4.5.1 Incident Management Flowchart

	Serious (See ACECQA SI01 for defined types)	Moderate Moderate injury or harm	Minor Minor injury or harm Near Miss Minor concern, promptly remedied	No injury or harm Not likely to cause concern
Assess				
Respond	Refer to relevant service policy and procedure -Apply first aid	Refer to relevant service policy and procedure -Apply first aid	Refer to relevant service policy and procedure -Assess requirement for first aid -Apply as necessary	Refer to relevant service policy and procedure -Assess requirement for first aid
Report	Immediately to: Parent/Caregiver Nominated Supervisor Approved Provider Regulatory Authority (Complete relevant service documentation and S101)	Immediately to: Nominated Supervisor and/or Responsible Person in Charge Parent/Caregiver Approved Provider Regulatory Authority (if medical assistance is sought or ought reasonably to have been sought) (Complete relevant documentation)	As soon as practical to: Nominated Supervisor and/or Responsible Person in Charge Parent/Caregiver Approved Provider (Entry in minor incident book)	As soon as practical to: Nominated Supervisor and/or Responsible Person in Charge Parent/Caregiver Approved Provider (Entry in minor incident book)
Debrief	Immediately with those involved in the incident and then the team as appropriate and within a reasonable time	As soon as possible with those involved in the incident and then the team as appropriate and within a reasonable time	As soon as possible with those involved in the incident and then at the next team meeting	Debrief and discuss as necessary
Reflect	Reflect on the steps taken above and identify aspects that were effective and where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and where opportunities for improvement have been identified	Reflect on probability for the incident to escalate and identify strategies to prevent further escalation or repeated occurrence
Improve	Take immediate action to improve areas identified and make records of those actions on the service's improvement plan	Take action to improve areas identified and make records of those actions on the service's improvement plan	Take action to improve areas identified and make records of those actions on the service's improvement plan	Take action to improve areas identified and make records of those actions on the service's improvement plan