

# Adding “Human Rights” Problem Type to CLASS

Please note: You must have CLASS Admin role to manage problem types.

## Steps

1. Watch the 6 ½ minute CLASS help video “[CLASS ADMIN Managing Problem Types.](#)”
2. Bearing in mind the video lesson, in  **System Settings** go to  **Types & Categories** and in the new window select “Problem Types”.
3. In the new **Problem Types** table, search (or filter) the Name column for “human”.
  - a) If you already have a Human Rights problem type then go to **Workarounds**.
  - b) If you don’t have a Human Rights problem type then clear the filter.
4. Sort the rows by Code and scroll down to 6900 or 6901.
  - a) If you already have a Code 6901 then go to .
  - b) If you don’t already have a Code 6901 or a Human Rights problem type then the rest is easy.
5. Bearing in mind the video lesson create a  **New** Problem Type with the following parameters:

Parent: Other civil legal system or process
Code: 6901
Name: Human Rights
Description: Where the Human Rights Act 2019 (Qld) has specifically been referred to during the provision of the service.
Active: <input checked="" type="checkbox"/>

6. 
7. If the new Problem Type isn’t displayed select 

## Workarounds

### If you already have a Human Rights problem type

It will be particular to your organisation so you can edit it according to your own requirements. The simplest solution is to amend it’s parameters according to Step 5, however if you want to distinguish between services with problems specific to the *Human Rights Act 2019 (Qld)*, and other Human Rights problems then rename the existing problem type to something like “Human Rights – non Human Rights Act 2019 (Qld)” and go back to step 5.

### If you already have a Code 6901

If the Code 6901 is assigned to a non *Human Rights Act 2019 (Qld)* Problem Type then it could be messy but is solvable. Assume your Code 6901 is assigned to Aaaaaa

Do a  **Search Services** for Services that contain Aaaaaa in their problem type. Assess how many Services you find and how old they are.

At QAI we were lucky, we had Code 6901 assigned to Restrictive Practices but it had been hidden since 2016 so I just changed the Restrictive Practices parameters to match Step 5 and in the Description added the text *Prior to 22/5/20 Code 6901 assigned to Restrictive Practices*. In future searches it’s easy enough to filter the results where *Open date is greater than 22/5/20*.

If you have multiple services with the Problem Type Code 6901, sort the table by **Open Date** ↓ and assess how many Services are younger than X years.

- Create a  **New** Problem Type with the same Parent as Aaaaaa, Name it XAaaaaa and give it a different Code to 6901
- Open each Service within the last X years and change the Problem Type from Aaaaaa to XAaaaaa (delete Aaaaaa & add XAaaaaa.)
- Change the parameters of Problem Type Code 6901 to match Step 5 but in the Description add the text *Prior to 1/7/201X Code 6901 assigned to Aaaaaa*.
- Change the Name of Problem Type XAaaaaa back to Aaaaaa to tidy things up.

**Any problems call Liz Francis at QAI on 0422 039 258, leave a message if it goes to voicemail.**