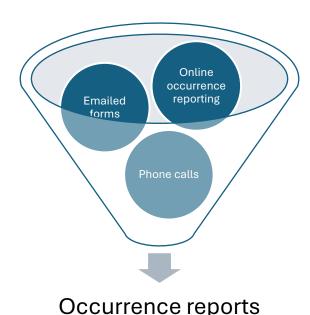
Triage process

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



CAA is responsible for regulating this

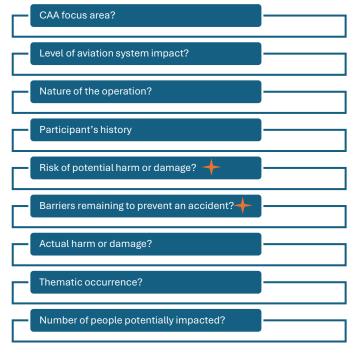
type of occurrence

Identifiable safety or security risk

Not on the 'No Further Action' list Sufficient information to triage

Yes?
To Stage 2

Now, we categorise based on these criteria:



1

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 participantled 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