



D A M S T R A

Managing User
Feedback

Safety



[DISCLAIMER]

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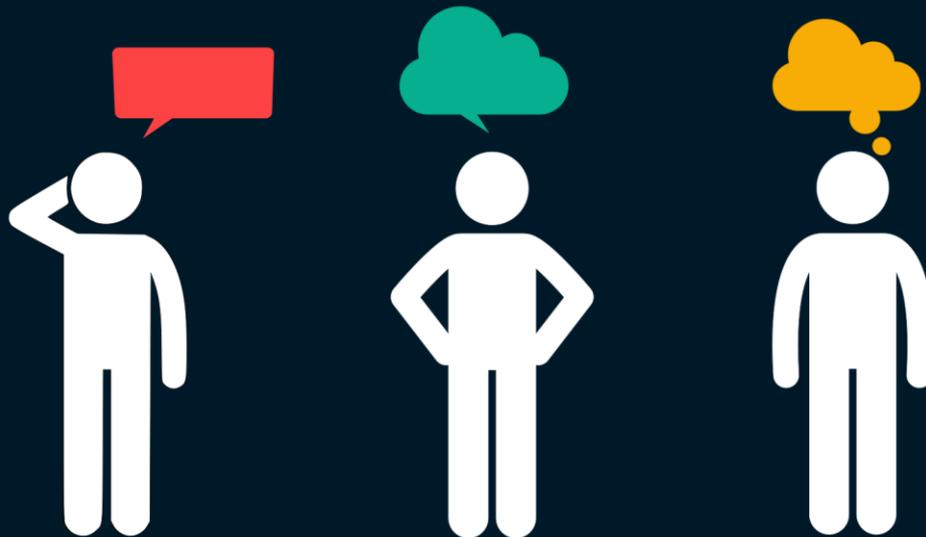
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Managing User Feedback Introduction

Damstra Safety provides the ability for anybody within your Organisation to provide feedback on your Health & Safety performance, policies or procedures via the Notify app or a Web Portal.

This video shows how to set this feature up, along with how and where to manage the incoming feedback.



Managing User Feedback

Adding Feedback Categories

The process of enabling the Feedback feature begins with establishing the categories you'd like to offer to those providing feedback.

This is managed within *Settings*, which can be found under the *Profile* icon toward the top of the screen.

Expand the *Governance* section and **click** *Feedback Category*, where the register shows all existing categories.

To add a new category, **click** the *Add* button, then provide the category name and save. **Repeat** this procedure until all required categories have been entered.

The screenshot illustrates the process of adding a feedback category in the DAMSTRA application. It is divided into three main sections:

- Top Left:** A dark blue navigation bar with a profile icon. A dropdown menu is open, showing options: "Settings" (with a gear icon), "Change Password" (with a lock icon), and "Logout" (with a door icon).
- Top Right:** A "Governance" section with a "Feedback Category" button highlighted in orange. Below it, a list of "Governance Classes" is visible, including "People", "Risk", and "Synchroniser".
- Bottom:** The main application interface with a sidebar on the left containing "Data" and "Feedback" sections. A modal window titled "Add Feedback Category" is open in the center, featuring a text input field with "Idea / Suggestion" entered and "Save" and "Cancel" buttons.

Managing User Feedback VForms Portals

Next, ensure that the *Feedback* feature is enabled in the places where it's required.

This is managed via *VForms Portals* settings by ensuring that *Report Feedback* is ticked and an appropriate description entered for any portal where you'd like the ability to provide feedback.

Further help with managing *VForms Portals* is available in the Support Portal.

The screenshot displays the DAMSTRA VForms Portal settings for 'Edit Web Form Access Point -44'. The interface includes a left-hand navigation menu with options like Site Selection, Dashboard, Governance, Risk, Compliance, Assets, and People. The main content area is titled 'Settings / VForms Portal / Edit Web Form Access Point -44' and contains several configuration fields:

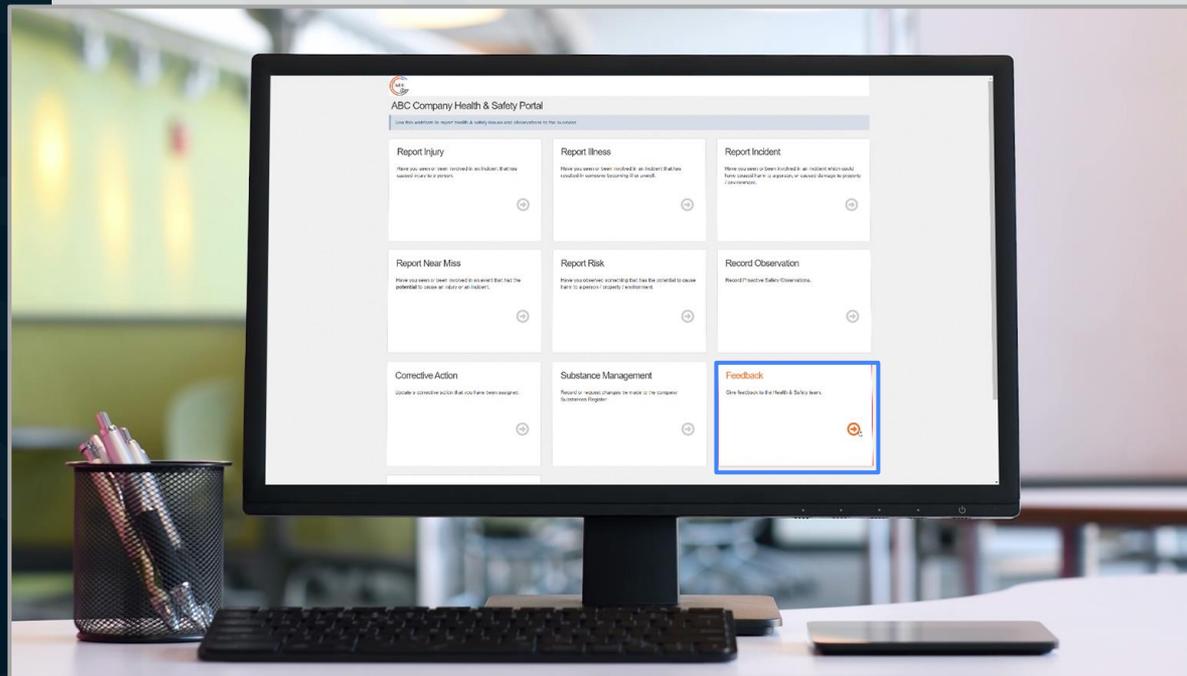
- Access Point Name:** Workers Web Portal
- Site:** ABC Industries Australia, ABC Industries New Zealand
- Location:** Digital Content Creators
- Default Portal For CA signoff:** Default | ABC Company Health & Sa
- Title:** Use this webform to report health & safety issues and observations to the business
- Hide Employee Number:**
- Hide Contractor Pass No.:**
- Hide Other Persons:**
- Other Person Only:**
- Include Event Category:**
- Include Event Severity:**
- Whitelist IP CIDR:**
- Allow Access To:**
 - Report Injury
 - Report Risk
 - Report Feedback (highlighted with a blue box)
 - Report Illness
 - Report Corrective Action
 - Create Token
 - Report Incident
 - Record Observation
 - Hide Logon to VAULT
 - Report Near Miss
 - Report Substance Location
- Report Injury:** No Photo
- Report Incident:** No Photo

At the bottom right, there is a 'Help' button.

Managing User Feedback

Submitting Feedback

Once these changes are made, the *Feedback* option, along with the categories entered earlier, will be available to users.



Managing User Feedback Feedback Register

To access and manage any feedback received, **go to** the *Feedback* register. This can be found under *Governance* in the menu bar.

The register displays all received items along with a summary of each.

To view the full entry and take any required action, **click** *Actions*, then *Edit*.

The screenshot displays the DAMSTRA Feedback Register interface. The sidebar menu on the left includes 'Site Selection', 'Dashboard', 'Governance', 'Planner', 'Process Reviews', 'Reports', 'Feedback', 'Risk', 'Compliance', 'Assets', and 'People'. The 'Feedback' section is active, showing a table of feedback items. The table columns are: ID, Date, Type, Reported By, Site, Department, Subject, Comments, Status, and Actions. The status column uses color-coded indicators: 'Not Started' (red), 'Underway' (orange), and 'Completed' (green). The 'Actions' column contains buttons for 'View', 'Edit', and 'Actions'. The table shows 15 entries, with the first three highlighted in blue. The first entry (ID 1037) is 'Not Started', the second (ID 1036) is 'Underway', and the third (ID 1035) is 'Completed'. The 'Actions' button for the second entry is highlighted in blue, and the 'Edit' button is also highlighted in blue. The table footer shows 'Showing 1 to 15 of 26 entries' and a pagination control with '1', '2', and '3' buttons.

ID	Date	Type	Reported By	Site	Department	Subject	Comments	Status	Actions
1037	14/11/2019	Idea / Suggestion	Michael F...	New Forest	GO Unit 1	Implement a Safety Role Model of the Mon...	To encourage better safety habits across the business, le...	Not Started	View Edit Actions
1036	14/11/2019	Issue	Lora Dunn	Brisbane Warehouse	Storage	More safety railings needed in loading bay	Can we look at installing more safety railings around the loa...	Underway	View Edit Actions
1035	14/11/2019	Feedback	Mania No...	Adelaide Warehouse	Warehousing	New PPE store is great	This is much better than before, can we roll it out to the o...	Completed	Actions
1034	14/11/2019	Complaint	Alan Hum...	Christchurch Accounting	Christchurch Accounting	Unsafe carpark	The Christchurch carpark is unsafe at night	Underway	Actions
1033	14/11/2019	Commendation	Robert Br...	Sydney Payroll	Sydney Payroll	Great safety training	Thanks to George Martin for the great training session o...	Underway	Actions
1032	13/11/2019	Issue	George M...	Ballarat	Ballarat	Electrical cabling in office not upto standard	We have daisy-chained power strips and cables on the fl...	Underway	Actions
1031	13/11/2019	Commendation	Clinton Stott	Sydney Payroll	Sydney Payroll	Recognition for Laurie Davison	Laurie organised a lunch & learn session around mental ...	Completed	Actions
1030	13/11/2019	Feedback	Annie Ritter	Christchurch Warehouse	Dispatch	Safety procedures being ignored	Safety procedures in the Warehouse are largely being ig...	Underway	Actions
1029	13/11/2019	Commendation	Sandra T...	Adelaide Payroll	Adelaide Payroll	Soap in ladies restrooms	Soap is continually running out and not being refilled in t...	Underway	Actions
1028	13/11/2019	Complaint	Laurie Da...	Brisbane Payroll	Brisbane Payroll	Pot holes in car park	Can the car park be resurfaced as the potholes are beco...	Underway	Actions
1027	13/11/2019	Feedback	Heta Wilson	Brisbane Warehouse	Warehousing	Out of date SDS's	The SDS's for some of the substances in the locked cabl...	Completed	Actions
1026	13/11/2019	Commendation	Lenny Su...	Sydney Warehouse	Warehousing	Health & Safety training	The training we recently received has really helped with t...	Completed	Actions
1025	13/11/2019	Complaint	Michael F...	New Forest	Accounting	Loose tiles in foyer	A couple of the floor tiles in the foyer are loose and are b...	Underway	Actions
1024	13/11/2019	Issue	Brian Daley	Melbourne	Finance	A/C not working properly	Office getting very hot, can A/C please be looked at	Completed	Actions
1023	27/02/2017	Feedback	Endfire, D...	Auckland Accounting	Auckland Accounting	Brown paper instead of white	will save money and the environment	Completed	Actions

Managing User Feedback

Evaluating Feedback

Read through the details and if action is required to address the feedback, give the feedback item a status of *Not Started*, *Underway* or *Completed*.

Add any relevant remarks and **add** the details of any Corrective Actions that may be required. Further help with managing Corrective Actions in Vault can be found within the Support Portal.

The progress of the Corrective Action along with the overall status of the Feedback item should be updated by those responsible through to completion.

Feedback / Edit Feedback - 1037

Feedback Type	Idea / Suggestion
Person Reporting	Worker
Reporter Name	Michael Farley
Site	New Forest
Department	GO Unit 1
Date Entered	14/11/2019
Subject	Implement a Safety Role Model of the Month Award
Comments	To encourage better safety habits across the business, let's recognise people who have modelled good safety practices with a monthly award.
Status	Underway as at 14/11/2019
Add Remarks	<input type="text" value="This is a great idea - to be implemented asap"/>
Corrective Action	<input type="text" value=""/>

ID	Action	Person Responsible	Status	Status as at	Completion Date	Actions
4045	Look into setting this up and rolling out across the company. Work with Michael Farley who came up with the idea.	Laurie Davison	Not Started	14/11/2019	28/11/2019	Actions

Show 10 entries | Showing 1 to 1 of 1 entries

Managing User Feedback Automatic Escalations

Note that automatic escalations can be enabled for Feedback, alerting those responsible to any new feedback the instant it is received.

Help with managing Escalations and Notifications can be found in the Support Portal.

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Settings / Notifications and Escalations

Current Escalation Setup
The scheduled time for sending escalations is 9 a.m. AEST

By Group **By Notification / Escalation** Company (Targeted)

Select Trigger Type: Web Portal

Select Trigger: Feedback Submission

Search: [] Add Group

Type: Group Site

No data available in table

Show 10 entries | Showing 0 to 0 of 0 entries

Back

