

Procedure SO:01.05(b) Child incident reporting (Affiliate services only)



Policy – Workplace, Health and Safety

Area – Service Operations

Document Control

Responsible Officer: General Manager Children Services	Procedure Number: SO:01.05
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 C&K affiliate services*.

This procedure excludes C&K branch services and associate members.

*This procedure is optional for affiliate services.

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.

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.

Procedure

1.0 Notifiable serious incidents

- 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:
 - 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.

*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.

Procedure SO:01.05(b) Child incident reporting (Affiliate services only)



Policy – Workplace, Health and Safety

Area – Service Operations

1.1 Responding to a notifiable serious incident (report within 24 hours)

Educator responsibilities	Nominated Supervisor (or approved delegate)
<ol style="list-style-type: none"> Respond appropriately. If required, administer appropriate first aid. Notify Nominated Supervisor. When practicable complete <i>SO01.05. T1 Incident Record</i>. Be factual, Avoid emotive language. Only include relevant details. 	<ol style="list-style-type: none"> Within 12hrs notify Committee President. Seek Children’s Services Manager support if required. Within 24hrs notify parent / guardian. Ask parent to complete <i>SO01.05. T1 Incident Record</i>. Within 24hrs notify (via phone) local regulatory authority – Early Childhood Education and Care and submit notification via the National Quality Agenda IT System with <i>SO01.05. T1 Incident Record</i>.

2.0 Notifiable complaints

- Any complaint alleging that a serious incident has occurred while the child is educated and cared for, or
- Any complaint alleging that the Law has been contravened.

2.1 Responding to a notifiable complaint (report within 24 hours)

Educator responsibilities	Nominated Supervisor (or approved delegate)
<ol style="list-style-type: none"> Listen and thank the person for raising their concerns. Provide reassurance their complaint will be addressed. Notify Nominated Supervisor. 	<ul style="list-style-type: none"> Fulfil responsibilities as per complaint management service protocols. Within 12hrs notify Committee President. Seek Children’s Services Manager support if required. Within 24hrs notify (via phone) local regulatory authority – Early Childhood Education and Care and submit notification via the National Quality Agenda IT System with <i>CO:05.01. F1 Feedback Form</i> or alternative record of complaint.

3.0 Circumstances posing a significant a risk to a child’s health, safety or wellbeing

- Any circumstance arising at the service that poses a significant risk to the health, safety or wellbeing of a child must be reported to the local regulatory authority – Early Childhood Education and Care within seven (7) days.

Educator responsibilities	Nominated Supervisor (or approved delegate)
<ol style="list-style-type: none"> Respond appropriately. If required, administer appropriate first aid. Notify Nominated Supervisor. When practicable complete <i>SO01.05. T1 Incident Record</i>. Be factual, Avoid emotive language. Only include relevant details. 	<ol style="list-style-type: none"> Notify Committee President. Seek Children’s Services Manager support if required. Within 24hrs notify parent/guardian. Ask parent to completed <i>SO01.05. T1 Incident Record</i>. Within 7 days notify (via phone) the local regulatory authority – Early Childhood Education and Care and submit a notification via the National Quality Agenda IT System with <i>SO01.05. T1 Incident Record</i>.

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Policy – Workplace, Health and Safety

Area – Service Operations

4.0 Matters of child physical and sexual abuse

- Any incident or allegation of child physical and sexual abuse occurring within a service must be reported to the local regulatory authority – Early Childhood Education and Care within 7 days.
- Refer to *CP:01.06 Procedure Reporting an allegation of child harm occurring within a C&K service* for further direction.

5.0 Child sexual behaviour

- Not all sexual behaviour involving children poses a risk to their safety. It may be age-appropriate and expected sexualised behaviour.
- Please refer to *CP:01.05 Procedure Responding to child sexual behaviour* for further direction.

4.0 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.

Educator responsibilities	Nominated Supervisor (or approved delegate)
<ol style="list-style-type: none"> Respond appropriately. If required, administer appropriate first aid. Notify Nominated Supervisor. As soon as practical complete <i>SO:01.05. T1 Template Incident Record</i>. 	<ol style="list-style-type: none"> Notify parent / guardian (no later than 24hrs). Ask parent / guardian to complete <i>SO:01.05. T1 Template Incident Record</i>. Notify Committee. Determine if a notification to regulatory authority is required. If not already in place, develop a <i>SO: 03.01. F2 Form Education Support Plan</i> in consultation with parent / guardian and other relevant stakeholders. If already developed, update plan accordingly. If required, contact Children's Services Manager and Wellbeing and Inclusion Advisor for support. If appropriate and when directed, develop a risk assessment (<i>SO: 01. F4 Form Risk assessment</i>). Ensure all educators are aware of behaviour guidance and risk management strategies. 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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Area – Service Operations

SO:01.05. T1	Template - Incident Record
CO:05.01. F1	Feedback Form
CP:01.06	Procedure - Reporting an allegation of child harm occurring within a C&K service
CP:01.05	Procedure - Responding to child sexual behaviour

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 and 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		Kathryn Woods	1 Oct 2017	2 years	Oct 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