

Background

Our Centre 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.

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:
 - injury - an instance of a child being injured
 - illness - disease or period of sickness affecting the body or mind
 - trauma - harm or potential harm to emotional or physical wellbeing after experiencing an event or circumstance
 - near miss - an accident, event or circumstance that could have caused harm, injury, illness or damage
 - emergency lockdown
 - emergency evacuation
 - security breach
 - environmental or property damage
- 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 or Responsible Person in Charge will:

- Review, sign and date completed *Child/Centre Incident Record*. When needed, provide feedback and ask teachers/educators to amend or re-do incident records when completed incorrectly.
- Ensure completed *Child/Centre Incident Records* are scanned and uploaded 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.
- 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.

It is acknowledged 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 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.

NQS2 Children's Health and Safety Procedure Child/Centre Incident Reporting (Affiliated Centres)

Regulatory Notifications

Legislation	Regulatory Body	Incident
Education and Care Services National Law and Regulations	Department of Education	<p>Within 24hrs, the following incidents, circumstances and complaints must be reported to the Department of Education:</p> <ul style="list-style-type: none"> 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. <p>Within 7 days, the following incidents, circumstances and allegations must be reported to the Department of Education:</p> <ul style="list-style-type: none"> Circumstances posing a significant risk to the health, safety and wellbeing of a child attending the centre.
Reportable Conduct Scheme - Child Safe Organisation Act	Queensland Family and Child Commission (QFCC)	<p>From 1 July 2026, within 3 days, the following incidents, complaints and allegations of the following conduct of an employee, student or volunteer must be reported the QFCC:</p> <ul style="list-style-type: none"> A child sexual offence Sexual misconduct committed in relation to, or in the presence of a child Ill-treatment of a child Significant neglect of a child Physical violence committed in relation to, or in the presence of a child Behaviour that causes significant emotional or psychological harm to a child <p>For further information and examples refer to <i>Information Sheet – What is Reportable Conduct?</i></p>

Reporting notifiable incidents and circumstances

Within 12hrs, Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Notify Volunteer Management Committee via email or telephone.
- Notify your local regulatory authority via telephone.
- Within 7 days, complete an *Incident Review*.

Within 24hrs, Volunteer Management Committee (or approved delegate) will:

- Assess notification to determine if the matter is reportable to:

A. Department of Education under the Education and Care Services National Law and Regulations

- If Yes, complete appropriate regulatory notification via the NQAITS within reporting timeframe.

AND/
OR

B. Queensland Family and Child Commission under the Reportable Conduct Scheme

- If Yes, report conduct to QFCC:
 - **Initial report** within 3 business days
 - **Interim report** within 30 business days
 - **Final report** (including investigation findings) as soon as practicable

Reporting notifiable complaints and allegations

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 an employee, parent, guardian, child or member of the public. A complaint can be formal or informal and can be about the centre or 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 following steps alongside:

- *Centre Complaint Management Policy*
- *Reporting an Allegation of Harm Occurring at a Centre Procedure*
- *Managing Complaints Relating to Child Sexual Behaviour Procedure*

Within 12hrs, Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Notify Volunteer Management Committee via email or telephone.
- Notify your local regulatory authority via telephone.

Within 24hrs, Volunteer Management Committee (or approved delegate) will:

- Determine and allocate appropriate case manager to action complaint.
- Assess notification to determine if the matter is reportable to:

C. Department of Education under the Education and Care Services National Law and Regulations

- If Yes, complete appropriate regulatory notification via the NQAITS within reporting timeframe.

AND/
OR

D. Queensland Family and Child Commission under the Reportable Conduct Scheme

- If Yes, report conduct to QFCC:
 - **Initial report** within 3 business days
 - **Interim report** within 30 business days
 - **Final report** (including investigation findings) as soon as practicable

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.
- Implement Supporting Children's Behaviour Procedure/sections 'Child's behaviour is complex and escalating'.
- When required, seek C&K Early Childhood Pedagogy Advisor support and advice.

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

- Immediately notify Volunteer Management Committee via email or telephone.
- Notify your local regulatory authority via telephone to determine if a regulatory notification is required.

3. **Within 24hrs, Volunteer Management Committee (or approved delegate) will:**

- Complete relevant NQAITS notification within reporting timeframe. Attach Behaviours of Concern Record or Child/Centre Incident Record.

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 or Responsible Person in Charge will:

- Facilitate and lead incident reviews, professional team discussions regarding incidents 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.

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>Death of a child</p>	<ul style="list-style-type: none"> 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.
<p>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.</p> <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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 the child's arm is broken and recommend parents to seek medical treatment. Child trips and injures their face, causing a deep laceration to their lip and a loose tooth. Educators recommend parent seeks medical treatment. 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.
<p>Any incident involving serious illness of a child while attending a centre and the child attended or ought to have reasonably attended a hospital.</p>	<ul style="list-style-type: none"> Child experiences a severe asthma attack. Child develops a fever of 40 degrees and suffers a febrile convulsion whilst attending the centre. An ambulance is called. A child with anaphylaxis is exposed to an allergen and has an anaphylaxis reaction. An ambulance is called.
<p>Any emergency for which emergency services attended.</p> <ul style="list-style-type: none"> A notification is not required if emergency services visit the centre to show children their truck or to explain their role to children. 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. If emergency services attend because a child has experienced a serious illness, you need to notify the Regulatory Authority of the serious illness, not the attendance of the emergency services. 	<ul style="list-style-type: none"> An ambulance is called and attends the centre during hours of operation as a parent experiences chest pain. The parent is transported to hospital in an ambulance. Police are called and attend the centre during the hours of operation, as a parent has threatened the safety of the children and educators. 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.
<p>A child is missing or cannot be accounted for.</p> <ul style="list-style-type: none"> A notification must be made if a child goes missing by leaving the centre premises for any length of time. 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. 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. 	<ul style="list-style-type: none"> Child cannot be located by educators. A search is completed, and the child is located hiding in the climbing structure in playground. Child climbs over perimeter fence to retrieve a ball, then climbs back over into the playground. Child is missing and is located by a parent between front door and front gate. A child left the centre to go to a nearby road, shop or property. A child could not be located during a routine headcount. A head count is conducted during an excursion to the local park, and it is discovered that a child is missing. A child could not be located by the educators and was then found in another part of the centre.

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

Appendix Two – Examples of notifiable complaints and allegations

Notifiable complaints and allegations	Examples (not a definitive list, examples only)
<p>Any complaint alleging that a serious incident has occurred or is occurring at an education and care centre.</p>	<ul style="list-style-type: none"> • A parent emails the centre alleging her child’s nappy has not been changed by educators and her child has developed severe nappy rash. • 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. • A parent makes a formal complaint to C&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. • A causal educator discloses to C&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. • 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.
<p>Any complaint alleging that the Education and Care Services Law/Regulations has been breached. A complaint alleging that the National Law has been breached may include:</p> <ul style="list-style-type: none"> • the physical environment; • the adequacy of education and care and programming; • interactions between teachers/educators and children, including inappropriate behaviour or inappropriate discipline; • educator qualifications; • staffing arrangements and educator-to-child ratios; • children’s supervision; • matters that impact the health, safety and wellbeing of children at the centre; • how interactions between children are managed and supported; or • how behavioural challenges or medical needs of a child are managed and supported. <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>	<ul style="list-style-type: none"> • A parent alleges their child’s centre is not adequately staffed. • A parent makes a formal complaint to C&K management that her child’s teacher does not provide an educational program. • A parent alleges their child wasn’t provided with enough food during the day and has come home starving. • A parent complains that educators did not follow their child’s medical management plan appropriately. • A parent emails C&K to advise the centre environment is not safe as some fence palings are loose and the centre is dirty and unhygienic. • A parent alleges their child was injured at the centre, and they were not informed.

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.

- 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.

- A child discloses to their parent an educator hit/smacked them. Parent shares the disclosure with the Director.
- 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.