Salvation Army Stores 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/intervention provided and may or may not be accepted.	▪ Aggression-verbal abuse, offensive behaviour ▪ Banned person enters store ▪ Breach of cultural safety ▪ Common assault ▪ Inappropriate sexual conduct (Minor impact) ▪ Shoplifting ▪ Theft ▪ Weapon left in store donation ▪ Drugs left in store donation ▪ Money left in store donation **Note:** Client behaviour that impacts TSA personnel is reported to WHS.
	Non-medical related ▪ Armed robbery ▪ Bomb threat/suspicious package	**Non-medical related** ▪ Aggression-serious threats violence or harm ▪ Dumping of rubbish outside the store ▪ Drugs on site ▪ Inappropriate sexual conduct (Major impact) ▪ Possession of weapons ▪ Stalking ▪ Snatch and grab (register or cash register)	
TSA Personnel Conduct	▪ Abuse - Physical ▪ Abuse-Sexual ▪ Inappropriate professional conduct (sexual misconduct)	▪ Discrimination ▪ Inappropriate professional conduct ▪ Theft - above $50 ▪ Fraud/manipulation of funds	
Death	▪ Unexpected death (Within service/care)	▪ Unexpected death (Not within service/care)	
Property damage/unauthorised access	▪ Damage – significant damage (closure, prevention of services)	▪ Damage – criminal ▪ Burglary – actual/attempt	▪ Damage/theft – bins ▪ Damage – graffiti ▪ Police request for CCTV ▪ Damage – donor property
Illness/outbreak	**Hospital admission** *(e.g. a serious illness or injury that requires immediate treatment in*	**Medical attention** *(e.g. Treatment provided in/by Hospital Emergency Department, ambulance, unplanned GP/health*	▪ Individual illness (unplanned, minimal intervention)

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Incident Group	Incident Types and Categories		
	Category 1	Category 2	Category 3
	hospital as an inpatient in a hospital) ▪ Individual illness (Unplanned hospital admission)	*centre visit, crisis assessment team)* ▪ Individual illness (Unplanned medical attention)	
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 or modification ▪ Unauthorised use and disclosure **Note:** May require mandatory statutory and/or regulatory reporting	▪ Non-compliant collection or storage **Note:** May require mandatory statutory and/or regulatory reporting	
Service delivery			▪ Duty of care intervention – non-TSA (exclude family domestic violence and/or child abuse)
Family and Domestic Violence, abuse			**Family & domestic violence, 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		

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Notification Key				
I	Immediately after incident or awareness of incident	**AC**	Assistant Chief	**PO** Privacy Officer
8H	Within 8 hours after incident or awareness of incident	**AM**	Area Manager	**PRS** Public Relations Secretary
24H	Within 24 hours of awareness of incident	**AO**	Area Officer	**LM** Line Manager (Service/Site/Program/Ops/Store Manager/Corps Of
48H	Within 48 hours of awareness of incident	**ATC**	Assistant to the Chief	**MR** Media Relations
D	At the discretion of the last person notified in the management structure	**CO**	Corps Officer	**ND** National Director
✚	Additional notification not within direct line management structure	**CPO**	Chief Property Officer	**OP** Officer Personnel
	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	**Q&S** Quality and Safeguarding
		DC	Divisional Commander	**SGC** Safeguarding Consultants
		EM	Executive Manager	**SM** State Manager
		GC	General Counsel	**RM** Regional Manager
		GM	General Manager	**SPT** Secretary to the Property Trusts (Governance and Risk)
		HoD	Head of Department	**SLM** Security & Loss Prevention Manager
		HR	Human Resource	**VR** Volunteer Resources
		PL	Portfolio Leader	**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) 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.

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) LM → (I) AM+SLM → (I) RM/GM → (I) ND → (I) PL → (I) AC+ATC → (I) CS ✚ ND → (I) HoD Q&S ✚ ND → (I) SPT ✚ ND → (D) MR, (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** 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.	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND → (I) PL → (I) AC+ATC → (I) CS ✚ ND → (I) Q&S (HoD) ✚ ND → (I) SPT ✚ ND → (D) MR, (D) WHS

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Category	Term	Description & Example	Notification
Category 1	Armed robbery	Includes violence used, threatened to steal, whether with a weapon or not	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND
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) LM → (I) AM+SLM → (I) RM/GM → (I) ND
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) LM → (I) AM+SLM→ (I) RM/GM → (I) ND
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) LM → (I) AM+SLM → (I) RM/GM → (I) ND ✚ ND → (I) HoD Q&S
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) LM → (I) AM+SLM → (I) RM/GM → (24H) ND
Category 2	Dumping of rubbish (outside the store)	Community member leaves donated goods at front of Salvos Stores contrary to directions and state/local law	(I) LM → (I) AM+SLM
Category 2	Drugs on site	Includes where a person distributes or sells illicit substances/drugs or where illicit substances/drugs are found on site.	(I) LM → (I) AM+SLM → (I) RM/GM → (24H) ND
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) LM → (I) AM+SLM → (I) RM/GM → (I) ND
Category 2	Stalking	The following of a person (physically, online or via other communication devices) or the watching or frequenting the vicinity of, or an approach to a person's place of residence, business or work or any place that a person frequents. Stalking can occur physically as well as through technology (e.g. cyber stalking, utilising tracking devices on mobile phones).	(I) LM → (24H) AM+SLM → (24H) RM/GM

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Category	Term	Description & Example	Notification
Category 2	Snatch and grab (register or cash register)	No force is used, but cash register and/or funds from cash register stolen by unknown person.	(I) LM → (I) AM+SLM → (I) RM/GM → (24H) ND
Category 3	Aggression-verbal abuse, offensive behaviour	Any unacceptable hostile or anti-social behaviour that creates an intimidating, frightening or offensive situation and/or adversely affects workplace performance. It may involve loitering outside stores, 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. This includes any physical aggression resulting in the provision of first aid	(24H) LM → (24H) AM+SLM
Category 3	Banned person enters store	Attendance at store of person prohibited from entry	(24H) LM → (24H) AM+SLM
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) LM → (24H) AM+SLM
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) LM → (24H) AM+SLM
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) LM → (I) AM+SLM → (I) RM/GM → (I) ND ✚ ND → (24H) HoD Q&S ✚ ND → (D) MR
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. Value below $50	(24H) LM → (D) AM+SLM
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	(24H) LM → (D) AM+SLM

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Category	Term	Description & Example	Notification
Category 3	Weapon left in store donation	A prescribed weapon (gun, ammunition, flick baton etc) is received in a store's donations, requiring police retrieval.	(I) LM → (D) AM+SLM
Category 3	Drugs left in store donation	Drugs (suspected illicit or prescribed) are received in a store's donations requiring either police retrieval or pharmacy disposal.	(I) LM → (D) AM+SLM
Category 3	Money left in store donation	Money above the value of $50 is found in any single donation.	(I) LM → (D) AM+SLM
	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.	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND → (I) PL → (I) AC+ATC → (I) CS ✚ RM/GM → (I) HoD Q&S ✚ RM/GM → (I) SPT ✚ ND → (D) MR

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Category	Term	Description & Example	Notification
		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. 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) LM → (I) AM+SLM → (I) RM/GM → (I) ND → (I) PL → (I) AC+ATC → (I) CS ✚ ND → (I) HoD Q&S ✚ ND → (I) SPT ✚ ND → (D) MR
Category 2	Fraud/manipulation of funds	Includes manipulation of client's funds by means of: ▪ Theft ▪ Fraud ▪ Inappropriate usage of Salvos Club card for monetary gain Such acts may include theft of cash, short-changing, theft of wallet/credit card, unauthorised use of Salvos Stores Club card. The definition of Theft and Fraud will be specific to each state and territory, but essentially will include the taking of another's persons property without their permission. Fraud will involve a person obtaining a financial benefit by defrauding another.	(I) LM → (I) AM+SLM → (I) RM/GM → (24H) ND
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	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND

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Category	Term	Description & Example	Notification
		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	
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	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND
Category 2	Theft-above $50	Includes cash, donations, purchased goods	(I) LM → (I) AM+SLM → (I) RM/GM → (24H) ND
	Death	The death of a client during or outside of service delivery or care 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) AM+SLM → (I) RM/GM → (I) ND → (I) PL → (I) AC+ATC → (I) CS ✚ ND → (24H) HoD Q&S ✚ ND → (24H) SPT ✚ ND → (D) MR ✚ LM → (I) CPO (if death occurs at TSA properties), (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.	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND → (I) PL ✚ ND → (24H) HoD Q&S ✚ ND → (24H) SPT ✚ ND → (D) MR

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Category	Term	Description & Example	Notification
		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	✚ LM → (I) CPO (if death occurs at TSA properties), (I) WHS
	Property damage/Unauthorised access	Involves damage to TSA property, equipment and third-party property involving 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: ▪ Significant damage to property ▪ Closure of premises ▪ Restriction to or prevention of service provision, or ▪ A significant threat to the health and safety of clients	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND → (I) PL ✚ LM → (I) WHS, (I) CPO, (D) MR
Category 2	Damage-criminal	Includes: ▪ Windows and doors being cracked or smashed through reckless or will full behavior ▪ Fence lines being cut, or doors/windows being tampered with	(I) LM → (I) AM+SLM → (D) RM/GM
Category 2	Burglary-actual/attempt	Attempted or actual breaking and entering of TSA premises and the removal of property by unknown persons.	(I) LM → (I) AM+SLM → (D) RM/GM
Category 3	Damage/theft-bins	Willful or reckless damage to collection and other external bins Unauthorised removal of items from external collection bins or from vicinity of shop front	(24H) LM → (D) AM+SLM
Category 3	Damage-graffiti	Unauthorised writing, painting, drawing or otherwise marking of TSA property or spaces by an individual or group	(24H) LM → (D) AM+SLM
Category 3	Police request for CCTV	Includes any request from police for CCTV for any matter.	(8H) LM → (D) AM+SLM
Category 3	Damage – donor property	Property damage is caused at a donor's residence (private or commercial) during the course of collecting physical donations (home collections).	(I) LM → (D) AM+SLM → (D) RM/GM
	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. **Note:** Any breach of a client's personal information should be reported to the TSA Privacy Officer for assessment and knowledge.	
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) AM+SLM → (I) RM/GM → (I) ND → (I) PL ✚ LM → (I) Privacy Office

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Category	Term	Description & Example	Notification
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) LM → (8H) AM+ SLM → (8H) RM/GM → (48H) ND ✚ LM → (24H) Privacy Office
	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) LM → (24H) AM+SLM → (24H) RM/GM → (24H) ND ✚ LM → (I) WHS ✚ ND → (I) CPO, (D) MR
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	(24H) LM → (24H) AM+SLM → (D) RM/GM→ (D) ND ✚ LM→ (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.	(48H) LM ✚ LM → (24H) WHS
	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) LM → (24H) AM+SLM → (24H) RM/GM → (8H) ND

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Category	Term	Description & Example	Notification
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	(24H) LM → (24H) AM+SLM → (D) RM/GM
Category 3	Individual illness (unplanned minimal intervention)	Only a minimal intervention, e.g. extra observation, investigation, review or minor treatment, first aid given by staff was required.	(48H) LM
	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. **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) LM → (I) AM+SLM → (D) RM/GM → (D) ND
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) LM → (I) AM+SLM → (D) RM/GM → (D) ND ✚ ND → (D) HoD Q&S ✚ ND → (D) MR

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Category	Term	Description & Example	Notification
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.	(I) LM → (I) AM+SLM → (D) RM/GM
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.	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND
	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) AM+SLM → (I) RM/GM → (I) ND ✚ RM/GM → (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: • Knows the risk exists, and • Recklessly or negligently fails to reduce or remove the risk	(I) LM → (I) AM+SLM → (I) RM/GM → (I) ND ✚ RM/GM → (I) HoD Q&S
	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 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.	(24H) LM → (D) AM

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