

Triage process

Receive, process, assess, and prioritise occurrences, and coordinate operational units to ensure appropriate decisions and responses.



Occurrence reports



Yes?

To Stage 2



Now, we categorise based on these criteria:

CAA focus area?	
Level of aviation system impact?	
Nature of the operation?	
Participant's history	
Risk of potential harm or damage? ✦	
Barriers remaining to prevent an accident? ✦	
Actual harm or damage?	
Thematic occurrence?	
Number of people potentially impacted?	



Category 1 – highest priority
Category 2 – middle priority
Category 3 – lowest priority

✦ Informed by Subject Matter Experts

Category 1: Immediate referral to Investigations and collect participant-led investigation reports

Category 2: Operational meeting to determine appropriate resource/response:

- Investigations
- Monitoring and Inspection
- Certification
- Licensing
- Aeronautical Services
- Security Regulation
- Interventions

Collect and disseminate participant-led investigation reports

Category 3: Response from triage or no further action (e.g. educational letter or phone call)

Observed themes and trends passed to Analytics and Intelligence

Stage one triage

Stage two triage

Action