

DEi incident management – Action summary table

The following *Action summary table* is used to understand when and how to report, escalate and record an incident once classified.

	Current risk level	Respond, escalate, report incident	Escalate incident info. (further reporting)	Record	Incident follow up/investigation	
Incident level	Level 1 – Extreme incidents	Level 1 – Extreme incidents are defined as welfare at risk and/or as defined ‘critical’ by the School alert thresholds	1800 QSTUDY <ul style="list-style-type: none"> Phone call to DEi first responder DEi first responder <ul style="list-style-type: none"> Phone call to school principal immediately on becoming aware to advise details Assess the suitability of a site visit and support Cluster Support Officer 	Principal <ul style="list-style-type: none"> Phone call to line manager immediately on becoming aware to advise details 	DEi first responder <ul style="list-style-type: none"> Record in OneSchool as record of contact or offline record of contact for study tour students only Record in DEi incident register next working day 	Detailed investigation <ul style="list-style-type: none"> School principal to initiate detailed investigation to be conducted by health and safety investigator as soon as practicable on becoming aware of the incident
		Student protection matters	1800 QSTUDY <ul style="list-style-type: none"> Phone call to DEi first responder DEi first responder <ul style="list-style-type: none"> Phone call to school principal immediately on becoming aware to advise details School principal <ul style="list-style-type: none"> If matter reaches the threshold for reporting (outlined in the Student protection procedure) submit a student protection report via OneSchool 		DEi first responder <ul style="list-style-type: none"> Record in OneSchool as record of contact (do not include sensitive information) or offline record of contact for Study Tour and Global Engagement Programs students only, applying appropriate restricted access to records that contain sensitive information School principal <ul style="list-style-type: none"> Submit a student protection report if required. Refer to the student protection guidelines for recording matters that do not meet the threshold for a student protection report 	As per Student protection procedure and guidelines .
	Level 2 - Medium and High incidents	Medium and High incidents are defined as ‘welfare possibly at risk’	1800 QSTUDY <ul style="list-style-type: none"> Phone call to DEi first responder DEi first responder <ul style="list-style-type: none"> Phone calls to parent/agent/homestay provider/chaperone to advise details Assess the suitability of a site visit and support Cluster Support Officer Contact school principal if required 	As required or when incidents escalate or remains unresolved after applied intervention	DEi first responder <ul style="list-style-type: none"> OneSchool record of contact or offline record of contact for Study Tour/Global Engagement Programs students/teachers only or if OneSchool is unavailable Record in DEi incident register next working day School staff <ul style="list-style-type: none"> OneSchool record of contact 	Standard investigation or quick assessment <ul style="list-style-type: none"> School principal to direct school staff to commence as soon as practicable
Level 3 – Low incidents	Low incidents are defined as ‘welfare not at immediate risk’	1800 QSTUDY <ul style="list-style-type: none"> Refer query to school, if required Phone call to DEi first responder, if required 	No	DEi first responder <ul style="list-style-type: none"> OneSchool record of contact or Offline record of contact email for Study Tour and Global Engagement Programs students/teachers only, or if OneSchool is unavailable Record in DEi incident register next working day School staff <ul style="list-style-type: none"> OneSchool record of contact 	Not required	