

Questions & Answers (Q&As)

SafetyCulture

System Access & User Roles

What is the difference between a “full seat” and a “guest seat” in SafetyCulture?

A full seat is a paid license providing full access to manage and close actions. Guest seats are limited access for individuals who may be delegated actions but are not primarily accountable.

I received an action but can't view it. What should I do?

To check your permissions and system access, contact:

- Quality & Practice Coordinator Desney Toia at Desney.Toia@endeavour.com.au or
- Quality and Practice Lead Jaime Zischke at Jaime.Zischke@endeavour.com.au.

I'm seeing actions assigned to the wrong people. How do I fix that?

Email Jaime and Desney with the correct site and responsible individuals to have it updated:

- Quality & Practice Coordinator Desney Toia at Desney.Toia@endeavour.com.au or
- Quality and Practice Lead Jaime Zischke at Jaime.Zischke@endeavour.com.au.

Managing Actions

What are the action statuses available in SafetyCulture?

- **To Do:** Default status when an action is created.
- **In Progress:** Used when work has started but is not yet complete.
- **Complete:** All parts of the action have been fully completed.
- **Can't Do:** Reserved for actions that are no longer possible due to specific reasons.

How do I close an action?

Change the status to "Complete," provide a comment confirming what was done and where the evidence can be found (e.g., "Uploaded to Carelink under client profile").

Should I upload documents as evidence in the system?

No. Do not upload client or employee documents. Instead, state where the evidence is stored (e.g., Carelink, shared drive, health management file).

Can I delegate actions to other team members?

Yes. You can add additional assignees, but the original person remains accountable for closure.

Can I assign an action directly to a staff member (e.g., support worker)?

No, but you can manage the action offline and then close it in SafetyCulture after confirming it's been completed.

Notifications & Emails

I'm getting a lot of reminder emails. How do I manage them?

Set up an email rule to auto-file SafetyCulture emails into a specific folder. Instructions were provided in the session chat.

Will I still receive reminders after marking an action "In Progress"?

Yes. The system will continue sending reminders until the action is marked "Complete."

Spot Checks & Quality Control

Who performs quality checks on actions?

15% of closed actions monthly to be reviewed.

- **Site Leaders:** Check: Conduct local regional sampling of their services.
- **Operations/Area Managers:** Conduct regional sampling.
- **QPI Team:** Perform business-wide spot checks.

What if I find an action marked "Complete" that isn't actually done?

Change the status back to "In Progress" and comment in the system requesting the correction.

Technical Issues & App Usage

I can't log in to SafetyCulture. What do I do?

Submit a ticket to ICT via #TeamPossible Support hub. Issues may include role-based access or missing group permissions.

Is there a mobile app for SafetyCulture?

Yes. It's available on the company portal for work phones and the App Store/Google Play for personal devices. The app functions similarly to the desktop version.

I see an error about not having access to an inspection. Should I worry?

No. This relates to legacy actions that weren't tied to templates. It does not affect your ability to close actions.

General Questions

Will training materials be available after the session?

Yes. A draft SafetyCulture guide will be distributed, and digital training is available for full users.

Who do I contact for help with actions, delegation, or access?

Contact the team on email - practiceimprovement@endeavour.com.au