

## Background

C&K is committed to providing safe and healthy learning environments for children. Recording, reporting and reviewing incidents improves child safety, supports accountability and facilitates continuous improvement. This procedure outlines the processes and regulatory responsibilities for effective child and centre incident reporting.

Adult incidents are not in scope of this procedure; instead complete an online [Adult Incident Record](#) and follow the [Workplace Health and Safety Incident Reporting Procedure](#).

## Incident reporting and keeping

### Teachers and educators will:

- Document the following child and centre incidents via [Child/Centre Incident Record](#) (Reg. 87) as soon practical, but no later than 24hrs after an incident occurring:

<b>injury</b> An instance of being injured	<b>illness</b> Disease or period of sickness affecting the body or mind	<b>trauma</b> Harm or potential harm to emotional or physical wellbeing after experiencing an event or circumstance	<b>near miss</b> An accident, event or circumstance that could have caused harm, injury, illness or damage
<b>lock down</b>	<b>evacuation</b>	<b>security breach</b>	<b>Environmental or property damage</b>

- Record **only factual and relevant information**. Do not record emotive language.
- When multiple children are involved in an incident, complete an incident record for each child without identifying other children.
- As soon as practical after an incident, notify Centre Director/Nominated Supervisor or Responsible Person in Charge (RPIC).
- Never record images of children (photograph or video) when injured or in an emotionally distressed state or dysregulation escalation.

### Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Review, sign and date completed [Child/Centre Incident Records](#). When needed, provide feedback and ask teachers/educators to amend or re-do incident records when completed incorrectly.
- Scan and upload completed [Child/Centre Incident Records](#) to child’s Kidsoft record. Once uploaded to Kidsoft, confidentiality destroy hard copies. Keep/archive records until child is 25 years.

## Notifying parents/guardians of incidents involving their child

### Teachers and educators will:

- Notify parents/guardians as soon as practical, but no later than 24hrs after an incident. (Reg. 86)
- Consider the type and assess the seriousness of incident to determine when and how a child’s parents/guardians should be notified by telephone as soon as practically possible after an incident OR face to face upon the collection of their child at the end of session/day.

### Notify a child’s parents/guardians by telephone as soon as practically possible after the following incidents:

- Child knocks or injures their face or head. Always closely monitor for signs of concussion.
- Child knocks or injures their genitals.
- Child has been bitten by another child.
- Child displays signs/is experiencing symptoms of an illness
- Child experiences an injury, illness or trauma that requires medical attention.

Under the authority and guidance of the Centre Director or RPIC, assess the seriousness of a child’s injury and illness to determine whether a child can remain at centre or should be collected from the centre by their parents/guardians or authorised person/emergency contact.

## Telephone 000 for medical emergencies

- Upon collection or as soon as practical, ask parents/guardians to review, sign and date their child’s [Child/Centre Incident Record](#).
- When a parent/guardian does not want to sign an incident record, write on the incident record: ‘*Parent/guardian informed of incident, but did not sign record*’, date and time of conversation and the name and signature of teacher/educator who facilitated conversation with parent/guardian.
- When requested by a parent/guardian, provide a copy of their child’s completed [Child/Centre Incident Record](#).

### Privacy and confidentiality

All personal, sensitive, and health-related information associated with incidents is to be treated as strictly confidential. Discussions must be limited to what is necessary to ensure appropriate incident management, safety, and compliance with reporting obligations. Information may only be discussed, disclosed, or shared with:

- Authorised individuals within the centre who have a direct responsibility for responding to, managing, or reporting the incident.
- Parents/guardians or authorised emergency contacts of any individuals involved in the incident.
- Relevant external authorities where required, such as emergency services, regulatory bodies, or other agencies with a lawful role in the response.

No personal details or sensitive information about any individual involved is to be shared without their explicit consent, unless required by law. All records related to incidents must be stored securely and accessed only by authorised personnel.

C&K acknowledge that communication with centre staff and families may be required following an incident. Any communication must:

- Maintain the privacy and dignity of the individual involved
- Be factual, minimal, and non-identifying
- Share only what families need to know
- Reassure families about children's safety, wellbeing, and continuity of care

Sample Family Communication for adult incident (Non-Identifying)

*Today, an adult at our centre needed medical assistance. Emergency services attended and provided support. Please be assured that all children were safe, well cared for, and reassured by our educators throughout. To respect the individual's privacy, no further details will be shared without their consent. Thank you for your understanding.*

Sample Family Communication for child incident (Non-Identifying)

*Today, one of the children at our centre needed medical assistance. The child's parents were immediately contacted and emergency services attended. Please be assured that all children were safe, well cared for, and reassured by our educators throughout. To respect the privacy of the child and their family, we are unable to share further details about the incident.*

### Child arrives at centre with an injury

#### Teachers and educators will:

- Notify centre Director or RPIC.
- Where applicable, follow [Responding to and Reporting a Child Protection Concern Procedure](#).
- If record is completed, classify as an 'injury on intake' on the *Child/Centre Incident Record*.

#### Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Determine if injury should be documented via a *Child/Centre Incident Record*.
- When a parent/guardian or child has not advised how the injury occurred upon arrival, assess the seriousness of the injury and determine if parents/guardians should be telephoned to ascertain further details.

### Child Accident Insurance Policy

When a child has injured themselves while attending a C&K centre and the child's parents/guardians wish to make a claim under C&K's Child Accident Insurance policy.

#### Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Provide parents/guardians a copy of the [Child Accident Insurance Procedure](#) and [Child Accident Claim Form](#). Instruct parents/guardians to complete and return form.
- Complete relevant section of the *Child Accident Claim Form* to confirm child was enrolled/attended the centre on the date and time of incident. Refer to Kidsoft and *Child/Centre Incident Record*.
- Return completed form to child's parents/guardians. Direct parents/guardians to submit the form to C&K's insurers.
- Not make any promises to or create any expectations with parents/guardians. Inform parents/guardians the insurers will manage the claim and the merits thereof.

### Notifiable incidents, circumstances, complaints and allegations

The Early Childhood Regulatory Authority must be notified when certain incidents and circumstances occur, complaints are received, and allegations are made. (Section 174 of Law)

**Refer to Appendix 1 and 2 for examples. Strict reporting timeframes apply.**

**Within 24hrs**, the following incidents, circumstances and complaints must be reported to the regulatory authority:

- 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 child attended or ought to have reasonably attended a hospital.
- 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.
- Incident for which emergency services attended.
- 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.
- 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.
- Child is missing or cannot be accounted for (any length of time).
- Child appears to have been removed from the premises by a person not authorised by a parent/guardian.
- Child is mistakenly locked in or out of the premises or any part of the premises.
- Incident requiring the centre to close or reduce the number of children attending the centre for any period.
- Centre is educating and caring for an extra child(ren) due to an emergency.
- Death of a child while at a centre or following an incident while attending a centre.
- Complaint alleging that a serious incident has occurred or is occurring at an education and care centre.
- Complaint alleging that the Education and Care Services Law or Regulations have been breached.

**Within 7 days**, the following incidents, circumstances and allegations must be reported to the regulatory authority:

- Circumstances posing a significant risk to the health, safety and wellbeing of a child attending the centre.

### Reporting notifiable incidents and circumstances (Refer to appendix 1 and 2 for examples)

1. **Centre Director/Nominated Supervisor or Responsible Person in Charge will** within 12hrs of a notifiable incident and circumstance:
  - Notify your Early Childhood Education Manager (ECEM) via email or telephone.
  - Notify your local regulatory authority via telephone.
  - Complete relevant C&K online notification form on the NQF Intranet Hub. Attach scanned copy of completed *Child/Centre Incident Record*.
  - Within 7 days of the notifiable incident and circumstance, complete an *Incident Review* (link to online incident review included in receipt email received after submitting the *online notification form*).
2. **C&K Quality and Regulation Team will:**
  - Submit notification via NQAITS within reporting timeframe.

### Reporting notifiable complaints and allegations (Refer to appendix 1 and 2 for examples)

A complaint includes any concern, grievance or statement that something is unsatisfactory or unacceptable. Complaints may be made verbally or in writing (letter, email, SMS, social media platforms etc.) by a C&K employee, parent, guardian, child or member of the public. A complaint can be formal or informal and can be about C&K, a C&K centre or a C&K employee. A complaint may be about an employee's conduct, an incident or an alleged breach of the Education and Care Services of the National Law or Regulations. As relevant, implement the steps below alongside:

- [Complaint Management Procedure](#)
- [Reporting an Allegation of Harm Occurring at a Centre Procedure](#)
- [Managing Complaints Relating to Child Sexual Behaviour Procedure](#)

#### 1. Teachers and educators will:

- If raised verbally, listen and thank the person for raising their concern/allegation. Refer to [Information Sheet - Complaint Handling Tips](#).
- Immediately notify Director or RPIC.

#### 2. Centre Director/Nominated Supervisor or Responsible Person in Charge will, within 12hrs of the notifiable complaint or allegation:

- Notify ECEM via email or telephone.
- Notify your local regulatory authority via telephone.
- Complete relevant C&K online notification form. Attach scanned copy of any record of complaint.

### 3. C&K Quality and Regulation Team will:

- Add the complaint to the online feedback register and assign a Case Manager.
- Submit notification via NQAITS within reporting timeframe.

### A complex and escalating child behaviour incident reporting

A complex and escalating child behaviour is a single incident or behaviour pattern that poses a **significant** risk to a person's (child or adult) health, safety and/or well-being. Implement below steps alongside the [Supporting Children's Behaviour Procedure](#).

#### 1. Teachers and educators will:

- Immediately notify Director or RPIC.
- Complete a [Behaviours of Concern Record](#) when more than one behavioural incident occurs within a single day OR complete a [Child/Centre Incident Record](#) for a single complex/escalating behavioural incident and when the incident involved teacher/educator applying any type of physical force/intervention to protect the immediate safety of a child or self.
- If an adult injury occurred as result of a child's behaviour, complete via online [Adult Incident Record](#) and follow [Workplace Health and Safety Incident Reporting Procedure](#).

#### 2. Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Notify ECEM and Early Childhood Pedagogy Advisor.
- In consultation with ECEM, determine if a regulatory notification is required.
- If notification is required, within 12hrs of incident/circumstance:
  - Notify your [local regulatory authority office](#) via telephone AND complete relevant C&K [online notification form](#). Attach [Behaviours of Concern Record](#) or [Child/Centre Incident Record](#).
- Implement [Supporting Children's Behaviour Procedure](#)/section 'Child's behaviour is complex and escalating'.

#### 3. C&K Quality and Regulation Team will:

- Submit notification via NQAITS within reporting timeframe.

### Identifying, reflecting upon and responding to incident trends

#### Teachers and educators will:

- Contribute to incident reviews, reflect upon incident and complaint trends, and discuss and implement reasonable steps to protect children from harm and hazard.

#### Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Facilitate and lead incident reviews, professional team discussions regarding incident and complaint trends. (Optional) Examine incident trends via [Identifying and Reflecting on Incident Trends Record](#).
- When incident and complaint trends are identified, lead the implementation of reasonable steps to protect children from harm and hazard, including but limited to:
  - Modifying centre environment, e.g. removing equipment, rearranging layout and/or installing safety equipment.
  - Facilitating safety discussions and reminders with families and children, and as appropriate, incorporate safety concepts in the learning program.
  - Facilitating or arranging teacher/educator training.
  - Undertaking regular auditing, quality and risk assessments.
  - Reviewing best practice guidance from recognised authorities e.g. [Staying Healthy: Preventing infectious diseases in early childhood education and care services](#), [Kidsafe](#) etc.
  - Establishing dedicated roles/teams responsible for health, safety and wellbeing.

### Associated policies and procedures

#### This procedure is implemented alongside:

- [Administration of First Aid Procedure](#)
- [Exclusion Due to Illness Procedure](#)
- [Complaint Management Procedure](#)
- [Reporting an Allegation of Harm Occurring at a Centre Procedure](#)
- [Managing Complaints Relating to Child Sexual Behaviour Procedure](#)

### Acknowledgements and references

- ACECQA Website - [Reporting requirements about children](#)
- ACECQA Information Sheet - [Managing and responding to injury, trauma and illness incidents](#)

### Appendix One – Examples of notifiable incidents and circumstances

Notifiable incidents and circumstances	Examples (not a definitive list, examples only)
<p><b>Death of a child</b></p>	<ul style="list-style-type: none"> <li>A child ate an unknown allergen before leaving the centre. After leaving the centre, the child had an anaphylactic reaction which caused the death of the child.</li> </ul>
<p><b>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.</b></p> <ul style="list-style-type: none"> <li>If emergency services attended because a child experienced a serious injury and/or trauma, you need to notify the Regulatory Authority of the serious injury/trauma, not the attendance of the emergency services.</li> </ul>	<ul style="list-style-type: none"> <li>Child fell and injured their arm. Child appears to be in pain and does not want anyone to touch or move their arm. Educators suspect their arm is broken and recommends parents to seek medical treatment.</li> <li>Child trips and injures their face, causing a deep laceration to their lip and a loose tooth. Educators recommends parent seeks medical treatment.</li> <li>A child hits another child hard on the head with a shovel. Whilst there is no obvious cut or injury to the head, the child complains that their head is 'sore', they feel sick in the tummy, dizzy and want to lie down. Educators suspect the child has sustained a concussion and centre telephones 000 for an ambulance.</li> </ul>
<p><b>Any incident involving serious illness of a child while attending a centre and the child attended or ought to have reasonably attended a hospital.</b></p>	<ul style="list-style-type: none"> <li>Child experiences a severe asthma attack.</li> <li>Child develops a fever of 40 degrees and suffers a febrile convulsion whilst attending the centre. An ambulance is called.</li> <li>A child with anaphylaxis is exposed to an allergen and has an anaphylaxis reaction. An ambulance is called.</li> </ul>
<p><b>Any emergency for which emergency services attended.</b></p> <ul style="list-style-type: none"> <li>A notification is not required if emergency services visited centre to show children their truck or to explain their role to children.</li> <li>If emergency services attended because a child experienced a serious injury and/or trauma, you need to notify the Regulatory Authority of the serious injury/trauma, not the attendance of the emergency services.</li> <li>If emergency services attended because a child experienced a serious illness, you need to notify the Regulatory Authority of the serious illness, not the attendance of the emergency services.</li> </ul>	<ul style="list-style-type: none"> <li>An ambulance is called and attends the centre during hours of operation as a parent experiences chest pains. The parent is transported to hospital in an ambulance.</li> <li>Police are called and attend the centre during the hours of operation, as a parent has threatened the safety of the children and educators.</li> <li>An educator trips over a hose in the playground and can't move their arm without pain. An ambulance is called, and paramedics treat the educator for a suspected sprained wrist, but don't transport the educator to hospital.</li> </ul>
<p><b>A child is missing or cannot be accounted for.</b></p> <ul style="list-style-type: none"> <li>A notification must be made if a child goes missing by leaving the premises centre for any length of time.</li> <li>A notification must be made if a child cannot be accounted for while being educated and cared for a centre for any length of time. This includes during transportation of children and on excursions.</li> <li>The child may not have left the centre premises but could not be accounted for. For example, a child was later found in an outdoor area, an out of bounds area such as a cleaning supplies cupboard, or a staff room etc.</li> </ul>	<ul style="list-style-type: none"> <li>Child cannot be located by educators. A search is completed, and the child is located, hiding in the climbing structure in playground.</li> <li>Child climbs over perimeter fence to retrieve a ball, then climbs back over into the playground.</li> <li>Child is missing and is located by a parent between front door and front gate.</li> <li>A child left the centre to go to a nearby road, shop or property.</li> <li>A child could not be located during a routine headcount.</li> <li>A head count is conducted during an excursion to the local park, and it is discovered that a child is missing.</li> <li>A child could not be located by educators and was then found in another part of the centre.</li> </ul>

<p><b>A child appears to have been removed from the premises by a person not authorised by a parent/guardian.</b></p> <ul style="list-style-type: none"> <li>Child left centre premises with someone who did not have permission to take the child</li> <li>Child was taken on transport or on an excursion without the appropriate authorisation</li> </ul>	<ul style="list-style-type: none"> <li>Child is collected and signed out by a non-custodial parent.</li> <li>Child is collected and signed out by an Aunt who is not a person authorised to collect/an emergency contact.</li> <li>Child attends an excursion without written parent authorisation.</li> </ul>
<p><b>A child is mistakenly locked in or out of the premises or any part of the premises.</b></p> <p>A notification is required if a child was unknowingly locked in an area of the service and was unable to rejoin the group of their own accord or without assistance.</p>	<ul style="list-style-type: none"> <li>Child is accidentally locked in an outdoor shed.</li> <li>An educator locked the door to an outdoor area without noticing that a child had exited the room and the child was mistakenly locked out of the indoor environment.</li> <li>Children return from an excursion from the school library, and a child is left outside near entrance.</li> </ul>
<p><b>Any incident requiring the centre to close or reduce the number of children attending the centre for any period.</b></p>	<ul style="list-style-type: none"> <li>Centre is required to close due to significant storm damage.</li> <li>Centre is required to close as cannot it not be staffed/find relief staff.</li> </ul>
<p><b>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.</b></p> <ul style="list-style-type: none"> <li>If you reasonably believe that a child has been physically or sexually abused while being educated and cared for.</li> <li>A suspicion of physical or sexual abuse while a child is not being educated or cared for by a centre does not need to be notified to your Regulatory Authority but will need to be reported to Child Safety.</li> </ul>	<ul style="list-style-type: none"> <li>Child has suffered physical or sexual abuse whilst attending the centre.</li> <li>An educator reports to the Centre Director that they witnessed an incident where another educator used unnecessary force against a child.</li> </ul>
<p><b>Any circumstance that poses a significant risk to the health, safety and wellbeing of a child attending the centre.</b></p>	<ul style="list-style-type: none"> <li>An educator witnesses another educator yelling, holding a child's upper arm and taking the child quickly inside.</li> <li>Child gained access to a chemical. The child may or may not have ingested the chemical.</li> <li>A brown snake is located in the playground. Children play inside until snake catcher arrives and removes snake.</li> <li>Child is administered medication that belonged to another child.</li> <li>Child is administered an additional dose of medication/inconsistent with authorisation form and prescription label.</li> <li>Child is fed another child's breast milk.</li> <li>A car accidentally drives through a perimeter fence into the centre playground.</li> <li>There is a significant outbreak of Hand, Foot and Mouth disease in the centre, and the local Public Unit declares as an outbreak.</li> <li>A child is displaying red light sexualised behaviour towards their peers in their play.</li> </ul>

### Appendix Two – Examples of notifiable complaints and allegations

Notifiable complaints and allegations	Examples (not a definitive list, examples only)
<p><b>Any complaint alleging that a serious incident has occurred or is occurring at an education and care centre.</b></p> <p><b>A serious incident is defined as (Regulation 12):</b></p> <ul style="list-style-type: none"> <li>• a death of a child: <ul style="list-style-type: none"> <li>○ while that child is being educated and cared for by a centre; or</li> <li>○ following an incident occurring while that child was being educated and cared for by a centre.</li> </ul> </li> <li>• any incident involving serious injury or trauma occurring while that child is being educated and cared for by a centre: <ul style="list-style-type: none"> <li>○ which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or</li> <li>○ for which the child attended, or ought reasonably to have attended, a hospital.</li> </ul> </li> <li>• any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital.</li> <li>• any emergency for which emergency services attended.</li> <li>• any circumstance where a child is being educated and cared for by a centre. <ul style="list-style-type: none"> <li>○ appears to be missing or cannot be accounted for; or</li> <li>○ appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or</li> <li>○ is mistakenly locked in or locked out of the education and care service premises or any part of the premises.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• A parent emails the centre alleging her child’s nappy has not been changed by educators and her child has developed severe nappy rash.</li> <li>• A parent makes a formal complaint via email as her child has been bitten several times by the same child and believes educators are not doing anything about it.</li> <li>• A parent makes a formal complaint to C&amp;K management regarding the behaviour of another child. They allege their child has been seriously injured by the child numerous times. They believe the centre is unsafe and the child should be excluded.</li> <li>• A causal educator discloses to C&amp;K management, educators at the centre are using a ‘cubby’ as timeout. They allege educators are forcing children to stay in the cubby for long periods of time to ‘think about their behaviour.’</li> <li>• A parent alleges that when they arrived at the centre to collect their Nursery child, the child was found asleep in the Nursery sleep room, without educator supervision. All other children and staff were in the kindergarten on the other side of the centre.</li> </ul>
<p><b>Any complaint alleging that the Education and Care Services Law/Regulations has been breached.</b></p> <p>A complaint alleging that the National Law has been breached may include:</p> <ul style="list-style-type: none"> <li>• the physical environment.</li> <li>• the adequacy of education and care and programming.</li> <li>• interactions between teachers/educators and children, including inappropriate behaviour or inappropriate discipline.</li> <li>• educator qualifications.</li> <li>• staffing arrangements and educator-to-child ratios.</li> <li>• children’s supervision.</li> <li>• matters that impact the health, safety and wellbeing of children at the centre.</li> <li>• how interactions between children are managed and supported; or</li> <li>• how behavioural challenges or medical needs of a child are managed and supported.</li> </ul>	<ul style="list-style-type: none"> <li>• A parent alleges their child’s centre is not adequately staffed.</li> <li>• A parent makes a formal complaint to C&amp;K management that her child’s teacher does not provide an educational program.</li> <li>• A parent alleges their child wasn’t provided with enough food during the day and has come home starving.</li> <li>• A parent complains that educators did not follow their child’s medical management plan appropriately.</li> <li>• A parent emails C&amp;K to advise the centre environment is not safe as some fence palings are loose and the centre is dirty and unhygienic.</li> <li>• A parent alleges their child was injured at the centre, and they were not informed.</li> </ul>

<p>An actual breach of the law does not have to be proven before a notification is made. Once an allegation is made of a breach of the National Law, you must notify the Regulatory Authority.</p> <p>A breach of a law other than the National Law does not need to be notified to the Regulatory Authority but may need to be notified to other bodies.</p>	
<p><b>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.</b></p> <ul style="list-style-type: none"> <li>Allegations of physical or sexual abuse of a child by any person (including but not limited to a staff member, contractor, educator, visitor, volunteer, parent, resident, other adult or child) at the centre need to be reported. A perpetrator of physical abuse may be an adult, adolescent or another child.</li> </ul>	<ul style="list-style-type: none"> <li>A child discloses to their parent an educator hit/smacked them. Parent shares the disclosure with the Director.</li> <li>An educator alleges she witnessed a colleague push a child with force onto the ground to sit down at group time. Child become distressed and complained their leg hurt.</li> </ul>