



CONCERN:

Breach Notification functionality

21 FEBRUARY 2022

PROCESS MANUAL

Authored by: NAS

1. Introduction:

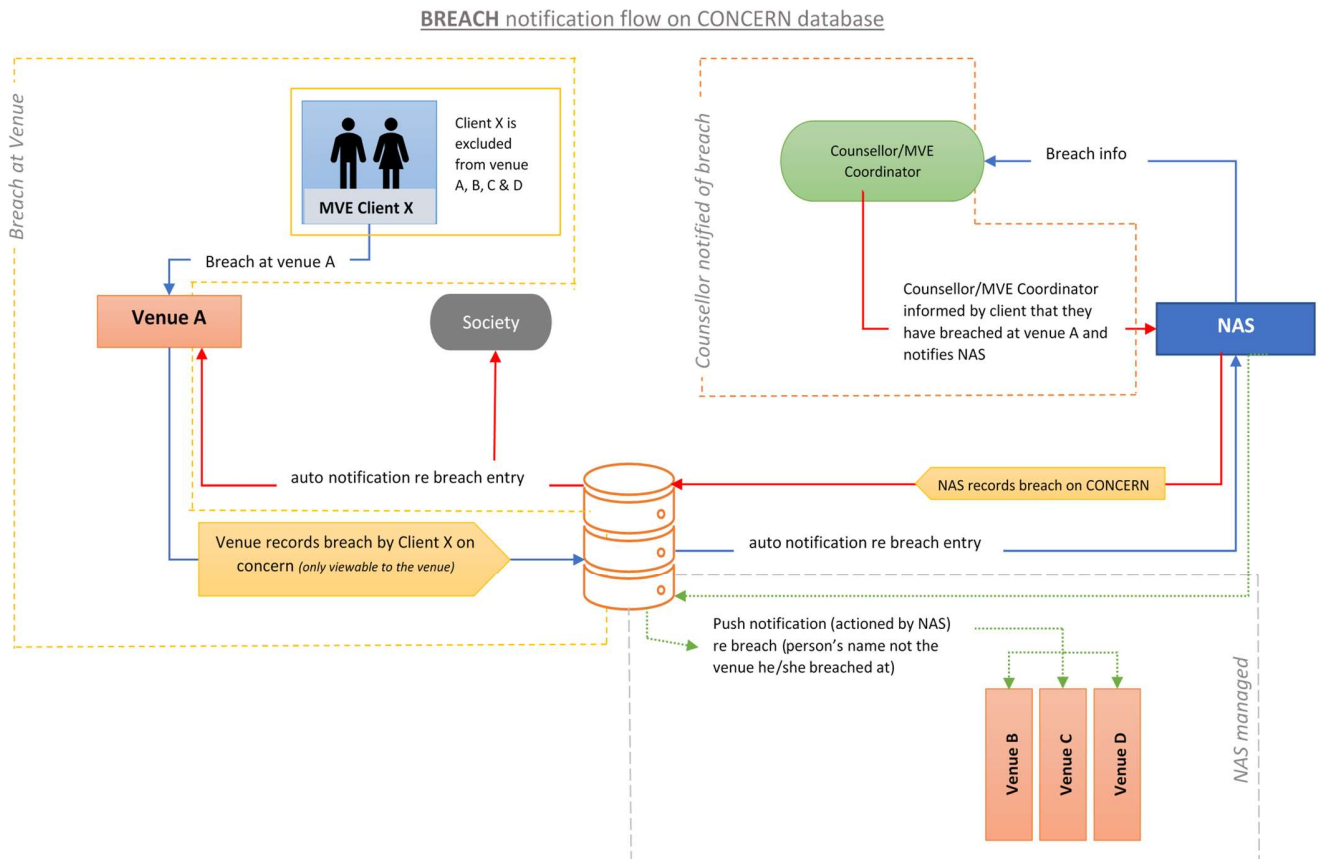
Breach Notification functionality:

Breach Notification is a new functionality that has been added to CONCERN. This will enable venue managers and National MVE Admin to add in exclusion breaches against each excluded person.

Features:

- Venue managers can add an exclusion breach
- National MVE Admin Service (NAS) can add a breach when informed by the counsellor/MVE Coordinator – MVE only
- Venue managers, Society admins and the NAS will be notified when a new breach has been added.
- If a MVE client has breached multiple times – NAS is able to push a notification out to all venues that person is excluded from. This notification will include a secure link that will enable the venue manager to view who the breach is associated with. This will not be recorded anywhere on the database; it is just for notification purposes.
- Ability to export breach reports
- Ability to record what action was taken for exclusion breaches

2. PROCESS FLOW



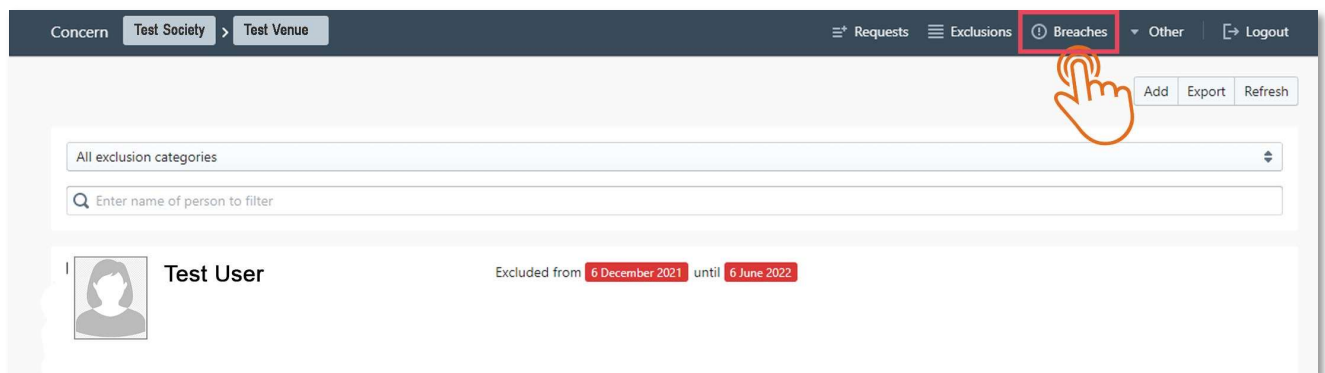
The above process flow illustrates the MVE Breach notification process only.

This functionality on CONCERN is not restricted to only Multi Venue Exclusions; it can be used to add in breaches for venue self-exclusions (s310) and manager-initiated exclusions (s309). However, NAS will not act on breaches recorded under s309 and s310.

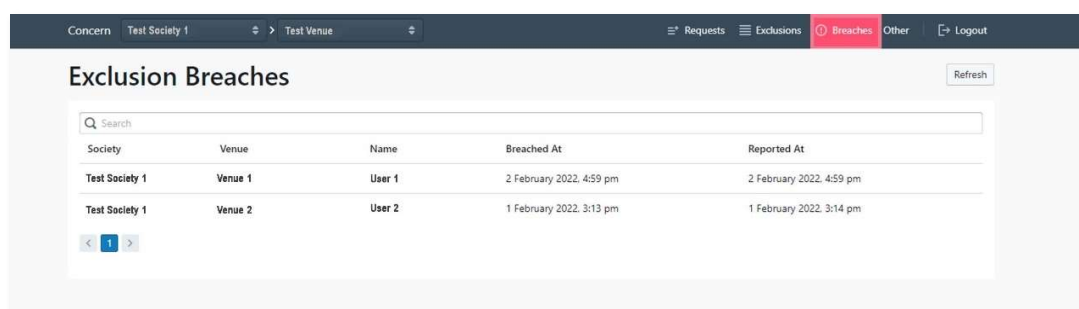
3. ACCESSING BREACHES:

3.1 The Breach Tab:

- Authorized users log into CONCERN as they normally would. On the top navigation bar next to exclusions tab is the new “breaches” tab (see image 1.1).



- On clicking this tab:
 - Venue managers will be able to see all the breaches added for their venue
 - Society admins will be able to see all breaches added for all the venues that come under them



4. Adding in a breach

User type: Venue Manager

- **Step 1:** Authorized users logs into CONCERN as they normally would and click on the person's profile page who has breached.
- **Step 2:** Click on the tab **"Exclusion Breaches"** (see below image)



- **Step 3:** Click on "Report Exclusion Breach"



- **Step 4:** Add in breach details (date, time, and any relevant action) and click **"Report"** when done.

The screenshot shows a web interface for reporting an exclusion breach. At the top, it says 'Test User - Exclusion Breaches'. There are two tabs: 'Person Details' and 'Report Exclusion Breach'. The 'Report Exclusion Breach' tab is active. Below the tab, there is a form with the following fields: 'Report Exclusion Breach' (title), 'Breach Date/Time' (11 February 2022, 4:21 pm), 'Venue' (TEST VENUE), and 'Notes' (a large text area). At the bottom of the form, there are two buttons: 'Report' and 'Cancel'.

- On submission a notification will be sent out to NAS

5. Notification of a new breach:

When a new breach is added by NAS the concerned venue manager and society gets an email notification stating that a new breach entry has been added to CONCERN. To view the breach the user needs to log into CONCERN as they usually do.

Below is the example of an email that societies will receive when a new breach is added in by NAS.



6. Push Notification by NAS:

When a person has breached multiple times, NAS can initiate a push notification that goes out to all the venues the breached person has excluded from. This notification is to inform venue staff that this person has recently breached his/her exclusion at another venue/s multiple times and is likely to visit other class 4 venues. The email received will have a link that will redirect them to the persons profile page on CONCERN.

Please see below the email that the venue manager receives.



We recommend highlighting this excluded person as a high risk patron of interest for monitoring purposes.