

Procedure SO:01.05 Child incident reporting



Policy – Workplace, Health and Safety

Area – Service Operations

Document Control

Responsible Officer: General Manager Children Services	Procedure Number: SO:01.10
Contact Officer: Children's Services Manager	Policy Area: Service Operations
Effective Date: 1 October 2017	Review Date: October 2019

Scope

This procedure, when read with the policy, provides a framework to guide all actions for the C&K Board, C&K personnel, C&K Central, C&K branch services, children, parents, volunteers, contractors and visitors.

This procedure excludes C&K affiliate and associate members.

Introduction

Services under scope of the National Quality Framework are required to notify the regulatory authority Early Childhood Education and Care, when certain incidents or circumstances occur and when certain complaints are received.

Strict reporting timeframes apply.

For internal processing, notifications are separated into four (4) groups:

- **1.0 Notifiable incidents**
- **2.0 Notifiable complaints**
- **3.0 Other notifiable incidents and circumstances**
- **4.0 Challenging child behaviour incident or concern**

This procedure should be read in conjunction with [Procedure – WHS Incident Reporting](#).

Please turn over.

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Procedure

1.0 Notifiable incidents	How – must be reported within 24 hours
<ul style="list-style-type: none"> • The death of a child while at a service or following an incident while attending a service. • Any incident involving a serious injury or trauma to a child while attending a service, which: <ul style="list-style-type: none"> ○ 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). • Any incident involving serious illness of a child while attending a service 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. • 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 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 service. 	Educator <ol style="list-style-type: none"> 1. Respond appropriately. If required, administer appropriate first aid. 2. Immediately notify Nominated Supervisor. 3. When practicable, complete <i>SO01.05. T1 Incident Record</i>. Be factual. Avoid emotive language. Only include relevant details.
	Nominated / Designated Supervisor <ol style="list-style-type: none"> 3. Within 24hrs → Notify parent / guardian. Ask parent to complete <i>SO01.05. T1 Incident Record</i>. 4. Within 12hrs → Notify Children’s Services Manager. 5. Within 24hrs → Notify local regulatory authority – Early Childhood Education and Care via phone. 6. Complete notification form located on NQF Intranet Page. Be factual. Avoid emotive language. Only include relevant details. 7. Within 12hrs → Email completed notification form and <i>SO:01.05. T1 Incident Record</i> to Children’s Services Manager. Children’s Services Manager to review and email to Quality and Regulation Team (nqf@candk.an.au). 8. Within seven (7) days → When directed, undertake an incident review (<i>SO:01.05. T2 Template Incident Review</i>). Once completed, email to Children’s Services Manager and Quality and Regulation Team (nqf@candk.an.au).
	Approved Provider / Delegate <ol style="list-style-type: none"> 9. Quality and Regulation Team submits notification via the National Quality Agenda IT System within notification timeframes. 10. General Manager, Children’s Services or CEO sights and signs notification. 11. Quality and Regulation Team collates notification data and reports to C&K Board.

***Please note:**

- In some cases, (e.g. rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury, illness or trauma must be reported.
- Not all incidents that result in medical attention need to be reported. Only serious incidents that required **urgent** medical attention need to be reported.
- Not all instances that required the attendance of emergency services need to be reported. An **emergency** is defined as an incident situation or event where there is an **imminent or severe risk to the health, safety and wellbeing of a person present** at a service.

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2.0 Notifiable complaints	How – must be reported within 24 hours
<ul style="list-style-type: none"> • Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened. • Allegations 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 service. 	<p>Educator / Nominated Supervisor</p> <ol style="list-style-type: none"> 1. Listen and thank person for raising their concerns. Provide reassurance their complaint will be addressed. 2. Immediately notify Nominated Supervisor. 3. Undertake <i>Procedure CO:05.01 Complaint Management</i> responsibilities. 4. Within 12hrs → Notify Children’s Services Manager. 5. Within 24hrs → Notify local regulatory authority – Early Childhood Education and Care via phone. 6. Complete notification form located on NQF Intranet Page. Be factual. Avoid emotive language. Only include relevant details. 7. Within 12hrs → Email completed notification form and complaint record (if available via <i>CO:05.01. F1 Feedback Form</i>) to Children’s Services Manager. Children’s Services Manager to review and email to Quality and Regulation Team (nqf@candk.an.au).
	<p>Approved Provider / Delegate</p> <ol style="list-style-type: none"> 6. Quality and Regulation Team submits notification via the National Quality Agenda IT System within notification timeframes. 7. Undertake <i>CO:05.01 Procedure Complaint Management</i> responsibilities. 8. General Manager, Children’s Services or CEO signs and signs notification. 9. Quality and Regulation Team collates notification data and reports to C&K Board.

Please turn over.

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3.0 Other notifiable incidents and circumstances	How – must be reported within 24 hours
<ul style="list-style-type: none"> • Any circumstance at the service that poses a significant risk to the health, safety and wellbeing of a child attending the service. • Any incident that required the service to close, or reduce the number of children attending the service for a period of time. • The centre-based service is educating and caring for an extra child/ ren due to an emergency. 	<p>Nominated / Designated Supervisor</p> <ol style="list-style-type: none"> 1. Respond appropriately. If required, administer appropriate first aid. 2. Immediately notify Nominated Supervisor. 3. Immediately notify Children’s Services Manager. <p>Service closes or reduces the number of children for a period of time. Attendance of additional children. ↓ Children’s Services Manager to contact Regional Manager. Only a Regional Manager can authorise a service closure or the attendance of additional children.</p> <ol style="list-style-type: none"> 4. Within 24hrs → Notify local regulatory authority – Early Childhood Education and Care via phone. 5. Complete notification form located on NQF Intranet Page. Be factual. Avoid emotive language. Only include relevant details. 6. Within 24hrs → Email completed <i>notification form</i> (with relevant attachments e.g. <i>SO:01.05. T1 Incident Record</i>) to Children’s Services Manager. Children’s Services Manager to review and email to Quality and Regulation Team (nqf@candk.an.au). 7. Within seven (7) days → When directed, undertake an incident review (<i>SO:01.05. T2 Template Incident Review</i>). Once completed, email to Children’s Services Manager and Quality and Regulation Team (nqf@candk.an.au). <p>Approved Provider / Delegate</p> <ol style="list-style-type: none"> 12. Quality and Regulation Team submits notification via the National Quality Agenda IT System within notification timeframes. 13. General Manager, Children’s Services or CEO sights and signs notification. 14. Quality and Regulation Team collates notification data and reports to C&K Board.

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4.0 Challenging child behaviour incident	How
<ul style="list-style-type: none"> 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. 	<p>Educator</p> <ol style="list-style-type: none"> Respond appropriately. If required, administer appropriate first aid. As soon as practical complete SO:01.05. T1 <i>Template Incident Record</i>. Notify Nominated Supervisor of the incident.
	<p>Nominated Supervisor</p> <ol style="list-style-type: none"> Notify parent / guardian (no later than 24hrs). Ask parent / guardian to complete SO:01.05. T1 <i>Template Incident Record</i>. Notify Children's Services Manager and Wellbeing and Inclusion Advisor. Children's Services Manager to determine if a notification to regulatory authority is required. Children's Services Manager notifies Regional Manager. If an adult injury has occurred notify C&K Safety Rehabilitation Advisor (whs@candk.asn.au). If not already in place, develop a SO: 03.01. F2 <i>Form Education Support Plan</i> (with the assistance of the Wellbeing & Inclusion Advisor in consultation with parent / guardian and other relevant stakeholders. If already developed, update plan accordingly. If appropriate and when directed, develop a risk assessment (SO: 01. F4 <i>Form Risk assessment</i>). Ensure all educators are aware of behaviour guidance and risk management strategies.
	<p>Children's Services Manager and Wellbeing Advisor</p> <ol style="list-style-type: none"> Children's Services Manager and Wellbeing & Inclusion Advisor to provide appropriate support and advice to support educators and the inclusion of child (and others) within the program.

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Links to associated documents

SO:01.05. T2	Template - Incident Review
SO:01.05. T1	Template - Incident Record
SO: 01. F4	Form - Risk assessment
CO:05.01	Procedure Complaint management
CO:05.01. F1	Feedback Form
CO:05.01. T1	Complaint Outcome Record
HSW:01.05	Procedure WHS Incident Reporting

Acknowledgements and references

- Australian Children’s Education and Care Quality Authority, *Guide to the National Law and National Regulations (November 2011)* <http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF-Resource-02-Guide-to-ECS-Law-Regs.pdf>.
- Australian Children’s Education & Care Quality Authority Information sheets and resources [Key changes to notifications, incidents and complaints](#)

Revision Record

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
1.0	July 2012	Sylvia Bowles		2 years	July 2014
2.0	30 April 2013	Cath Tisdell	22 May 2013	2 years	May 2015
3.0	11 April 2014	Chris Kyranis	14 May 2014	2 years	May 2016
4.0	30 August, 2016	Kathryn Woods	31 August 2016	2 years	September 2018
5.0	29 Sep 2017	Kathryn Woods	1 October 2017	2 years	October 2019

Appendix 1

Examples of serious injury, illness or trauma

- Amputation
- Anaphylactic reaction requiring hospitalisation
- Asthma requiring hospitalisation
- Broken bone/Fractures
- Bronchiolitis
- Burns
- Diarrhoea requiring hospitalisation
- Epileptic seizures
- Head injuries
- Measles
- Meningococcal infection
- Sexual assault
- Witnessing violence or a frightening event