Report Property damage or maintenance with a link on a computer

# Overview

This page explains how to use a computer to report a property issue such as a broken window or leaking roof.

This process allows anyone to report an incident or concern just by clicking a link and typing some details on their computer. **You do not need a username or password to do this**.

The aim is to provide a simple process for everyone to use easily while providing enough information to allow for follow up action.

# Scope

The reporting process can be used by everyone including hall hirers, church members and visitors to Uniting Churches across the Queensland Synod.

# What you will need

You will need:

* A computer

# Link

Click the [link to report new incident](https://au.protechtgroup.com/ucaqld/worms/client/app/anonymousWidget.html?widget=AnonymousRegisterEntry&appId=1&tablename=table_119230).

The incident report form will open on your computer.

There are three sections to complete:

* Details
* Safety Assessment
* Property.

# Details

Enter details for:

* **Your name** – the person reporting the incident.
* **Contact Number** – so someone can follow up with you if required.
* **Email address** – if you include an email address, the system will send you a confirmation email.
* **Location** – click in the field and start typing the name of your congregation e.g. *Bundaberg Uniting Church*. Choose your location once you see it appear. If you see a warning that the text doesn’t match existing records, click into the next field and the message will disappear.
* **Incident type** - select **Incident – Something happened**.
* **Details** – describe what happened.
* **When did this happen** – include date and time.
* **Does this affect a** - choose **Property**.

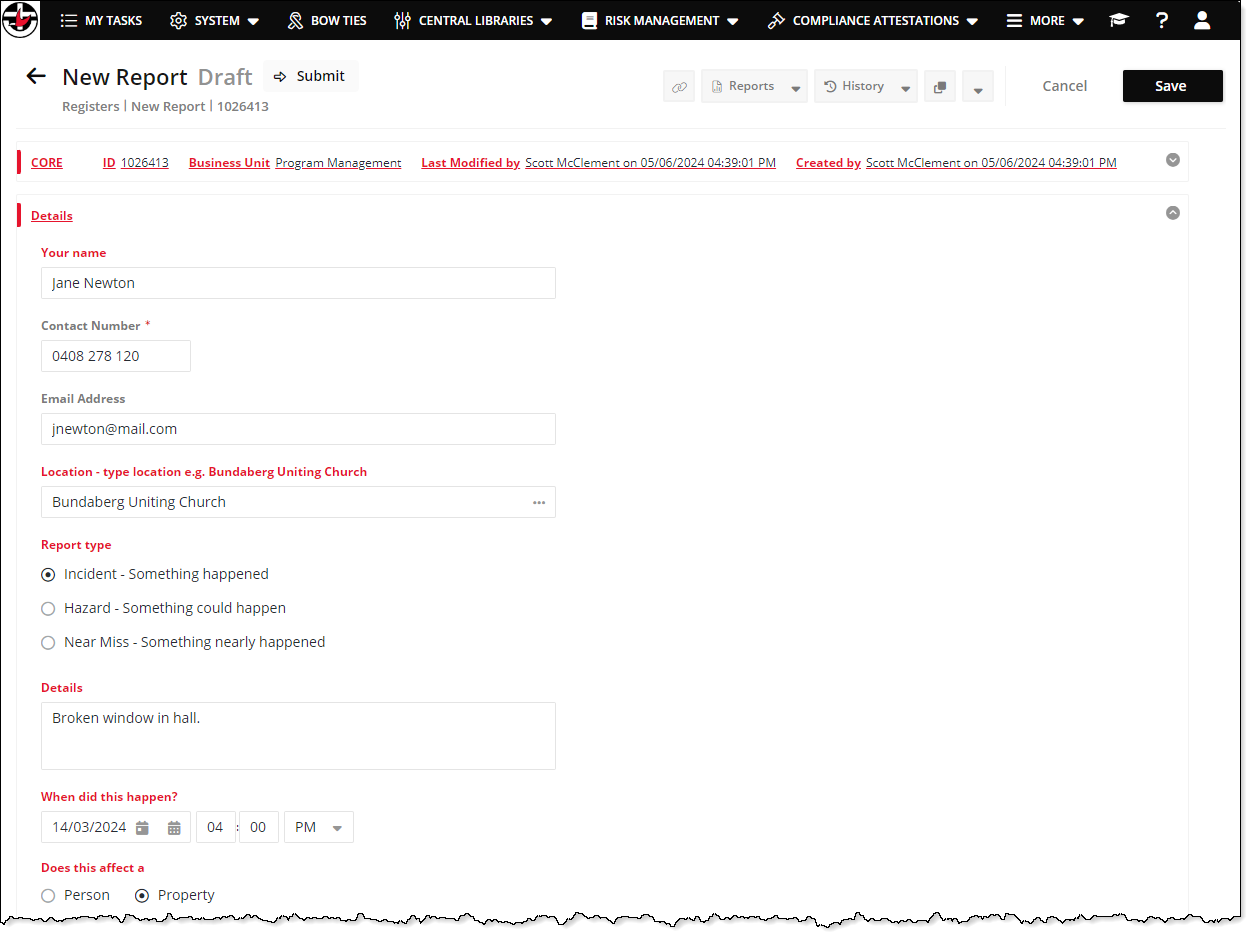


Figure 1: Details section

# Safety Assessment

* **Is or was anyone in danger?** – was there a danger to anyone such as live electrical current or fire etc.?
* **How was the danger addressed?** – if there was such a danger, how did you deal with it?
* **Were other people removed from the situation?** – did you need to move anyone away from the danger?
* **Was an ambulance called?**
* **Were the police called?**



Figure 3: Safety Assessment section

# Property

* **What has been damaged –** describe the affected property.
* **Images** – if you have photos of the damage, you could upload them here. Either drag the photos onto the left pane or click + and navigate to select them from your computer.
* **Did it cause a safety risk** – did the damage cause any risk?
* **Did it cause a security issue** – does the damage make it easy to break in?
* **Has it been secured?** – Has the security been sorted out now?
* **Does anything need to be done to prevent further damage?**

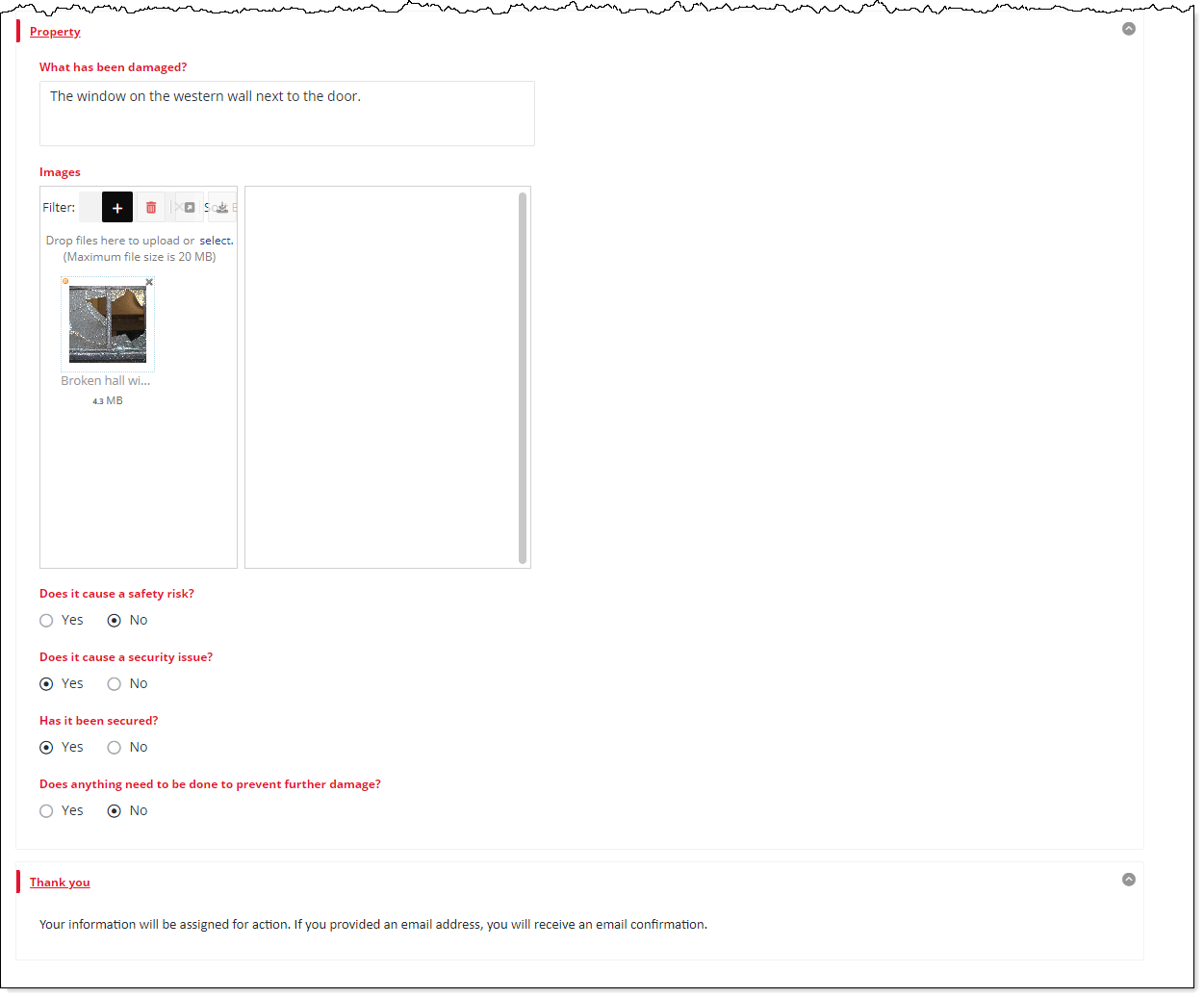


Figure 4: Property section

# Save

Click **Save**.



Figure 5: Save your incident report

# Follow up

If you have included an email address in the *Details* section, the system will send you a confirmation email.

# Contacts for serious incidents

You can call the Synod Office on the numbers below instead of using the above process or if your incident is more urgent or serious.

* Injury and illness – 07 3377 9870
* Synod after hours urgent matters – 07 3377 9706

# Revisions

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| --- | --- | --- | --- | --- | --- |
| Document number | |  | | | |
| Version | Approval date | Approved by | Effective date | Policy owner | Policy contact |
| 1.0 | 03.06.2024 | Program Manager (Risk and Assurance) | 03.06.2024 | General Manager – Risk & Safeguarding | Program Manager (Risk and Assurance) |
| Next scheduled review | | 03.12.2024 | | | |