

Incident records

- Document the following child and centre incidents via a [Child/Centre Incident Record](#) as soon as practical after an incident:

○ injury (an instance of being injured)	○ trauma (emotional shock following a stressful event or a physical injury)	○ lockdown
○ illness (disease or period of sickness affecting the body or mind)	○ security breach	○ evacuation
	○ near miss	○ environmental/ property damage

- Record only factual information and avoid emotive language.
- Complete separate incident records for each child involved in the same incident, without identifying other children involved.
- Inform parents/guardians of all incidents relating to their child as soon as practical, but not later than 24hrs of the incident occurring. Ask parents/guardians of a child involved in an incident to review, sign and date a completed record.
- If an **incident/injury relates to a child's head or face** inform the child's parents/guardians by telephone immediately after an incident. **If the incident/injury is serious and/or displays any sign/symptoms of concussion**, direct the parent/guardian to collect their child immediately and seek medical attention.
- In the event of a **medical emergency, immediately telephone 000** for an ambulance.
- Provide a copy of the incident record to parents/guardians when requested.

Identifying and reflecting on incident trends

- Identifying and reflecting on incident trends (via optional tool - [Identifying and Reflecting on Incident Trends](#)) is an important element of continuous improvement and ensuring a safe environment for children.
- Once trends are identified, implement preventative actions to improve practice and minimise the risk of incidents re-occurring.

Child Accident Insurance

- If a child suffers an injury whilst in our care and the child's parent/guardian wishes to make a claim under C&K's Child Accident Insurance policy, please provide them with the [Child Accident Insurance Procedure](#) and the [Child Accident Claim Form](#).
- The parent/guardian completes the claim form, the Centre Director then completes the section certifying the child was enrolled at the centre at the time of the injury and returns the form to the parent/guardian for submission to C&K's insurers.
- When speaking to parents/guardians, do not make any promises or create any expectations. State that the insurers will handle the claim and the merits thereof.

What is a notifiable incident?

Centres are required to notify the regulatory authority when certain incidents or circumstances occur and when certain complaints are received:

- Any incident involving a serious injury or trauma to a child while attending a centre, which:
 - a reasonable person would consider required **urgent** medical attention from a registered medical practitioner; or
 - the child attended or ought to have reasonably attended a hospital (e.g. broken limb). In some rural and remote locations, a GP completes consultations in a hospital. Only treatment related to a serious injury, illness or trauma needs to be reported.
- Any incident involving serious illness of a child while attending a centre and the child attended or ought to have reasonably attended a hospital (e.g. acute asthma, seizure or anaphylaxis).
- Any emergency for which emergency services attended. Not all instances that required the attendance of emergency services need to be reported. An emergency is defined as an incident or event where there is an imminent or severe risk to the health, safety and wellbeing of a person present at a centre.
- A child is missing or cannot be accounted for.
- A child appears to have been removed from the premises by a person not authorised by a parent/guardian.
- A child is mistakenly locked in or out of the premises or any part of the premises.
- Any incident that requires the centre to close or reduce the number of children attending the centre for any period.
- The centre is educating and caring for an extra child(ren) due to an emergency.
- The death of a child while at a centre or following an incident while attending a centre.
- Any incident of physical and/or sexual abuse of a child(ren) has occurred or is occurring while the child is being educated and cared for by the centre.
- Any circumstance that poses a significant risk to the health, safety and wellbeing of a child attending the centre.

How to report a notifiable incident?

Educator

1. Immediately notify Centre Director/Responsible Person.
2. When practical, complete [Child/Centre Incident Record](#).

Centre Director or Responsible Person

3. As soon as practical, but not later than 24hrs of the incident occurring, notify parent/guardian. Ask parent to review, sign and date completed [Child/Centre Incident Record](#).
4. **Within 12hrs** → Notify C&K Early Childhood Education Manager.
5. **Within 24hrs** → Notify local regulatory authority via phone.
7. **Within 12hrs** → Complete relevant [online intranet notification form](#).
8. **Within 7 days** → When directed, complete online [Incident Review](#).

Approved Provider/Delegate

9. Quality and Regulation (Q&R) Team submits notification to the regulatory via NQAITS.
10. Chief Operations Officer (COO) signs notification.

What is a notifiable complaint?

- Any complaint alleging that a serious incident has occurred or is occurring at an education and care centre.
- Any complaint alleging that the Education and Care Services Law/Regulations has been breached.
- An allegation that physical or sexual abuse of a child(ren) has occurred or is occurring while the child is being educated and cared for by the centre.

How to report a notifiable complaint?

Educator

1. Listen and thank person for raising their concerns. Provide reassurance their complaint will be addressed. See [Complaint Handling Tips](#) information sheet.
2. Immediately notify Centre Director/Responsible Person.

Centre Director or Responsible Person

3. Undertake *Complaint Management Procedure* responsibilities.
4. **Within 12hrs** → Notify Early Childhood Education Manager (ECEM).
5. **Within 24hrs** → Notify local regulatory authority via phone.
6. **Within 12hrs** → Complete relevant [online intranet notification form](#).

Approved Provider/Delegate

7. Q&R team adds complaint to the online feedback register and assigns a Case Manager
8. Q&R team submits notification via NQAITS within notification timeframes.
9. COO signs notification.

What is a challenging child behaviour incident?

A challenging behaviour is defined as a single incident or pattern of behaviour that has posed a **significant** risk to a child's or educator's health, safety and/or well-being. Such as biting, hitting or throwing objects.

How to report a challenging child behaviour incident?

Educator

1. Respond appropriately. If required, administer appropriate first aid.
2. As soon as practical complete [Child Behaviour Record](#).
3. Notify centre Director/Responsible Person.

Centre Director or Responsible Person

4. Notify parent/guardian as soon as practical, but not later than 24hrs after the incident. Parent/guardian to review and sign [Child Behaviour Record](#).
5. Notify ECEM and C&K Early Childhood Pedagogy Advisor (ECPA).
6. ECEM to determine if a notification to regulatory authority is required.
7. ECEM notifies Regional Manager.
8. If an adult injury has occurred complete [Adult Incident Record](#) and notify the WHS team (whs@candk.asn.au).
9. If not already in place, develop an [Education Support Plan](#) (with the assistance of the ECPA) in consultation with parent/guardian and other relevant stakeholders. If already developed, update plan accordingly.
10. If appropriate and when directed, develop a [risk assessment](#).
11. Ensure all educators are aware of behaviour guidance and risk management strategies.

Early Childhood Education Manager and Early Childhood Pedagogy Advisor

12. Provide educators with appropriate ongoing support and advice.