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team)*<br>▪ Individual illness (Unplanned medical attention) | ▪ Individual illness (Minimal intervention) |
| **Injury** | **Hospital admission**<br>*(e.g. a serious illness or injury that requires immediate treatment in hospital as an inpatient in a hospital)*<br>▪ Injury (Hospital admission) | **Medical attention**<br>*(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health centre visit, crisis assessment team)*<br>▪ Injury (Medical attention) | ▪ Injury (Minimal intervention) |
| **Personal information** | ▪ Loss or theft<br>▪ Unauthorised access or modification<br>▪ Unauthorised use or disclosure | ▪ Noncompliant collection or storage<br>▪ Unauthorised/inappropriate use of images | |
| **Service delivery** | ▪ Deceased body-incorrect disposal<br>▪ Deceased body-loss of<br>▪ Deceased body-incorrectly transported to funeral | | ▪ Duty of care intervention - non-TSA (exclude family domestic violence and/or child abuse) |
| **Failure to Report/remove risk** | **Reporting and compliance**<br>▪ External reporting failure<br>Failure to reduce/remove risk | | |



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| Notification Key | | |
|---|---|---|
| **I** Immediately after incident or awareness of incident | **AC** Assistant Chief | **PL** Portfolio Leader |
| **8H** Within 8 hours after incident or awareness of incident | **AM** Area Manager | **PO** Privacy Officer |
| **24H** Within 24 hours of awareness of incident | **AO** Area Officer | **PRS** Public Relations Secretary |
| **48H** Within 48 hours of awareness of incident | **ATC** Assistant to the Chief | **LM** Line Manager (Service/Site/Program/Ops Manager or Corps Officer) |
| **D** At the discretion of the last person notified in the management structure | **CO** Corps Officer | **MR** Media Relations |
| **✚** Additional notification not within direct line management structure | **CPO** Chief Property Officer | **ND** National Director |
| 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. | **CS** Chief Secretary | **OP** Officer Personnel |
| | **DC** Divisional Commander | **Q&S** Quality and Safeguarding |
| | **EM** Executive Manager | **SGC** Safeguarding Consultants |
| | **GC** General Counsel | **SM** State Manager |
| | **GM** General Manager | **SPT** Secretary to the Property Trusts (Governance and Risk) |
| | **HoD** Head of Department | **VR** Volunteer Resources |
| | **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 | |
|---|---|
| Example:<br>(I) LM → (I) SM → (8H) GM → (D) HoD | 1. Notify line manager immediately.<br>2. Line manager to notify State Manager immediately.<br>3. State Manager to notify General Manager in 8 hours.<br>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)<br>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) GM → (I) ND →(I) PL→ (I) AC+ATC → (I) CS<br>✚ GM/EM → (I) HoD Q&S<br>✚ GM/EM → (I) SPT<br>✚ ND → (D) MR, (D) WHS |
| 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)<br>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) GM → (I) ND →(I) PL |
| 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)<br>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) GM → (I) ND →(I) PL |
| 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)<br>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) GM/EM → (I) ND |
| 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)<br>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) GM → (I) ND →(I) PL |



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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 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.<br><br>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.<br><br>**Child sexual abuse**<br>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.<br>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.<br><br>**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:<br>▪ With their genital, anal or breast areas being focused on in the image, or which are uncovered;<br>▪ Doing something personal such as sexual activity, showering or using a toilet etc.;<br>▪ In a digitally altered/ 'deep-fake' type format which would be considered intimate.<br><br>**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. | (I) GM/EM → (I) ND → (I) PL → (I) AC+ATC → (I) CS<br>✚ ND → (I) HoD Q&S<br>✚ GM/EM → (I) SPT<br>✚ ND → (D) MR, (D) WHS |
| 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) GM/EM → (I) ND |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| 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) GM/EM → (I) ND |
| 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) GM/EM → (I) ND |
| 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) GM/EM → (I) ND |
| Category 2 | Inappropriate sexual conduct | 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.<br>Examples include:<br>• staring, leering or unwelcome touching<br>• suggestive comments or jokes<br>• unwanted invitations to go out on dates or requests for sex<br>• intrusive questions about a person's private life or body<br>• deliberately brushing up against a person<br>• emailing pornography or rude jokes, displaying images of a sexual nature, communicating content of a sexual nature through social media or text messages | (I) GM/EM → (I) ND<br>✚ ND → (D) MR |
| 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) GM/EM → (I) ND |
| 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) GM/EM → (8H) ND |
| 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) GM/EM → (8H) ND |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| 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):<br>▪ a firearm, a gun or a knife<br>▪ any object that is made or adapted for attacking someone<br>▪ 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) GM/EM → (8H) ND |
| 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) GM/EM → (8H) ND |
| Category 3 | Aggression-verbal abuse, offensive behaviour | 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. | (I) GM/EM → (D24H) ND |
| 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.<br>Examples include:<br>• staring, leering or unwelcome touching<br>• suggestive comments or jokes<br>• unwanted invitations to go out on dates or requests for sex<br>• intrusive questions about a person's private life or body<br>• deliberately brushing up against a person<br>▪ emailing pornography or rude jokes, displaying images of a sexual nature, communicating content of a sexual nature through social media or text messages | (I) GM/EM → (I) ND<br>✚ ND → (D) MR |
| 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<br><br>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. | (D) GM/EM → (D) ND |
| 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 | (I) GM/EM → (D) ND |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| | | lawful excuse. It also includes an act that produces immediate fear or apprehension of violence. | |
| 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. | (D) GM/EM → (D) ND<br>✚ ND → (D) MR |
| 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. | (D) GM/EM → (D) ND |
| 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. | (D) GM/EM → (D) ND |
| Category 3 | Misuse of drugs, alcohol and other substances (Minor intervention) | Client requires monitoring and/or first aid due to use of substances (e.g. drugs, alcohol) for nonmedical purposes in quantities and/or concentration that causes harm or 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. | (D) GM/EM → (D) ND |
| Category 3 | Suicide ideation/thought/actions (No medical intervention) | As per category 1 description but does not results in medical treatment or hospital admission. | (D) GM/EM → (D) ND |
| 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. Includes theft from outside store. | (D) GM/EM → (D) ND |
| | **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–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.<br><br>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<br><br>**Child sexual abuse**<br>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 | (I) GM/EM → (I) ND → (I) PL → (I) AC+ATC → (I) CS<br>✚ GM/EM → (I) HoD Q&S<br>✚ GM/EM → (I) SPT |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| | | activity by another child, who by the nature or their age of development has greater power.<br>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.<br><br>**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:<br>▪ With their genital, anal or breast areas being focused on in the image, or which are uncovered;<br>▪ Doing something personal such as sexual activity, showering or using a toilet etc.;<br>▪ In a digitally altered/ 'deep-fake' type format which would be considered intimate.<br><br>**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. | |
| 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.<br>This includes:<br>▪ 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.<br>▪ 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<br><br>Examples include:<br>▪ Kissing, fondling, inappropriate touching<br>▪ 'Non-contact behaviour" such as flirting, sexual innuendo<br>▪ Conversations of a sexual nature (through any medium)<br>▪ Comments about an area of the body (if these could be perceived as being for sexual gratification and not for an authorised purpose) | (I) GM/EM → (I) ND → (I) PL → (I) AC+ATC → (I) CS<br>✚ GM/EM → (I) HoD Q&S<br>✚ GM/EM → (I) SPT |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| | | ▪ 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)<br>▪ Exposure to sexual activity by others, undressing or watching someone else undress | |
| 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) GM/EM → (I) ND<br>✚ GM/EM → (D) HoD Q&S<br>✚ GM/EM → (D) SPT |
| 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) GM/EM → (I) ND<br>✚ GM/EM → (D) HoD Q&S<br>✚ GM/EM → (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) GM/EM → (I) ND → (I) PL → (I) CS<br>✚ GM/EM → (I) HoD Q&S & (I) SPT |
| 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) GM/EM → (I) ND<br>✚ ND → (D) HoD Q&S<br>✚ ND → (D) SPT |
| Category 2 | Discrimination | Discriminatory practice or behaviour that impacts/limits/precludes a client from accessing or continuing to access a service/program<br>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<br>Includes practices and/or behaviours that discriminate against people on the basis of (but not restricted to):<br>▪ Age<br>▪ Carer status<br>▪ Gender identity (identify as male/female/non-binary/preferred identification)<br>▪ Sexual orientation<br>▪ Impairment/disability<br>▪ Physical features<br>▪ Political belief<br>▪ Pregnancy<br>▪ Cultural identify<br>▪ Religious belief/activity<br>▪ Unrelated criminal record<br>▪ Parental status | (24H) GM/EM → (24H) ND |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| 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. | (24H) GM/EM → (24H) ND |
| 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. | (24H) GM/EM → (24H) ND |
| 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_PRO-01_TCOC) (Section: Unacceptable Behaviour – Boundaries).<br>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 | (24H) GM/EM → (24H) ND |
| | **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:<br>▪ use or misuse of drugs, alcohol or other substances<br>▪ suicides<br>▪ injuries sustained or contributing to death.<br>▪ poor quality of care is provided,<br>▪ delayed medical assessment or treatment<br>May include death of an individual on a wait list for service/treatment and being provided with informal case management pending service availability. | (I) GM/EM → (I) ND → (I) PL → (I) AC+ATC → (I) CS<br>✚ GM/EM → (24H) HoD Q&S<br>✚ GM/EM → (24H) SPT<br>✚ ND → (D) MR<br>✚ GM/EM → (I) CPO (if death occurs at TSA properties), (I) WHS |
| | **Property damage/Unauthorised access** | Involves damage to TSA property and equipment by the client or community member that may or may not affect services. This group also includes unauthorized access to TSA property by client or community member that may pose a risk to TSA personnel or TSA clients. | |
| Category 1 | Damage-Significant damage (closure, prevention of service) | A serious fire, natural disaster, accident or other incident which is likely to result in/or has resulted in:<br>• Significant damage to property<br>• Closure of premises<br>• Restriction to or prevention of service provision, or<br>• A significant threat to the health and safety of clients | (8H) GM/EM → (8H) ND |
| Category 2 | Damage-Limited service provision | Damage to TSA property and equipment by the client or community member ***that does not prevent*** the service being delivered but will limit services provided. | (8H) GM/EM → (8H) ND |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| Category 3 | Damage (Minor) | Damage to TSA property and equipment by the client or community member ***that does not affect*** the services provided. | (8H) GM/EM → (8H) ND |
| Category 3 | Property-Unauthorised access | Access to TSA property by client or community member that poses a risk to TSA personnel or TSA clients. | (8H) GM/EM → (8H) ND |
| | **Illness** | The fact or experience of being unwell in mind, body or spirit.<br>**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) GM/EM → (I) ND |
| 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) GM/EM → (I) ND |
| Category 1 | Outbreak (Multiple people with similar illness) | When there are two or more linked cases of the same infectious agent or disease. | (I) GM/EM → (I) ND |
| 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) GM/EM → (I) ND |
| 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. | (I) GM/EM |
| | **Injury** | Hurt, damage or loss sustained to a person's body.<br>**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<br><br>Examples include:<br>▪ a pattern of unexplained and/or concerning injuries<br>▪ burns<br>▪ concussion<br>▪ crushing<br>▪ internal injuries<br>▪ lacerations<br>▪ severe shock<br>▪ severe cuts requiring stitches<br>▪ fractures | (I) GM/EM → (I) ND, (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) GM/EM → (8H) ND, (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. | (I) GM/EM → (24H) WHS |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| | **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.<br>Note: Any breach of a client's personal information should be reported to the TSA Privacy Officer for assessment and knowledge" | |
| Category 1 | Loss or theft | Papers/files/physical devices (such as laptops and storage devices) containing personal information are lost or stolen. | (I) GM/EM → (I) ND |
| 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.<br>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) GM/EM → (I) ND |
| 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.<br>Examples may include, but are not limited to:<br>▪ Disclosure by TSA personnel of papers/files/Universal Serial Bus (USB) devices containing information<br>▪ Use of personal information by TSA personnel for a purpose other than the provision of services<br>▪ 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<br>▪ Posting another individual's personal information on social media | |
| Category 2 | Noncompliant collection or storage | Personal information collected including through third parties without the individual's consent and not otherwise authorised by law.<br>Storage of personal information in unsecured manner where non-authorised persons can easily gain access. | (24H) GM/EM → (D48H) ND |
| 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 | Deceased body-incorrect disposal | An event where the incorrect or premature disposal of a body occurs either by way of cremation or burial by the relevant service provider. This might occur in situations where the service provider has failed in their duty of care implementing standard "checks and balances", an administrative oversight or negligence. | (I) GM/EM → (I) ND → (I) PL → (I) CS |



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| Category | Term | Description & Example | Notification |
|---|---|---|---|
| Category 1 | Deceased body-loss of | An event when the deceased body is missing / destroyed under the management of the service provider. Includes:<br>▪ Through transportation locally or internationally<br>▪ Unprecedent event such as fire/natural disasters | (I) GM/EM → (I) ND → (I) PL → (I) CS |
| Category 1 | Deceased body-incorrectly transported to funeral | An event where the wrong deceased person is transported to the funeral and discovered too late in the process. This might occur in situations where the service provider has failed in their duty of care implementing standard "checks and balances", an administrative oversight or negligence. | (I) GM/EM → (I) ND → (I) PL → (I) CS |
| Category 3 | Duty of care intervention - non-TSA (exclude family domestic and/or child abuse violence abuse) | Intervention to keep people safe from harm where there is no existing support provision or care/case plan.<br>Duty of care is not related to or requires mandatory reporting of child abuse/harm.<br><br>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.<br><br>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. | (I) GM/EM |
| | **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.<br>For example: statutory child protection reports, mandatory child abuse reports to police, regulatory notifications | (I) GM/EM → (I) ND → (I) PL<br>✚ GM/EM → (I) HoD Q&S |
| 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:<br>• Knows the risk exists, and<br>• Recklessly or negligently fails to reduce or remove the risk | (I) GM/EM → (I) ND → (I) PL<br>✚ GM/EM → (I) HoD Q&S |



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