

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 information (further reporting)	Record	Incident follow up/investigation
Incident level	Level 1 – Extreme incidents	<p>Level 1 – Extreme incidents are defined as welfare at risk and/or as defined ‘critical’ by the School alert thresholds</p>	<p>1800 QSTUDY</p> <ul style="list-style-type: none"> • Phone call to DEi first responder <p>DEi first responder</p> <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 	<p>Principal</p> <ul style="list-style-type: none"> • Phone call to line manager immediately on becoming aware to advise details • 	<p>DEi first responder</p> <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 	<p>Detailed investigation</p> <ul style="list-style-type: none"> • School principal to commence as soon as practicable on becoming aware of the incident
	Level 1 – Extreme incidents	<p>Student protection matters</p>	<p>1800 QSTUDY</p> <ul style="list-style-type: none"> • Phone call to DEi first responder <p>DEi first responder</p> <ul style="list-style-type: none"> • Phone call to school principal immediately on becoming aware to advise details <p>School principal</p> <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 		<p>DEi first responder</p> <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 programs students only (do not include sensitive information) <p>School principal</p> <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 • 	<p>As per Student protection procedure and guidelines.</p>
	Level 2 - Medium and High incidents	<p>Medium and High incidents are defined as ‘welfare possibly at risk’</p>	<p>1800 QSTUDY</p> <ul style="list-style-type: none"> • Phone call to DEi first responder <p>DEi first responder</p> <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 monitor Cluster Support Officer • Contact school principal if required 	<p>As required or when incidents escalate or remains unresolved after applied intervention</p>	<p>DEi first responder</p> <ul style="list-style-type: none"> • OneSchool record of contact or offline record of contact for study tour/global programs students/teacheronly or OneSchool is unavailable • Record in DEi incident register next working day <p>School staff</p> <ul style="list-style-type: none"> • OneSchool record of contact 	<p>Standard investigation or quick assessment</p> <ul style="list-style-type: none"> • School principal to direct school staff to commence as soon as practicable

	Current risk level	Respond, escalate, report incident	Escalate incident information (further reporting)	Record	Incident follow up/investigation
	<p style="text-align: center;">Level 3 – Low incidents</p> <p>Low incidents are defined as ‘welfare not at immediate risk’</p>	<p>1800 QSTUDY</p> <ul style="list-style-type: none"> • Refer query to school, if required • Phone call to DEi first responder, if required 	<p>No</p>	<p>DEi first responder</p> <ul style="list-style-type: none"> • OneSchool record of contact or Offline record of contact email for study tour and global program students/teachers only, or OneSchool is unavailable • Record in DEi incident register next working day <p>School staff</p> <ul style="list-style-type: none"> • OneSchool record of contact 	<p>Not required</p>