



# Online Reporting System User Guide

A User Guide for Complaint Managers

May 2022



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# 1 INTRODUCTION

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The Online Reporting System, has been updated and redesigned following the implementation and endorsement of the Child Safe, Member Protection and Complaints Resolution Policies by the SLSA Board in September 2021.

The online reporting system has the following features:

- Ensures all relevant questions are asked of the reporter according to the Complaints Resolution Policy;
- Triage all reports, complaints/grievances to the relevant complaint manager pending the nature of the complaint identified by the reporter;
- Notifies complaint manager when a report has been submitted;
- Complaint Manager can request to reassign a matter up to their relevant Branch or State;
- A state can request to reassign a matter to SLSA;
- Higher level entities (States and Branches) can assign reports to clubs;
- Maintains confidential information and records of all reports and complaints received;
- Ability to upload photos, documents, video etc to the report file; and
- Historical reports to be maintained.

## 1.1 Triaging and Hierarchy

The Online Reporting System has been redeveloped and is consistent with the Complaints Resolution Policy and Child Safe Policy and is designed to identify the type of report (nature of report) being submitted and the relevant SLS Entity in which the report will be sent. Incidents are categorised into 2 categories:

- **Child Safe Matters**

All Child Safe Matters regardless of the nature of complaint will be sent directly to the relevant State Centre with SLSA notified. A State will be able to initially review the matter and nature of the report and if deemed appropriate may refer it to the SLS Club to handle in the first instance. This will only occur with low level/non-criminal offences.
- **Complaint & Grievance**

When a person submits a complaint, they will need to firstly identify the level the act took place, whether it was at a SLS Club level, Branch level, State level or National level, as well as identifying the club they belong to. From there a complainant needs to select the nature of complaint or grievance from a list provided:

  - Serious Criminal Conduct
  - Sexual Abuse/Sexual Harassment/Misconduct
  - Bullying/Victimisation
  - Harassment
  - Discrimination (pregnancy, religion, disability, race, sexuality)
  - Physical Abuse
  - Verbal Abuse
  - Member to Member Dispute
  - Complaint Against Paid Employee
  - Other Policy Breach

Matters that are categorised as Serious Criminal Conduct or Sexual Abuse/Sexual Harassment/Misconduct will in the first instance be sent to the State for review and if deemed appropriate the State may refer it back to the SLS Club to handle.

## **1.2 Security and Privacy**

Access to the report is limited to a 60-minute session to ensure the reports are not left open indefinitely. After the 60 minutes the system will require you to log back in. All data is permanently stored for accessing historical reports.

## **1.3 Accessing the System**

The system is accessible on all devices including smartphones, tablets, laptops and computers. The system requires internet connectivity to access the functionality.

Further advice for accessing the system is addressed under Section 2 below.

## **1.4 User Access**

Club Administrators with full access to Surfguard have the overall responsibility of setting up user permission for the online reporting system by assigning a complaint manager to one of three positions available in surfguard under officers.

## **1.5 Need Further Assistance**

Should there be any issue with using the Online Reporting System or obtaining a username, resetting a password, please log a support ticket at <https://help.sls.com.au>.

If you have questions or concerns about how to address matters or complaints please contact your State Centre in the first instance, after consulting with the Complaints Resolution Policy. If you still require assistance, please reach out to SLSA Integrity via email: [integrity@slsa.asn.au](mailto:integrity@slsa.asn.au).

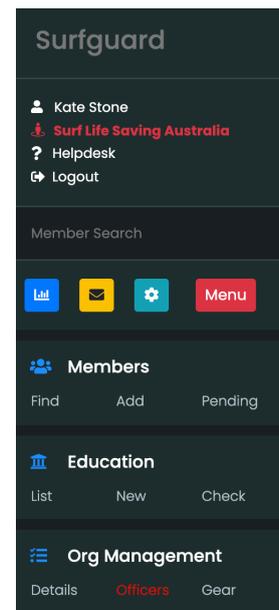
## 2 SETTING UP A COMPLAINT MANAGER IN SURFGUARD

Your club's Complaints Manager must be allocated in Surfguard. Your club is able to nominate up to three (3) Complaints Managers to receive and handle reports. This can be completed in the Officers section. Typically, Surfguard Registrars or Club Secretaries have access to allocate these positions.

For a complaint manager to access the back end of the Online Reporting System they must:

- be assigned as an officer, their surfguard member profile must list an email
- They must also have a Members Area account to log in. This may need to be created if one is not already existing.

On Surfguard, you will see under Org Management the middle option 'Officers'. Click through to this and your club's organisational management and assigned officers will appear. Scroll down to Complaint Manager 1 and select 'new' to add in your first Complaint Manager. Follow this process for Complaint Manager 2 and 3.



If your SLS Entity does not have any Complaints Managers listed in the Complaints Manager 1, 2 or 3 position, then no one in the Club will be notified of Complaints or Child Safe matters that are lodged at your SLS Entity. To add an officer, simply press **New**, and then follow the prompts to find the person you wish to appoint at your SLS Entity.

If a name that is currently listed against a Complaint Manager position is no longer current or correct, then simply click new against that position and select the new officer from their profile and ensure the dates in the position do not overlap.

**View Officers @ Surf Life Saving Australia**

Held Position From:  To:   Format: dd/mm/yyyy

Complaint Manager 1	National, State, Branch, Club   Lifesaving, Surf	01/12/2021	30/06/2022	<input type="button" value="Edit"/>	<input type="button" value="New"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Complaint Manager 2	National, State, Branch, Club   Doe, Jane	01/12/2021	30/06/2022	<input type="button" value="Edit"/>	<input type="button" value="New"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Complaint Manager 3	National, State, Branch, Club   Bloggs, Joe	01/12/2021	30/06/2022	<input type="button" value="Edit"/>	<input type="button" value="New"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

If 'Complaints Manager 1' does not appear on the list in the officer section, Select 'Setup Officer Position Synonyms' up the top of the page.

**View Officers @ Surf Life Saving Australia**

Held Position From:  To:   Format: dd/mm/yyyy

Should there be any issue with using the Online Reporting System, please log a support ticket at <https://help.sls.com.au>.

## 3 NOTIFICATION OF A REPORT

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If a Child Safe Report or Complaint/Grievance is submitted in relation to an incident at your Club, an email notification will be sent to all Complaint Managers listed for your club.

### 3.1 Email Notification

The email notification will outline the case number and provide a link to access the complaint.

Complaint Managers can click the link in the email to access the system or by visiting and logging in at:

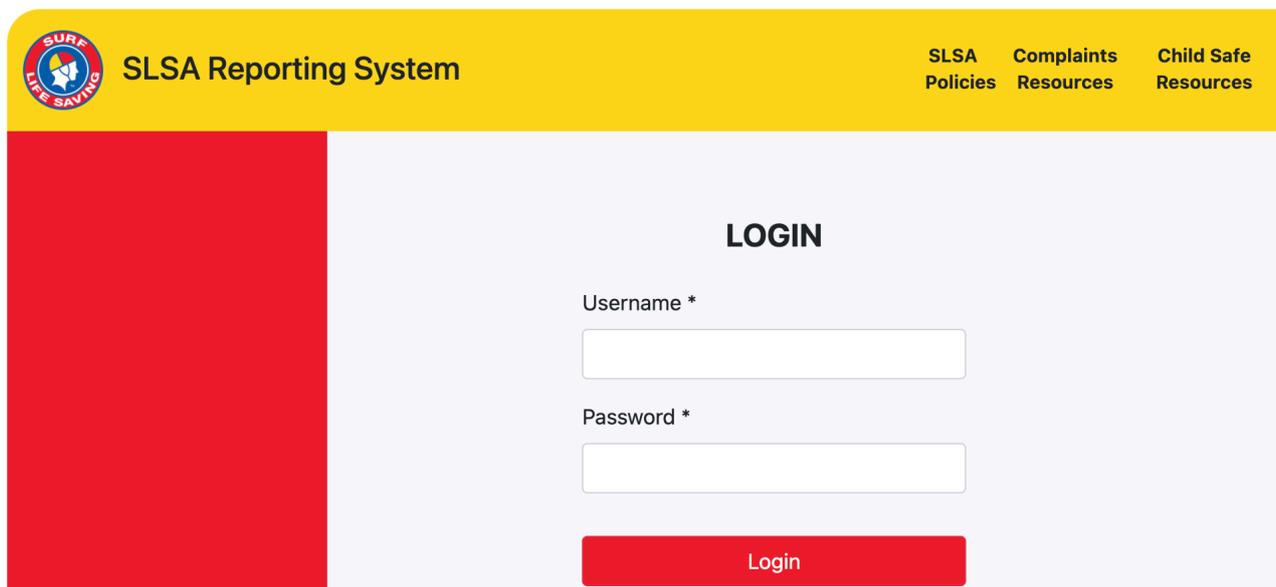
<https://complaints.sls.com.au/slsa/login>.

## 4 HOW TO LOG IN

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Once you are an appointed Complaints Manager you will be able to access the Online Reporting System by logging in at: <https://complaints.sls.com.au/slsa/login>

You will need to use your login details for Members Area and **not** your Surfguard details.



The screenshot shows the login interface for the SLSA Reporting System. It features a yellow header with the Surf Life Saving logo and the text 'SLSA Reporting System'. In the top right corner, there are three navigation links: 'SLSA Policies', 'Complaints Resources', and 'Child Safe Resources'. The main content area is light blue and contains a 'LOGIN' section. This section includes two input fields: 'Username \*' and 'Password \*'. Below these fields is a red button labeled 'Login'.

### 4.1 Errors with Log In

The Password is case sensitive. If the username and password are invalid, it may mean that the user is not in the Surfguard office position (Complaints Manager) therefore does not have permission for access, or alternatively the password or username is incorrect.

Please check with your club administrator to ensure that you have been assigned to a Complaint Manager position in Surfguard and it has a valid date range (please note an officer can be in the position but the date range has lapsed).

### 4.2 Forgotten Username or Password

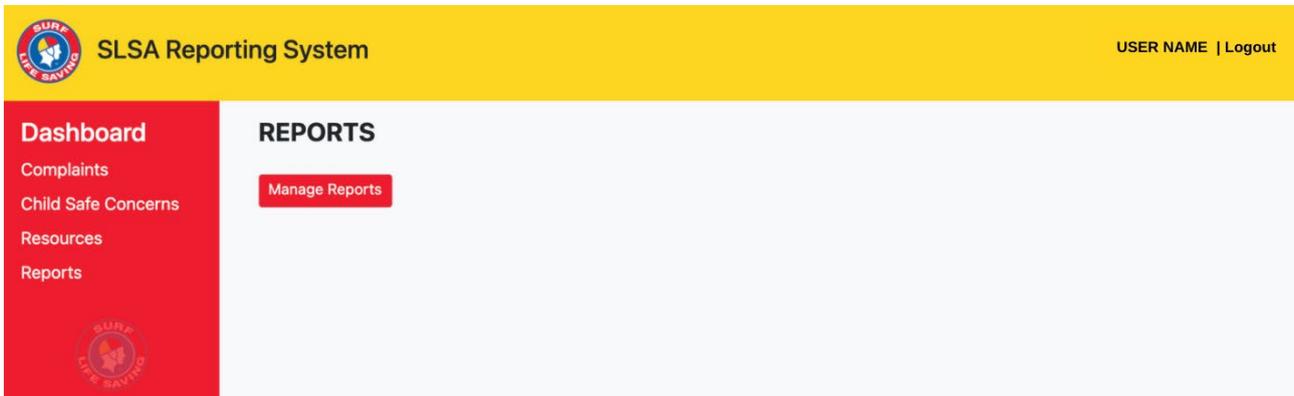
Please visit <https://members.sls.com.au/> and click "Forgotten Username or Password" on the Home Screen.

The User will then be offered an option to receive their username and reset their password via email or SMS.

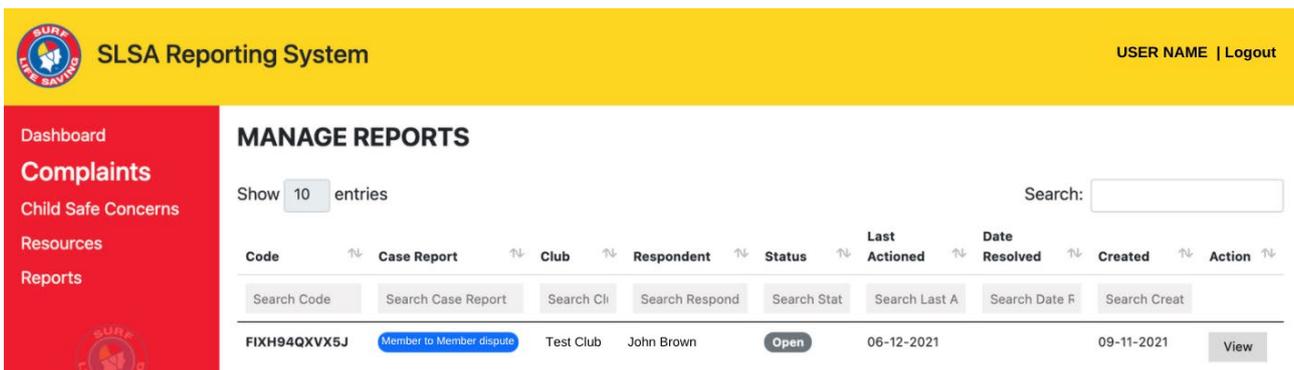
Should there be any issue with using the Online Reporting System or obtaining a username, resetting a password, please log a support ticket at <https://help.sls.com.au>.

## 5 ONLINE REPORTING SYSTEM DASHBOARD

Once you are logged in you will be able to access and handle Complaints or Child Safe Matters by navigating between these on the left hand side of the website.



The Dashboard allows a quick glance at each complaint or report, it lists the reference code, this code is provided to complainants and reporters when they lodge a complaint or child safe report. As well as the nature of complaint; as well as the SLS club, and respondent's name. The column tells a complaint manager the status of the matter, when it was last actioned and a completion date, for when matters close.



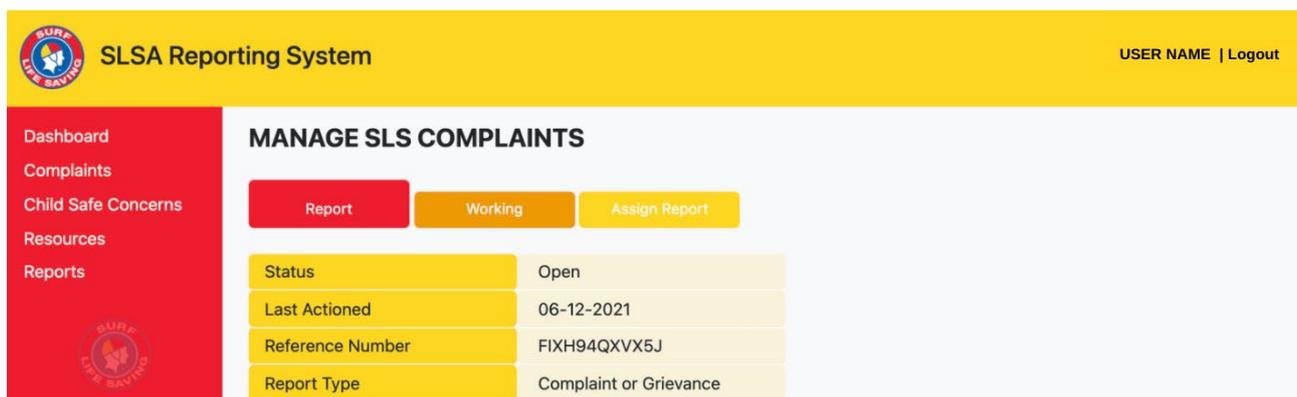
Viewing and working on a report is further covered below. However, to access a report from the dashboard, simply press 'View' which appears on the right-hand side of the complaint in the dashboard.

## 6 VIEWING A REPORT

From the dashboard, once you select **VIEW** you will be taken into the report or complaint. Each complaint or child safe matter has three tabs, Report, Working and Assign Report, these are explained in more detail below.

### 6.1 Report Tab

The Report tab, shown in red, provides the complaints manager with the report that the complainant or reporter has completed. It gives an overview of the matter, including witnesses, and also has the ability for a complaint manager to upload attachments that might be relevant such as emails received outside of the Online Reporting System.

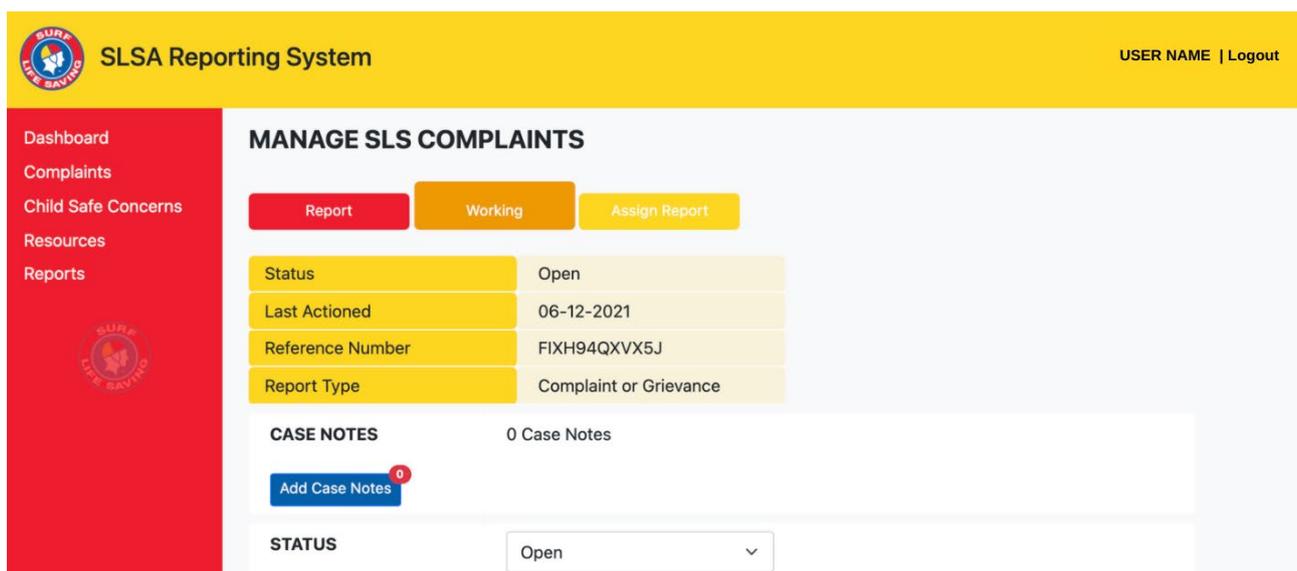


The screenshot shows the SLSA Reporting System interface. The top navigation bar is yellow and contains the SURF logo, the text "SLSA Reporting System", and "USER NAME | Logout". A red sidebar on the left lists navigation options: Dashboard, Complaints, Child Safe Concerns, Resources, and Reports. The main content area is titled "MANAGE SLS COMPLAINTS" and features three tabs: "Report" (highlighted in red), "Working" (orange), and "Assign Report" (yellow). Below the tabs is a table with the following data:

Status	Open
Last Actioned	06-12-2021
Reference Number	FIXH94QXVX5J
Report Type	Complaint or Grievance

### 6.2 Working Tab

The Working tab, shown in orange, is predominately where the complaints manager will input information surrounding the matter. This tab provides a complaints manager the ability to work through the matter and includes functions to add dated and timed case notes, along with sections to report on investigations, mediation and judiciaries.



The screenshot shows the SLSA Reporting System interface with the "Working" tab selected. The layout is identical to the previous screenshot, but the "Working" tab is highlighted in orange. Below the table, there is a section for "CASE NOTES" showing "0 Case Notes" and a blue button labeled "Add Case Notes" with a red notification badge containing the number "0". At the bottom, there is a "STATUS" dropdown menu currently set to "Open".

### 6.3 Assign Tab

The Assign Tab is the last of the three tabs available and is discussed further in section 7 below.

## 7 ASSIGNING REPORTS

A SLS Club may request to assign a report to a Branch or State if, according to the Complaints Policy, the Club cannot hear the matter, including conflicts of interest, nature of complaint, and appeals.

A SLS Club simply needs to go to the last of the three tabs, Assign Report, and then select the relevant organisation one level above it. That entity will receive an email notification the report has been requested to be assigned and will either accept or deny the request.

The screenshot shows the 'SLSA Reporting System' interface. The top navigation bar is yellow and contains the SURF Life Saving logo on the left, the text 'SLSA Reporting System' in the center, and 'USER NAME | Logout' on the right. A red sidebar on the left lists navigation options: Dashboard, Complaints, Child Safe Concerns, Resources, and Reports. The main content area is titled 'Assign Report' and features three tabs: 'Report' (red), 'Working' (orange), and 'Assign Report' (yellow). Below the tabs is a table with the following data:

Status	Open
Last Actioned	06-12-2021
Reference Number	FIXH94QXVX5J
Report Type	Complaint or Grievance

Below the table, there is an 'Assign Report' section with a dropdown menu labeled 'Select Organisation' and a red 'Assign' button.

## 8 COMPLETING A MATTER

After the matter is finalised, following the steps outlined in the Complaints Resolution Policy, the complaints manager through the Working Tab, can scroll to the bottom of the page where they will find the 'Completed By' and 'Case Resolved' sections.

A Complaints manager lists their name and position as well as the date completed and clicks 'save' to finalise the matter.

The screenshot shows the 'MANAGE SLS COMPLAINTS' form in the SLSA Reporting System. The form is divided into several sections:

- Buttons:** 'Report' (red), 'Working' (orange), and 'Assign Report' (yellow).
- Form Fields:**
  - Status: Open
  - Last Actioned: 06-12-2021
  - Reference Number: FIXH94QXVX5J
  - Report Type: Complaint or Grievance
- COMPLETED BY:**
  - Name:
  - Position in SLS:
- CASE RESOLVED:**
  - Date:
  - Actioned:
- Save:** A red 'Save' button at the bottom.

After this has occurred the complaint will appear in the dashboard and say 'Resolved' rather than 'Open' as seen above.

The screenshot shows the 'MANAGE REPORTS' dashboard in the SLSA Reporting System. The dashboard displays a table of reports with the following columns: Code, Case Report, Club, Respondent, Status, Last Actioned, Date Resolved, Created, and Action. The report with ID FIXH94QXVX5J is shown as 'Resolved'.

Code	Case Report	Club	Respondent	Status	Last Actioned	Date Resolved	Created	Action
FIXH94QXVX5J	Member to Member dispute	Test Club	John Brown	Resolved	06-12-2021		09-11-2021	View