

## DEi incident management – Decision tool

The following DEi risk matrix is used to understand the department's appetite for risk and to classify the incident level (low, medium, high and extreme). The matrix is aligned to the department's enterprise risk management framework:

Risk matrix		Consequence				
		Insignificant	Minor	Moderate	Major	Critical
<b>Likelihood</b> - to occur within the foreseeable future or within the project lifecycle  - will only occur in exceptional circumstances	<b>Almost certain</b>	Medium Level 2	Medium Level 2	High Level 1	Extreme Level 1	Extreme Level 1
	<b>Likely</b>	Low Level 3	Medium Level 2	High Level 1	High Level 1	Extreme Level 1
	<b>Possible</b>	Low Level 3	Medium Level 2	Medium Level 2	High Level 1	High Level 1
	<b>Unlikely</b>	Low Level 3	Low Level 3	Medium Level 2	Medium Level 2	High Level 1
	<b>Rare</b>	Low Level 3	Low Level 3	Low Level 3	Low Level 3	Medium Level 2

— Appetite to escalate from DEi first responder to School Principal/Director, DEi Appetite for triage

..... from 1800 QSTUDY to DEi first responder

The following DEi risk consequence and likelihood categories are used to evaluate the residual risks (incidents) in the above risk matrix:

Categories	Insignificant	Minor	Moderate	Major	Critical
<b>Child/Student safety</b>	Insignificant impact on the physical, psychological or emotional wellbeing of a child/student	Minor impact on the physical, psychological or emotional wellbeing of a child/student	Moderate impact on the physical, psychological or emotional wellbeing of a child/student	Major impact on the physical, psychological or emotional wellbeing of a child/student	Loss of life, permanent physical, psychological, or emotional injury or multiple serious injuries
<b>Health and Safety</b>	No medical treatment required	Minor injury requiring first aid treatment (for example, minor cuts, bruises, bumps)	Injury requiring medical treatment	Serious injury (injuries) requiring specialist medical treatment or hospitalisation	Loss of life, permanent disability or injury or multiple serious injuries

Categories	Insignificant	Minor	Moderate	Major	Critical
<b>Misconduct and student behaviour</b>	Misbehaviour is inappropriate and needs addressing in the near future	Minor misbehaviour incident that requires a follow up from the school, but can wait until the next school day	Refusing to follow homestay provider rules and/or failing to communicate with homestay provider's instructions	Student refusal to be compliant with homestay provider's instructions. Uncontactable and/or past curfew. Misconduct (for example, intoxication, fighting)	Criminal activity involving arrest and/or police. Gross student misconduct. Uncontactable and/or 2 hours past curfew and/or after multiple attempts to contact
<b>Reputation</b>	Some attention from minor stakeholders with little to no publicity, able to be resolved by routine management processes without impact to DEi's reputation	Limited damage to the department's reputation; minor negative local publicity or dissatisfaction with DEi by local stakeholder groups	Some negative publicity or short-term damage to DEi's reputation at a statewide level resulting in internal inquiry, potential for serious questions in parliament or disruption to some core services or loss of public confidence in DEi	Negative publicity or damage to DEi's reputation at a national or state level resulting in ministerial inquiry, Director-General involvement, possible review of the administration of government, disruption to major DEi services or loss of public confidence in DEi	Significant and sustained negative publicity or damage to DEi's reputation at a global, national or state level, resulting in government/ ministerial censure, senior staff resignations/removals, parliamentary inquiry or significant long-term damage to public confidence in DEi

Likelihood of student harm and/or damage to DEi	
Almost certain	Is almost certain to occur and/or has occurred
Likely	Is likely to occur
Possible	May occur
Unlikely	Is not likely to occur
Rare	Will only occur in exceptional circumstances.