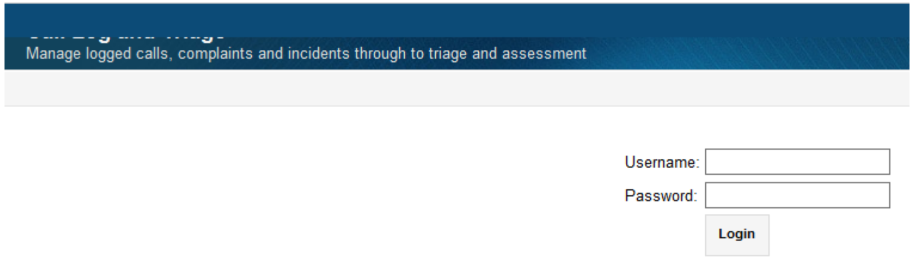
Call Logging, Triage & Assessment Guide

SafeWork SA
information > advice > support

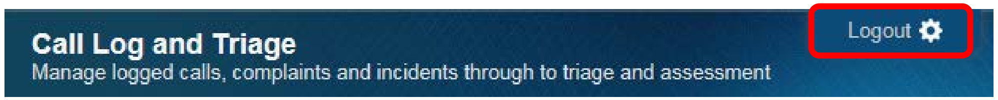
1. Login

Enter your username and password to login to the system.



2. Logout

To logout of the system, click the 'Logout' button in the top right-hand corner.



3. Menu

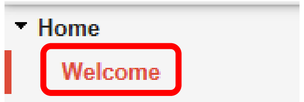
All users will be able to **log new calls**, view any drafts saved and view calls that are still in progress in the Current Assignments section.

Team Leaders and Managers, will be able to view their team's call, or if logged in as **Assessment Panel** will be able to view all the current assignments (calls awaiting Triage or Awaiting Assessment Panel review)

All users, will be able to view all calls in the View All in Progress section. These will only display details up to the Triage Stage where applicable. Ie details captured and recorded by the Call Centre information officers.

All users can view the completed calls in the View All Completed section

3.1. Welcome



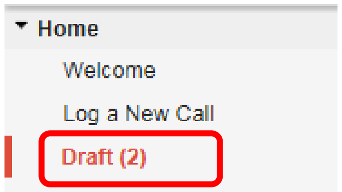
Return to the home screen.

3.2. Log a New Call

Log a new call, complaint, or incident for one of the following call directions:

3.3. Draft

Resume an incomplete contact log for a call, complaint, or incident, click on the Draft link, Open the form, by clicking on the **form name**.



Reference Number	Status	Contact Method	Call Direction	Call Logged By	Call Logged On	
0001016	Open	Direct call	Transfer	Admin admin	11/06/2017 11:28 AM	Transfer New Form
0001015	Open	Email	Legislative Advice	Admin admin	11/06/2017 11:13 AM	Legislative New Form

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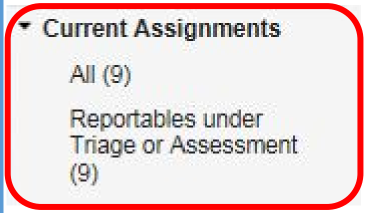
3.1. Current Assignments

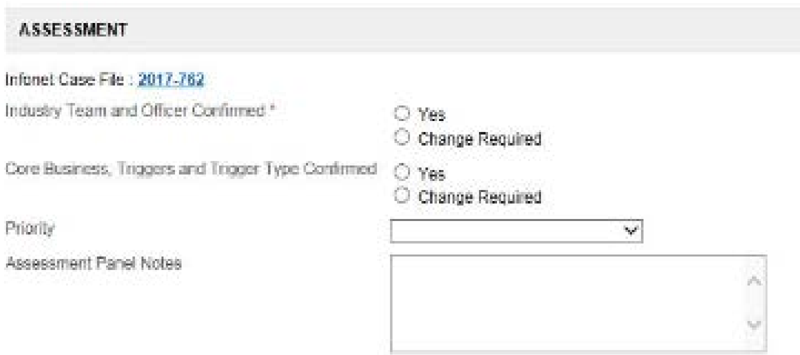
Team Leaders and Managers

.are able view their **team's** allocated call logs to **triage and complete** to assessment panel in this section.



Assessment Panel

.are able to view **ALL** call logs **to review triage decision**, complete assessment panel decision, or make change to decision, including Core Business, Trigger Reason, Type, Team and Officer, and Priority, 1,2,3,4,5.



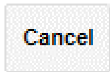
4. Save

SAVE call, complaint, or incident details to submit for triage at a later stage. All calls, complaints, and incidents saved at this point can be found in the 'Current Assignments' menu item.

6. Complete

Click on Complete to end complaint, or incident once assessment has been complete. Submitting a completed call, complaint, or incident will update the respective InfoNet case file to include assessment information.

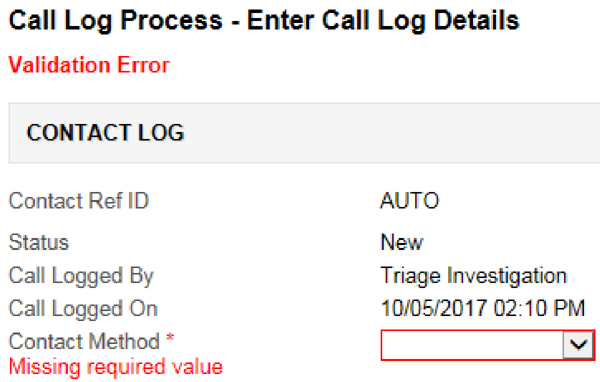
7. Cancel



Discard all changes that have been made and return to the previous screen.

8. Mandatory Fields

Mandatory fields are identified by a red asterisk (*). A validation error message will display and the relevant field(s) will be red highlighted and display with 'missing required value' if they have not been completed.



9. Select from List

Fields with drop down arrow provide a list for one selection to be made. Type the first few letters of your search criteria to refine the results.

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10. Select Multiple from List

Light grey fields allow for multiple selections to be made.
Type the first few letters of your search criteria to refine the results.

11. Date Fields

Click on the calendar icon to select a date. Dates can also be manually input in a DD/MM/YYYY format.

12. Radio Buttons

Click on a radio button to make a selection.

13. Check Boxes

Use checkboxes to select or deselect items where appropriate..

14. Add Injured Person and PCBU Details

Click on the green plus icon to add Injured Person and PCBU details.

15. Edit Injured Person and PCBU Details

Click on the edit icon to edit Injured Person and PCBU details.

16. Remove Injured Person and PCBU Details

Click on the red cross icon to remove an Injured Person or PCBU.

17. Select InfoNET Client Information

Click the select button Select to retrieve client information from InfoNET.

10 | Business Surn | ABN | Street Name | Show

	Business Surname	Given Names	ABN	Number	Street	Street Type	Suburb
○	McCrea	Alexander		273	Neldner	Road	MARANANGA
○	"A" Class Gasfitters Pty Ltd		86 062 072 039	3	Gawler	Street	WOODVILLE WEST

Enter part business name (no need to enter % in search field), click on SHOW to display list of matching clients

Click on Select at bottom of results to choose the client.

Select

Click on the link [close] if no match found, to return to job details.

[close]

18. Print

Click on the print icon Print to print a copy of the screen that you are currently on.