

PQSA Concern Report Guide (FOUR FORMS)

Introduction

The following guides will explain how to create and fill out a PQSA Concern Report using FOUR FORMS, as well as an overview of some of the other functions of the FORMS iOS and Android apps.

CLIENT CONCERN –

something that worries a person; this would generally include any change in the health status, behaviour, routines or supports with respect to any client. There is no discernible incident as such (though there may be some event that prompts the concern).

Examples:

- A client is showing increased signs of agitation and is worried about their behaviour escalating.
- A client is independent with their medication administration, but the worker has noticed the client is forgetting to take their medication.
- A client has vomited from over-eating.
- The client is getting weak and manual handling is becoming more and more difficult.

WORKER CONCERN –

something that worries a person; this would generally include any change in the health status, behaviour, routines or supports with respect to any worker. There is no discernible incident as such (though there may be some event that prompts the concern).

Examples:

- Another worker appears tired and lethargic and they are worried about their health.
- A client's/clients' home that the worker works in hasn't been cleaned properly by other staff and shopping hasn't been completed.
- A worker is late to a shift but there was no impact to the client.

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Part 1 — Opening FORMS and creating a new Concern Report Form



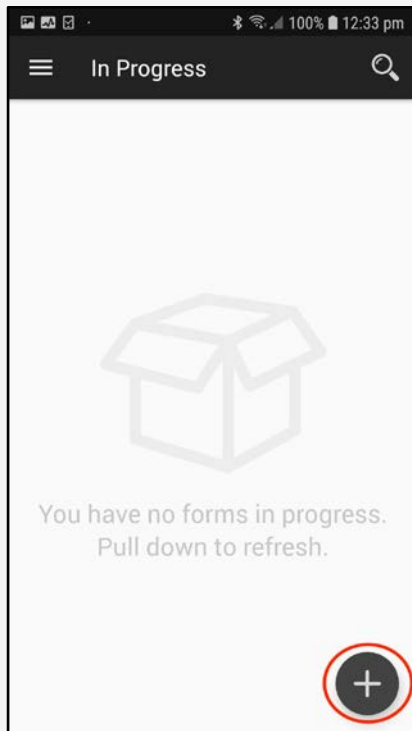
Step 1 – Open FORMS

Open the FORMS Application on your Android or iOS device.



Step 2 – Enter Pin

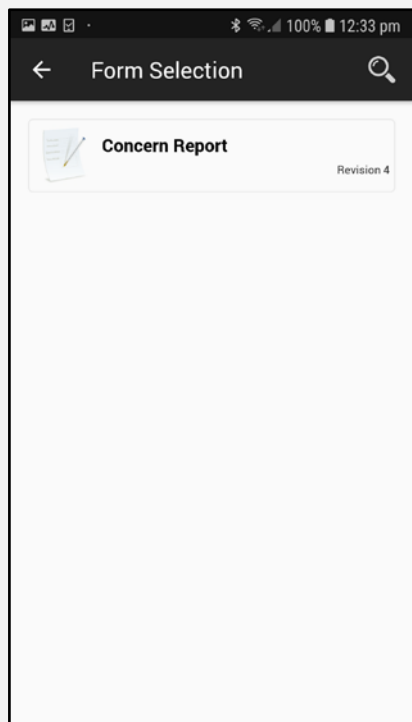
Your Pin will be your Employee Code, which you will be able to obtain through your payslip.



Step 3 – Open New Form Menu

You will be taken to a list of your current In Progress forms.

Press the + button to start a new form.



Step 4 – Select Concern Report

This will bring up a searchable list of available forms.

Select "Concern Report" and hit "OK".

Step 5 – Fill Out Form

This will create a new Concern Report form that you can fill out on your device.

Please fill out the information requested in this form, working from the top down.

More details on this form are provided below.

Part 2 — Filling out the Concern Report Form

The first section of the Concern Report form allows you to fill in general information about the report, such as the region, who is responsible, and contact information for following up on the concern.

Step 1 – Details of Person Submitting

The form will be pre-filled with your user information.

If you are submitting the form on behalf of someone else, please answer “Yes” in the dropdown provided.

Step 2 – Region and Responsible Person

Please note, the available options for “Responsible Person” are based on the selected “Region”, so be sure to enter the correct region before selecting a responsible person.

Step 3 – Form Submission Date

The form submission date is pre-filled for you, and in most cases can be left as it is.

If you create a form and submit it a few days later (not recommended), you should update the submission date to be the current date.

Step 4 – Contact Information

If you are filling out this form on behalf of someone else, please enter their details in **Contact Number** and **Contact Email**, otherwise this should be your own phone number and email. When you enter an email address you will be notified of the Concern Report Reference Number

Step 5 – Workers Name

If other workers were involved in the concern, or if you’re filling out the form on behalf of someone else, enter the relevant worker names in the “Worker(s) Full Name Involved in Concern”.

Otherwise you can leave this field blank.

Concern Location Address

Type of Location
Office

Step 6 – Location

For the Concern Location Address, and Type of Location, enter the details of the location the concern relates to. E.g. a client’s home address.

This completes the Report Information section of the form.

Concern Details

Person(s) Affected
Client

Description
Concerned with hazards in Client's home.

Date of Concern
21/05/2020

Time of Concern
12:45 PM

Did you make a report verbally?
 Yes No

Take A Photo

Step 7 – Concern Details

The second section of the form explains who was affected by the concern, what the concern was, when it occurred, and whether a verbal report was made.

For “Person(s) Affected” you can select Worker (typically yourself), Client, or Both.

In the “Description” please provide a summary of the concern that led you to fill out this form.

Use the checkboxes provided to indicate whether or not you made a verbal report of the concern.

You may also use the “Take a Photo” button to take or upload photos relating to the concern.

Part 3 – Submitting your form, and other functions

Did you make a report verbally?
 Yes No

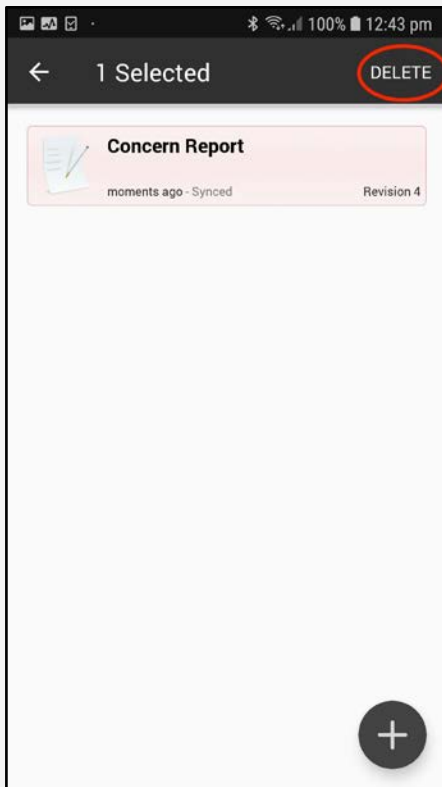
Take A Photo

Save Submit

Submitting forms

When you have finished filling out the form, hit Submit. This will mark the form as submitted.

Submitted forms will disappear from your “In Progress” list, and move to the “Submitted” list.



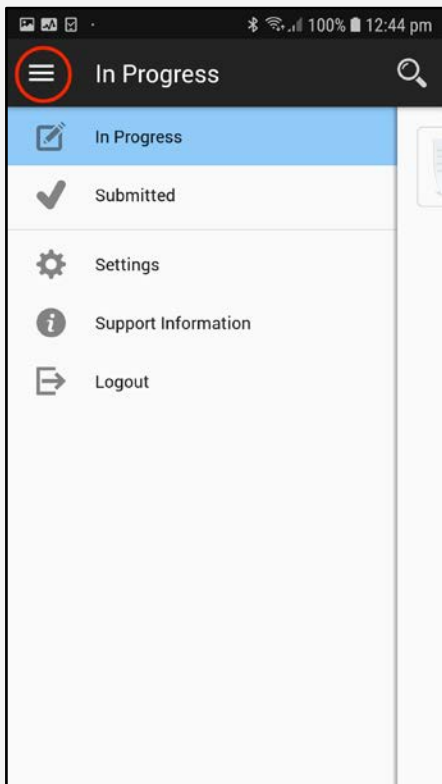
Deleting forms

You can delete forms from your device before they are submitted.

This is done by pressing your finger on a form in the In Progress list until the top bar changes to “1 Selected – Delete”.

You will now be able to press other forms you would like removed, and then press the Delete button when you’re ready to delete them.

Please note, you won’t be able to undo this, so only delete forms if you’re certain they’re not needed.



Viewing Submitted Forms and Other Information

You can access the FORMS menu by pressing the menu icon in the top right-hand corner of the screen.

From this menu you can navigate to your list of Submitted forms.

You can also view the app Settings and Support Information but typically you won’t need to check these.