FAQ for Frontline to Record and Notify Incidents & Feedback
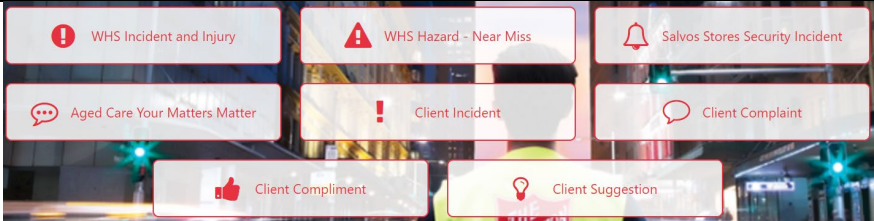
Policy and Procedures	
Where do I find the policy, procedures, templates and other supporting documents?	The Incident Management Policy (GO_QA_POL_TCIM) and the Feedback and Complaints Policy (GO_QA_POL_TFBK) can be viewed in TSA Policy App. The Policy App can be accessed via the Policy Hub homepage https://salvosau.sharepoint.com/sites/APP02267 These policies and procedures relate to incidents and feedback concerning clients engaged in any TSA mission expression. All TSA personnel must familiarise themselves with the policies and procedures to understand their responsibilities and reporting requirements.
What is an incident?	An incident is any **unplanned or undesired** event including allegations that results in an **adverse effect** (e.g. injury, abuse, hospitalisation, death, privacy breach) or near miss on an individual, the Salvation Army (TSA) or any person engaged with TSA and its operations. Incidents may include behaviours and events during service delivery that have resulted in (or have the potential to result in) hospital admission/medical attention/harm, death, significant facility/property damage, fraud, illness, injury, missing persons, privacy/confidentiality, abuse, and regulatory breaches. Incidents are categorised by 'incident group', 'incident type' and incident category (Category 1, 2 or 3 depending on level of impact or adverse effect on an individual or service). Refer to the **Incident Categorisation & Notification Table** in Policy and Procedures Supporting Documents in TSA Policy App.
What is feedback?	Feedback can be a client complaint, compliment, or suggestion. Feedback may be received from individuals or from organisations, and provides an opportunity for improvement of services, products or processes. **Complaint** An expression of dissatisfaction or concern with respect to an experience with TSA personnel, or with a service or product provided by TSA. For example, a complaint may be related to the behaviour of TSA personnel, inability to access services or inadequate or unsatisfactory service provision. **Compliment** An expression of praise and/or congratulation with respect to an experience with TSA personnel, or with a service or product provided by TSA. **Suggestion** Feedback that has an improvement idea or plan for consideration.
What's the difference between a complaint and an incident?	A complaint is an **expression of dissatisfaction** or concern. An incident is an unplanned or undesired event that results in an **adverse effect**.

	Where a complaint includes content that describes an incident including allegations (e.g. behaviour of client or TSA personnel that has resulted in injury, abuse; breach of privacy; significant damage to a property; service delivery issue that results in medical attention) that has an adverse impact on an individual, **the complaint should be reported as an incident even if it is an allegation of an incident.**
Who can report an incident or feedback?	Any TSA personnel can and must report an incident or feedback. A report of an incident or feedback is made through SolvSafety, the online system used by TSA to record and manage all client related incidents and feedback (Complaints, Suggestions, Compliments). **You do not need to have a user login to report** incidents or feedback.

SolvSafety

What is SolvSafety	SolvSafety is the online system used by TSA to record and manage all client related incidents and feedback (complaints, suggestions, compliments) and WHS incidents.
	Line Managers, and relevant delegated TSA personnel are responsible for the management of incidents and feedback once they have been logged in the system. Line Managers will need a password to log on to SolvSafety.
How do I access Solv Safety?	SolvSafety can be accessed through Salvos Central homepage *https://salvosau.sharepoint.com/* (choose the SolvSafety icon under My Apps).
	Any TSA personnel can **record** an incident or feedback in SolvSafety **without a login account**.
	Personnel designated as 'owners' of incidents and/or 'owners' of feedback will need to have a user account to view, update and manage records.

Recording and Notify of an Incident or Feedback

I don't know how to log an incident or feedback.	To record an incident or feedback, click on the SolvSafety icon on Salvos Central homepage *https://salvosau.sharepoint.com/* and the following screen will appear.

Choose the relevant module (i.e. Client Incident, Client Complaint, Client Compliment or Client Suggestion) to record an incident or feedback type.

Once you have chosen the module you need, a 'Report' form will open. Complete all relevant fields in the 'Report Form'.

When you have documented the relevant details of the event, choose 'Save and Finish'. The event will be logged.

If you are still unsure, discuss with your line manager who will be able to guide you through the process.

How soon do I need to make the notification?	⚠️ **For incidents**, the SolvSafety system will determine the category. In general, frontline must notify managers in the below frames; • **Category 1 and 2** Incidents MUST be notified to your line manager in person or by phone immediately. • **Category 3** can be within shift. • **Complaints** can be within shift. As a front-line worker your responsibility is to report to your line manager within these timeframes. More specific timeframes are on the incidents and feedback categorisation tables. These tables can be accessed on the Continuous Improvement Toolkit (under Governance Toolkits) from Salvos Central home page.
Do I need to notify my line manager directly, or the system will notify them automatically?	Automatic email notifications will be triggered to the line management via the SolvSafety system. These notifications will be triggered depending on the 'Type' and 'Category' of an incident. However, this does not negate the need to notify your line manager directly (e.g., in person, phone).
Is there a hard copy of the report form?	Yes. If you are unable to access the system and have an incident or complaint to report, hard copy forms are available. These forms are available in the Continuous Improvement Toolkit on Salvos Central homepage *https://salvosau.sharepoint.com/.* Volunteers can access these forms on the *Incident & Feedback Toolkit* on the mySalvos homepage. Note: The content of the hard copy form must be recorded in the appropriate Incident or Feedback module in SolvSafety at your earliest convenience.
When and how should I make reports confidential?	In circumstances where a member of TSA personnel is involved in relation to a serious incident or complaint and there are real (or perceived) confidentiality and/or conflict of interest issues, it may not be appropriate to forward your report to your line manager or have other managers at your site or leaders within TSA having access to this report.

	For example: an incident alleging possible criminal behaviour by a line manager or other senior leader; a serious complaint of misconduct by a manager at your site or by a TSA officer. In these circumstances, the Incident and Complaint Report form (in SolvSafety and hard copy forms) have an option to make a report confidential. When this option is chosen, the report will be directed to the Continuous Improvement Team who will then assign it to the most appropriate person to manage. Remember to view the 'help' function on the page for guidance if you are unsure.
What do I do if I'm not sure which incident or complaint type to use?	There are mission expression specific Categorisation Tables for Incidents and Complaints. These can be located as supporting documents in the TSA Policy App under the relevant policy and can be accessed via the Policy Hub homepage *https://salvosau.sharepoint.com/sites/APP02267* or can be accessed on the actual report form via an embedded link or on the Continuous Improvement Toolkit (under Governance Toolkits) from Salvos Central home page. Volunteers can also access these tables on the *Incident & Feedback Toolkit* on the mySalvos homepage. Categorisation Tables provide a description and examples of incidents and complaints that can assist you to determine how to best categorise an event. If you are still unsure, discuss the event with your line manager or contact the Continuous Improvement Team for advice.
What if my site is not listed?	If your site is not listed, check the box in the relevant sections and provide the name of your site/program and the state/territory.

An automatic notification will be forwarded to the CI Team THQ for action.

Advise your Line Manager that the site is not listed. Your Line Manager will complete a *HR Query Form* to request the addition of the site to the system .

⚠️ You must still nominate your Line Manager as the 'owner' further down in the form. In addition, advise your line manager by email that a notification has been made.

How do I assign an Incident or Feedback to my manager or delegated person?	Section 7 of the Report Form (regardless of event) requires the selection of the Owner. This will usually be the line manager or a delegated staff member at the site. Type in the name of the line manager or delegated staff member in the Incident Owner box - their name should appear in the drop-down box. **Note:** The Incident Owner box will show 'Team THQ, CI'. This is a default setting in the system. Click in the box and type the name of your line manager in the space provided. If your line manager is not in the list, click on '**Owner not listed**' and follow the three steps as indicated (above). **Remember:** If the incident is a Category 1 or 2 event you must also contact your line manager immediately (phone or in person) and advise them.
How do I record a complaint or incident	If you have received a complaint or incident from a client, member of the public (or other), whether that report is in the form of verbal or written

that I have received verbally or via another form (e.g. written complaint)?	communication, you are responsible for logging it in SolvSafety and assigning an Owner at your site to manage the notification.

If you are not able to access Solv Safety at the time of the incident or complaint, you should complete the hard copy of the incident report or complaint as soon as possible to ensure you do not forget any details.

At the earliest opportunity you should enter the details of the event into SolvSafety and assign an Owner who will be responsible for taking the required follow up action. |
| I've logged the incident. Do I need to do anything else? | **YES!** If the incident has been categorised as a **Category 1 and 2 you must notify your line manager immediately by phone or face-to-face** to advise them. If your line manager is not available, notify the next person in the line management structure.

Take guidance from your line manager about any next step actions you may need to take in relation to this incident. This may include supporting the affected person. |
| Do I use my Microsoft account to login in? | A user account is only required if you manage incidents or feedback. An account is not required to record incidents and feedback.

To request a user account, modify account access or delete accounts please:

• complete the SolvSafety Access Request Form
• The form can be found in the Service Now icon on Salvos Central. |
| How do I raise general SolvSafety issues | For general issues related to SolvSafety other than access requests please use the HR Query Form that is also found in the Service Now icon on Salvos Central. |

Training

Resources for training front line staff	Line Managers are responsible for ensuring the staff under their direct report understand their responsibilities under the TSA Incident Management Policy and procedure and know how to report an incident or feedback within the SolvSafety system.

Resources are available to support Line Managers to ensure their staff are equipped with the knowledge and ability to report incidents or feedback as per the TSA policy and procedure. Resources are located in the Continuous Improvement Toolkit on the Salvos Central site *https://salvosau.sharepoint.com/* |
| eLearn Self Enrolment Modules | To guide you on the processes and procedures to follow in recording Complaints or Incidents there are two short (20 minute) eLearn courses that are available by self-enrolment.

Self-enrolment can be accessed here:

1. Recording Client Complaint

2. Recording Client Incident |

If you have any questions or concerns, contact Continuous Improvement Team at

continuousimprovementthq@salvationarmy.org.au