




SolvSafety User Guide – Report a Suggestion

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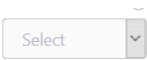
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Overview

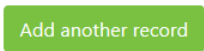





Overarching policy	This user guide is implementing the Client Feedback and Complaints Policy
System	Incident and Feedback System (SolvSafety).
Purpose	<p>This document provides information on how to report a Suggestion using SolvSafety.</p> <div>  <p>This User Guide does not tell you about every field on the form but only about those fields where additional information may be useful. It should be read in conjunction with the related documents.</p> </div>
Who does this apply to?	Anyone who wants to report a Suggestion using either the SolvSafety Portal or as a logged in System User.
Effective Date	12/10/2023

Standard Form Features and Behaviour

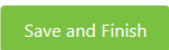

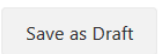

Symbols, buttons etc

	A red asterisk indicates a field that must be completed before the form can be saved.
	Hovering the cursor over the question mark will display the help associated with a field.
	Clicking on the down arrow shows a dropdown list – this may cause additional hidden fields to be displayed.
<input type="checkbox"/> Site not listed	Clicking on a box will tick it – this may cause additional hidden fields to be displayed. Click again to untick (remember to clear any data in fields that will be hidden).

Record buttons

What is a Record?	A record consists of one or more fields that may be repeated if you have additional data.
 	The green button will convert the current contents of the data entry field(s) for the relevant record into an entry in a list, clearing the data entry field(s) for a new entry to be created. The clear button will clear whatever is currently in those data entry field(s).
 	Edit – copies the record back into the data entry fields. Delete – discards the record.
	 Any data currently in the data entry fields will be overwritten! It is a good idea to select <i>Add Another Record</i> to clear the fields before selecting Edit.
What happens when the form is saved?	 When the form is saved, any record in the list will be saved to the database together with any data in the data entry fields. So, if you have 4 records in the list and have entered the data for a fifth record, but not selected <i>Add Another Record</i> yet, there will be 5 records saved to the database.

Save buttons

	 Mandatory fields must be filled in when you select <i>Save and Finish</i> or an error will be reported.
	 Provided that a form meets minimum criteria a <u>logged in user</u> can select the <i>Save as Draft</i> button <ul style="list-style-type: none">• A draft of the form is saved without performing any validation• The form is not finalized e.g., if it is a report no email is sent to the owner.

Hidden fields

Hidden fields and panes	The choices you make on the form (e.g., choosing from a list or ticking a checkbox) may result in some data entry fields being displayed or hidden. This is so that you don't have to fill in fields that are not relevant.
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How to clear a field


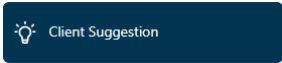

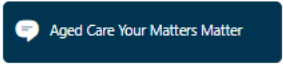
Date fields	There is a <i>Clear</i> button on the date selector.
Records	Use the <i>Delete</i> button for entries in the list. Use the <i>Clear</i> button for the current record entry.
Dropdown lists	At the top of the list there is always an option labelled <i>Select</i> . choose this.
Checkboxes	Click to untick.
Text fields	Manually delete the text – select the text and hit the backspace key.

Validation of Fields

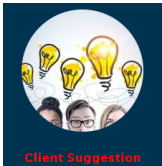
Email Addresses and phone numbers	There is no validation of email addresses or of phone numbers.
Date Validation	There is limited date validation, so it is up to you to check that the date you have entered makes sense when compared with other dates on the same report.

Opening the Report Suggestion Form

Portal Users


Go to the Portal	Access the SolvSafety - Portal located on Salvos Central under 'My Apps'. 
To open the form	Click on the Suggestion Icon.   For Aged Care do not use this module. Use the 'Aged Care Your Matter Matters' module instead. 

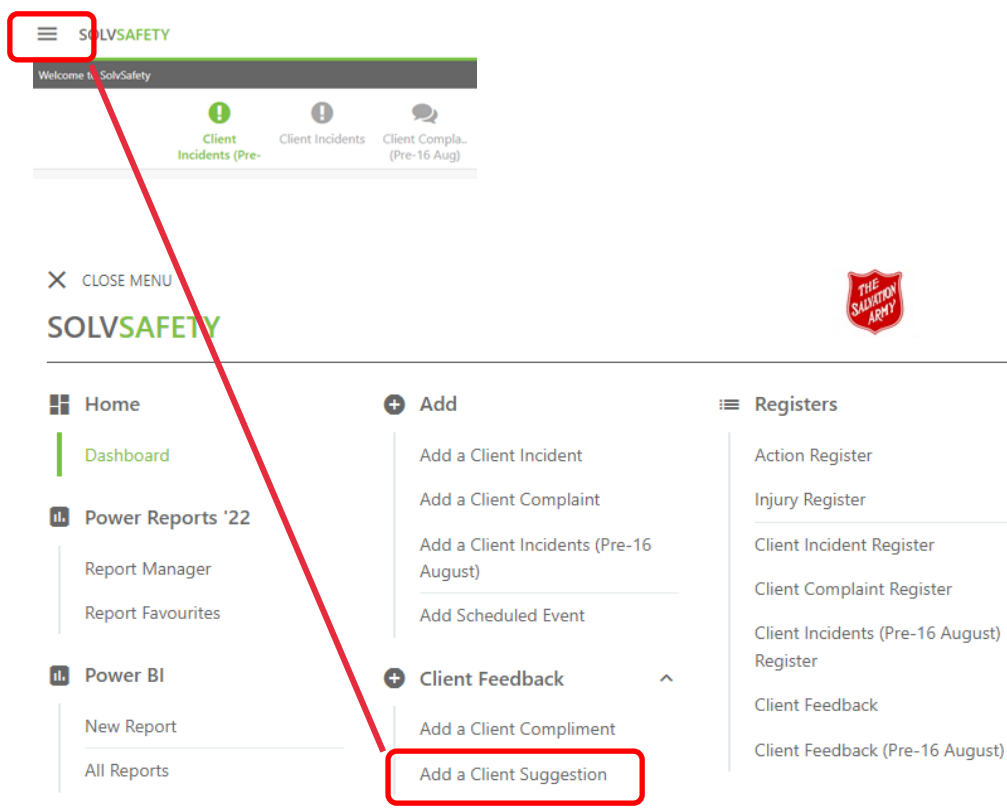
Portal Users without access to Salvos Central (e.g., Volunteers)

Go to the portal	Access Salvation Army Incident and Feedback Reporting from the 'VolHQ' icon on 'MySalvos'
To open the form	Click on the Client Suggestion form. 

System Users

Logging in

URL	Solv - Login (if the link does not work then paste https://app.solv.com.au/#/app/login into your preferred web browser search bar).
Username	Your TSA email address.
Password	Will have been emailed to you but it can be reset from the login page.
Your Home Page	Most users will see their Client Suggestion page.
If you cannot log in.	 For assistance if you cannot log in, please advise the Continuous Improvement Team through the submission of the HR Query Form found in the Service Now icon on Salvos Central. In the meanwhile, you can make a report via the portal.
To open the form	On the top Menu bar open the drop-down menu, select the Client Feedback Button and then <i>Add Client Suggestion</i>



Completing the Form



Scroll up and down the form to identify which sections you believe you will need to fill in and which fields are mandatory



This User Guide does not tell you about every field on the form only about those fields where additional information may be useful

Section 1. Suggestion Details

Mandatory Fields



Data suggestion was received
Suggestion made by
Mission/Stream
Suggestion Group
Suggestion Type

Suggestion Categorisation

Mission Stream

When you select *Mission/Stream* only *Suggestion Groups* and *Suggestion Types* relevant to that Mission or Stream will be displayed



A link to the *Feedback Categorisation Table* specific to each mission, that explains more about the Categorisation of all forms of Feedback within TSA, is provided in this section of the form.

Suggestion Group and Type

When you select a *Suggestion Group* only relevant values of *Suggestion Type* will be displayed. Choose the Group and Type that is the most relevant.

Section 2. TSA Site/Service

Mandatory Fields



Site or Service is a Mandatory Field.



Be careful when selecting a Site/Service as the full path must be correct
e.g. Searching for Leongatha Corps might turn up two quite different answers.

Community Engagement>Doorways>Victoria>Leongatha Corps
Social Mission>Family & Domestic Violence>Victoria>Leongatha Corps

If the suggestion is not location specific

If the suggestion is general in nature and not related to a specific location, then please select your own Site/Service.

The suggestion owner may later change the *Site/Service*

Selection by drill down

To select a site and service you must work your way down the drop-down structure identified with the '>' symbol until there are no more drop-down options as per the image below, where 'THQ Redfern' is the only option that can be selected.

2. TSA Site/Service

Site or Service the incident relates to *

Enter the physical location of where the incident occurred or the service type/program that was provided at the time of the incident or incident disclosure from the drop-down list available. Enter any specific details (include short description of the location) and address of the location in the Additional Information field.

- Assistant Chief Secretary
 - EPSM
 - New South Wales
 - THQ Redfern**
 - Queensland

Selection by search

You can start typing the name of the *Site/Service* and will see options matching your search string



Be careful when selecting a Site/Service as the full path must be correct.
e.g., Searching for Leongatha Corps will turn up 5 quite different answers, depending on the mission involved

1. Division>Victoria>Corps>Leongatha Corps
 2. Doorways>Victoria>Leongatha Corps
 3. Family & Domestic Violence>Victoria>Leongatha Corps
- Etc.



There are a lot of entries so the search can be a little slow so be patient.
If there is no match you will be shown an empty box.

What if the Site/Service is not listed?

1. Check the spelling you are using e.g., Surrey Hills (Victoria) or Surry Hills (NSW)
2. Ask your manager or someone else in your team for advice.
3. After the above have been tried unsuccessfully, tick the Site Not Listed checkbox and follow the instructions.

2. TSA Site/Service

Site or Service the suggestion relates to *

☒ Site not listed

In very rare cases the Site/Service may be missing. Check this box if this is the case (after making sure that you are looking under the correct part of the organisational structure).

Follow the steps below if the expected site / service cannot be found in the selector:

- 1) Set the Site/Service to **Unlisted Site/Service** in the selector above.
- 2) In the **Additional Information** field below record the full details of the site/service e.g. Social Mission, Family & Domestic Violence, Victoria, Anytown Corps

The Suggestion Owner will be unable to view the details of the suggestion in the system until the missing site is added. You should contact the Suggestion Owner directly, e.g. via email, with any key information about the suggestion.

Additional Information

General Suggestion (not site/location specific)

If the client suggestion is general in nature and not related to a specific location, then initially select your own Site/Service.

Section 3. Description of the Suggestion

Enter all relevant details regarding the Suggestion (see help text for examples)



This section contains one mandatory field that requires free text details to be entered.

Section 4. Details

Recorder of Suggestion (You)

How is this section used?

Your name and email address will be included in the email that is sent to the owner when you save the form.

I'm logged in ... do I need to complete this this section?

Yes. The system cannot populate these fields for you.

I'm the provider of Suggestion ... do I need to complete this section?

Yes. The system cannot populate these fields for you.

Provider of Suggestion



This section contains mandatory and hidden fields.

I'm the Recorder of Suggestion do I need to complete this section?

Yes. You must complete this section too.

Assistance Required?

Selecting the checkbox will display a hidden field allowing you to record what kind of assistance the Provider of the Suggestion requires e.g., if there is an advocate or the person has special communication needs

Does the person identify as

Select all that apply as per the checkboxes provided. This is mandatory.

Attachments

What are attachments

An attachment can be any kind of file e.g., Microsoft Office files like Word or Excel, Photos, PDFs, etc.

NOTE: There is a 12MB limit to the file size of attachments.

The uploading of reports of workplace investigations and images or video footage of any client abusive nature are not permitted.

You may add none, one or many attachments related to the Suggestion.

Adding attachments

You can add files to the record by

- drag and drop
- browsing for the file on your device

As attachments are added they are listed in the *Attachments* pane of the form (see screenshot below).

File Naming



Make the file names as meaningful as possible to help the Suggestion Owner identify their purpose.

Viewing attachments

You can view any attachment by clicking on its name in the list.

Removing attachments

Files can be removed using the *Delete* button.

Section 5. Suggestion Owner

Select the Owner

Either start typing a name and the system will return a list of matches or you can scroll down the list.

NOTE: Allow the system a few seconds to find the correct person for you after starting to type a name before assuming the person is not listed. The system has to search a very large database.

Who can I select?

Only registered system users can be selected

Who should I select?

Many TSA Personnel will select their Line Manager and you should do so unless you have been otherwise directed.

What if the person isn't listed?

1. Check the spelling of their name e.g., in Outlook.
2. Ask you manager or someone else in your team for advice. Sometimes a specific person may be appointed to manage Suggestions for multiple sites/services.
3. After the above have been tried unsuccessfully, tick the missing owner checkbox and follow the instructions.

Saving the Form as Draft (Logged in Users only)

Save as Draft – Logged in users only

Save as Draft

If the Site/Service section is complete logged in users may save the form for later completion.



Portal users cannot save as draft

Summary Page

The *Summary Page* for the Suggestion will be displayed (if you have permission to manage Suggestions at the selected Site/Service).



If you don't have permission to manage Suggestions at the selected Site/Service, you won't be able to see the *Summary Page* or complete the Suggestion Report.

Managers can make and authorise a request for a member of personnel to be provided with access to the SolvSafety Incident and/or Feedback modules for the purposes of managing incidents/feedback using the [SolvSafety Access Request](#) Form in ServiceNow (HR).

Re-opening for edit



A Suggestion Report can only be edited via its *Summary Page*.

Summary Page – Progress Buttons

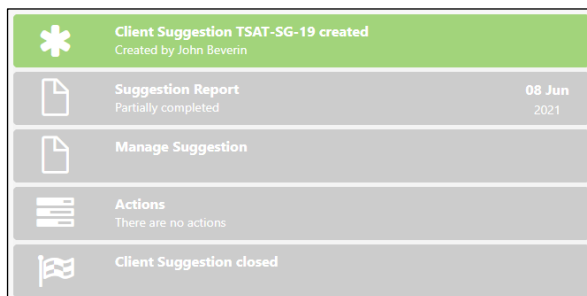
Progress Buttons

On the *Summary Page* for the Suggestion

- The first (green) progress button shows the Suggestion Identifier
- The second (grey) progress button shows that the Suggestion Report is only partially complete. This button is used to reopen the report to complete it.



It is a good idea to make a note of the Suggestion ID so that you can quickly and easily locate the Suggestion if you don't plan to complete it immediately.



Summary Page – Re-opening a draft Suggestion Report for edit

Re-open the Suggestion

Select the grey *Suggestion Report* progress button. This will redisplay the Suggestion Report and you can continue editing.

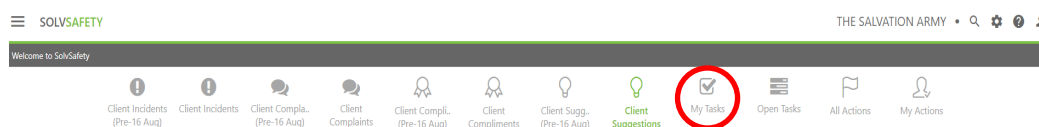
Resuming editing – finding the suggestion

1. By Search

1. Log in to the system
2. Enter the Suggestion ID into the *Main (Event) Search* at the top of the page (see screenshot below)
3. Select the Suggestion – the *Summary Page* will be displayed.

2. From My Tasks

The draft Suggestion Report will be listed on your *My Tasks* page – click on its ID to go to the *Summary Page*.



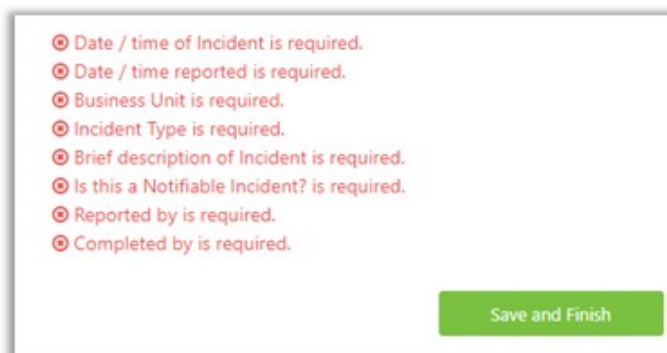
Saving the Form (All Users)

Save and Finish

Once the form is complete you can select *Save and Finish*. The system will check to see if you have missed any mandatory fields.

Correcting errors

Red Error messages tell you which fields you missed and the fields themselves will be outlined in red to make them easier to find



Emails to Owners

On Successful *Save and Finish*:

An email will be sent immediately to the assigned owner who will receive an email telling them they have a Suggestion to manage. This will include:

- The name and email of the reporter
- The Site / Service
- Client Suggestion Group and Type
- The Identifier of the Suggestion
- A link that will take them to the system

Suggestion Identifier format

Suggestion Identifiers have the format TSA-SG2-XXXX where X's represent numbers.

Where next?

- Logged in users will see the *Summary Page* for the Suggestion or their Home Page
- Portal users will see the *Complete Page*

The Complete Page – Portal Users only

What is the complete Page

The *Complete Page* is displayed to Portal Users once a Suggestion or Feedback Report has been submitted via the Portal

What can I do from this page

From the Print Pane:

- Select the Print button to View, Save or Print a copy of the submitted report (which contains the Suggestion ID)

From the Email Pane

Select **More...** to add the subject and a message before emailing a read-only copy to yourself or another person (one email address per email!)



Remember to include your name and contact details in the email so that the recipient knows who sent it (this information can't be included automatically)

Which Suggestion?



Tip: it is a good idea to make a note of the Suggestion ID in case you need to provide the Suggestion Owner with additional information.

What happens next?

When you select *Finish* you will be returned to the Portal.

click the three dots to edit subject line and Message

Email

To *

Subject *

Incident Report (ISA-IN-24)

Message *

Attached is a Incident Report for TSA IN 24.

Portal TSA User
porta.user@TSA.solv.com.au

Place your name here so that the Complaint Owner doesn't have to go into the system to find out who send the email!

Next Steps

Providing Additional Information after Save

Portal Users	If you cannot log into the system / don't have visibility of suggestions at the selected site/service, you must contact the Suggestion Owner by another means to provide additional information about the Suggestion
Users with a System login	If you can log into the system and have visibility of suggestions at the selected site/service, you can log into the system and edit the Suggestion Report Directly. See: <i>Work Instruction – Manage Compliments or Suggestions</i>

Progress Updates

No automatic updates	The system does not send updates to the Reporter of a Suggestion automatically
Portal users	Depending upon the Suggestion Type the Suggestion owner may keep you informed on the progress of the Suggestion.
Users with a SolvSafety login	If you can log into the system and have visibility of Suggestions at the selected site/service, you can view its progress within the system.

Management




To Manage a Suggestion	See: <i>SolvSafety User Guide – Manage Compliments and Suggestions</i> (GO_QA_GUI-05_TFBK)
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Related Documents and References

Related Policy Documents	Feedback and Complaints Management Policy Client Feedback and Complaints Procedure SolvSafety User Guide – Manage Compliments and Suggestions Feedback Categorisation Table: Salvos Stores Employment Plus Social Mission Salvos Funerals Community Engagement Salvation Army Housing Corps SAID
Related Legislation	N/A
Related Accreditation	N/A
Other Relevant Documents /Resources	N/A

Definitions

Definitions are located in the [Glossary of Terms and Definitions](#)

	This symbol indicates either a special note or an attachment.
	This symbol highlights a matter that may have serious personal or Organisational impact if not considered or acted upon.
	When you see this symbol there is a checklist to complete.
Suggestion ID	Every Suggestion in the system has a unique identifier with the format TSA-SG2-X where X is a number. E.g., TSA-SG2-1.
Logged In User	Someone who has already logged in to SolvSafety using their username and password.
Feedback and Complaint Management System	A TSA IT system designed to record, manage and notify on client complaints and other feedback.
Portal	A webpage that allows users to create Incident and Feedback reports without logging in.
Portal User	Someone who registers a Suggestion without logging in to SolvSafety
Provider of Suggestion	The person who reported the Suggestion and provided details. This may be the same person as the Recorder.
Recorder	The person filling in the form.

Document Control Information

Theme	Governance	
Category	Quality Assurance	
Document Owner	Governance Lead – Office of the Chief Secretary	
Document Implementer	Head of Quality and Safeguarding	
Approval Authority	Chief Secretary	
Review Date	October 2023	
Next Review Date	October 2026	
Previous Documents	N/A	
Document History	Date	Summary of Changes
	07/08/2020	Inaugural version
	09/10/2023	Scheduled review