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| **Description** | **Inform** | **Minimum Dispatch** | **Incident Report Completion?** |
| Large scale incident where three or more ambulances are required, an incident that overwhelms local resources or will be a prolonged incident. (Fire, MVA, etc.) | Group SMS  Area Lead  Duty Manager (after on scene report) | Ambulances as Required  Area Lead  PR1/DR1 (if available) | Must be Completed |
| Incident where multiple casualties or fatalities have occurred | Group SMS  Area Lead  Duty Manager (after on scene report if required to respond) | Ambulances as Required  Area Lead  PR1/DR1 (if available) | Must be Completed |
| Incident involving knives or firearms are confirmed to be on scene. | Group SMS  Area Lead  Duty Manager (if firearms) | Ambulances as Required  Area Lead  PR1/DR1 (if available)  Duty Manager (if firearms) | Must be Completed |
| Confirmed or suspected packages are reported | Group SMS  Area Lead | Ambulances as Required |  |
| CBRN incidents | Duty Manager (after on scene report)  Area Lead  Group SMS | Ambulances as Required  Duty Manager  Area Lead  PR1/DR1 (if available) | Must be Completed |
| When an ambulance has been involved in a collision resulting in injury to crew or public | Duty Manager  Area Lead | Ambulances as Required  Area Lead  Duty Manager | Must be Completed |
| Requests made by high ranking officials in police or MOI that have not been prearranged | Duty Manager | As per Duty Manager |  |
| Crew welfare (needle stick injury, critical illness on duty, injured or assaulted on duty) | Area Lead  Duty Manager | Area Lead | Must be Completed |

**ACC ESCALATION MATRIX**

\*\* Duty Manager can be contacted at any time for advice or escalation. If information is provided that suggests significant large-scale incident, then you do not have to wait for on scene report \*\*