

### Introduction

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

All notifiable incidents, circumstances and complaints must be reported via the National Quality Agenda IT System on the Australian Children's Education and Care Quality Authority (ACECQA) website. Strict reporting timeframes apply.

| trauma   | Illness  | Injury                       |
|--|--|------------------------------|
| emotional shock following a stressful event or a physical injury | disease or period of sickness affecting the body or mind | an instance of being injured |

### Incident records

The following child and centre incidents must be documented via a *Form Child Incident Record*:

- injury
- illness
- trauma
- security breach
- lockdown
- evacuation
- environmental / property damage
- near miss

A *Child Incident Record* must be completed as soon as practical after an incident. Only relevant information should be recorded. Avoid emotive language. Be factual. If more than one child is involved in the same incident, a record for each child must be completed. The names of other children involved in the incident must not be recorded.

Parents / guardians must be informed of all incidents relating to their child as soon as practical, but not later than 24hrs of the incident occurring. Educators are required to ask parents / guardians of a child involved in an incident to review, sign (and date) a completed record.

### ① Notifiable incidents

#### What is a notifiable incident?

- 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 at 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 required the centre to close or reduce the number of children attending the centre for a period of time.
- The centre-based service is educating and caring for an extra child/ ren due to an emergency.

## Child incident reporting affiliates

- 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 at the centre 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. Respond appropriately. If required, administer appropriate first aid.
2. Immediately notify Centre Director / Designated Supervisor.
3. When practical, complete Child Incident Record.

#### Nominated Supervisor (or approved delegate)

4. As soon as practical, but not later than 24hrs of the incident occurring, notify parent / guardian. Ask parent to review and sign completed *Child Incident Record*.
5. **Within 12hrs** → notify Committee President. Seek Early Childhood Education Consultant support if required.
6. **Within 24hrs** → notify (via phone) local regulatory authority – Early Childhood Education and Care and submit notification via the National Quality Agenda IT System with attached incident record.

## ② Notifiable complaints

### 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 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.
2. Immediately notify Centre Director / Designated Supervisor.

#### Centre Director / Designated Supervisor

3. Fulfil responsibilities as per complaint management service protocols.
4. **Within 12hrs** → Notify Committee President. Seek Early Childhood Education Consultant support if required.
5. **Within 12hrs** → Complete relevant notification via the National Quality Agenda IT System with record of complaint attached.
6. **Within 24hrs** → Notify local regulatory authority via phone.

### ③ Challenging child behaviour incident

#### 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 *Complex Child Behaviour Incident Record*.
3. Notify centre Director / Designated Supervisor.

##### **Centre Director / Designated Supervisor**

4. Notify parent / guardian as soon as practical, but not later than 24hrs of the incident occurring. Ask parent / guardian to review and sign *Complex Child Behaviour Incident Record*.
5. Notify C&K Early Childhood Education Consultant and C&K Wellbeing and Inclusion Advisor.
6. Determine if a notification to regulatory authority is required. Seek support from Early Childhood Education Consultant if required.
7. If not already in place, develop an *Education Support Plan* (with the assistance of the Wellbeing and Inclusion Advisor) in consultation with parent / guardian and other relevant stakeholders. If already developed, update plan accordingly.
8. If appropriate and when directed, develop a *Risk Assessment*.
9. Ensure all educators are aware of behaviour guidance and risk management strategies.

##### **Early Childhood Education Consultant and Wellbeing and Inclusion Advisor**

10. If required, seek support from your C&K Early Childhood Education Consultant / C&K Wellbeing and Inclusion Advisor.

### Acknowledgements and references

- Australian Children's Education and Care Quality Authority, *Guide to the National Law and National Regulations* <http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF-Resource-02-Guide-to-ECS-Law-Regs.pdf>.
- [\*Oxford Dictionaries\*](#)