

### Introduction

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

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

For adult incidents, refer to C&K *Workplace Health and Safety Incident Reporting Procedure*.

### Incident records

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

- |                                  |  |  |
|----------------------------------|--|--|
| <input type="checkbox"/> injury  | <input type="checkbox"/> security breach | <input type="checkbox"/> environmental / |
| <input type="checkbox"/> illness | <input type="checkbox"/> lockdown        | property damage                          |
| <input type="checkbox"/> trauma  | <input type="checkbox"/> evacuation      | <input type="checkbox"/> 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, separate *Child Incident Records* for each child must be completed, and 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 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-based service 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 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.
  - Preserve incident site if it is an incident notifiable to Worksafe QLD – refer to *Workplace Health and Safety Incident Reporting Procedure*.
2. Immediately notify Centre Director / Designated Supervisor.
3. When practical, complete *Child Incident Record*.

#### Centre Director / Designated Supervisor

4. 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 Incident Record*.
5. **Within 12hrs** → Notify C&K Early Childhood Education Manager.
6. **Within 24hrs** → Notify local regulatory authority via phone.
7. **Within 12hrs** → Complete relevant online notification form located on the C&K Intranet / NQF / Notifiable Incidents.
8. **Within 7 days** → When directed, complete online *Incident Review*.

#### Approved Provider / Delegate

9. C&K Quality and Regulation Team submits notification via the National Quality Agenda IT System.
10. Chief Operations Officer, sights notification.
11. C&K Quality and Regulation team collates notification data and reports to C&K Board.

## 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 (Education and Care Services) 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 / Designated Supervisor.

#### Centre Director / Designated Supervisor

3. Undertake *Procedure Complaint Management* responsibilities.
4. **Within 12hrs** → Notify C&K Early Childhood Education Manager.
5. **Within 24hrs** → Notify local regulatory authority via phone.
6. **Within 12hrs** → Complete relevant online notification form located on the C&K intranet / NQF / Notifiable incidents.

#### Approved Provider / Delegate

7. C&K Quality and Regulation team submits notification via the National Quality Agenda IT System within notification timeframes.
8. Chief Operations Officer sights notification.
9. C&K Quality and Regulation team collates notification data and reports to C&K Board.

### 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 Manager and C&K Wellbeing and Inclusion Advisor.
6. C&K Early Childhood Education Manager to determine if a notification to regulatory authority is required.
7. C&K Early Childhood Education Manager notifies Regional Manager.
8. If an adult injury has occurred complete *Adult Incident Record* and notify the C&K WHS team ([whs@candk.asn.au](mailto:whs@candk.asn.au)).
9. 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.
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 Wellbeing and Inclusion Advisor

12. C&K Early Childhood Education Manager / C&K Wellbeing and Inclusion Advisor to provide educators with appropriate ongoing support and advice.

### 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](#)