Process map: Managing incident notifications

Lane	Content

ECE Service Provider

Education Adviser

- Received incident notification from ECE service
- → Create incident workflow in Kbase
- → High risk to health and safety of children?
  - **No** → Should another agency be involved?
    - **Yes** → Ensure agency is notified of the incident → Plan investigation
    - **No** → Plan investigation
  - **Yes** →
    1. inform Manager Education **immediately**
    2. fast-track investigation
    3. inform other agencies
    4. initiate communication with parents/whānau
- Is investigation by Ministry required?
  - **No** → Follow up outcome of other agency investigation, if applicable → Record actions and outcome in incident workflow
  - **Yes** → Follow Review Licence Status process from "**conduct assessment**" to end of the process
- Plan further actions
- Communicate outcome to service and other parties → Complete incident workflow

Peer Reviewer

- Agree with Plan?
  - **No** → (back to Plan investigation)
  - **Yes** → Escalation to MIS?
    - **No** → Plan investigation
    - **Yes** → (to MIS)
- Agree with actions / outcome?
  - **No** → Plan further actions
  - **Yes** → Escalation to MIS?
    - **No** → Communicate outcome
    - **Yes** → (to MIS)

MIS

- Approve Plan
  - **No** → Plan investigation
  - **Yes** → Plan further actions
- Approve action/outcome?
  - **No** → Plan further actions
  - **Yes** → Communicate outcome

Kbase State

State 0 Incident logged	State 1 1st Peer Review	State 2 1st Escalation (optional)	State 3 Acting on Incident	State 4 2nd Peer Review	State 5 2nd Escalation (optional)	State 6 Incident completed