

Applies to	Intereach Family Day Care (FDC) and Intereach Out Of School Hours (OOSH)				
Policy	NQS Two: Children's Health and Safety Policy				
Version	2.0	Date approved	29/09/2022	Next review date	29/09/2025

1. Objective

The notification of a serious incident to a regulatory authority is required in the below situations:

Examples of Serious Incidents to Notify

1. A serious incident can include:

- the death of a child while that child is being educated and cared for at the service or following an incident while that child was being cared for by the service;
- a serious injury or trauma while the child is being educated and cared for, which:
 - required urgent medical attention from a registered medical practitioner; or
 - the child attended or should have attended a hospital* (e.g. a broken limb).
- any incident involving serious illness at the service, where the child attended or should have attended a hospital* (e.g. severe asthma attack, seizure or anaphylaxis);
- any circumstance where a child appears to be missing or cannot be accounted for;
- any circumstance where a child appears to have been taken or removed from the service premises by someone not authorised to do this;
- any circumstance where a child is mistakenly locked in or locked out of the service premises or any part of the premises; and/or,
- any emergency for which emergency services attended. (It does not mean an incident where emergency services attended as a precaution).

**NOTE: In some rural or remote locations a General Practitioner conducts consultations from a hospital site. Only treatment related to serious injury, trauma or illness is required to be notified.*

2. A serious injury, illness or trauma includes:

- 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; or,
- Witnessing violence or a frightening event.

2. Responsibilities

Intereach educators and staff will:

- provide appropriate first aid and assistance to the child;
- call all relevant peoples and authorities, for example, emergency services, Nominated Supervisor and the parent/guardian; and,
- complete an *Incident, Injury, Trauma and Illness Form* and ensure the parent/guardian or authorised person signs the document at the earliest convenience. Provide a copy to the Nominated Supervisor immediately.

It is the responsibility of the Nominated Supervisor to:

- report all serious incidents once becoming aware of the serious incident according to the *Intereach Risk and Incident Policy* immediately or within the specific time frames depending on the type and severity of the incident as indicated in the table below; and;
- report to the regulatory authority through the NQA IT System as soon as practicable, but within 24 hours.

Serious Incident Type	Notification Requirement	Time Frame
Death of a person: whether an employee, contractor, or member of the public	Relevant Program Snr Mgr Executive Team Snr Mgr WHS & Quality (notifies State WHS Regulator)	Immediately
	Board	Within 2 hours
A serious injury or illness as defined by the WHS Regulator Or dangerous incident/occurrence that exposes any person to a serious risk, even if no one is injured	Relevant Program Snr Mgr Snr Mgr WHS & Quality (notifies State WHS Regulator)	Immediately
	Executive Team	Within 2 hours
An injury, trauma or illness that is not defined as serious by the state WHS Regulator, however, requires urgent medical attention from a medical practitioner, the attendance of emergency services or where the person should have attended a hospital	Relevant Program Manager Program Manager, WHS	Immediately
	Relevant Program Snr Mgr Snr Mgr WHS & Quality	Within 4 hours
Privacy / Data Breach	Incident Response Team (notifies relevant funding body and regulator as appropriate to contractual requirements)	Immediately
	Quality Team	Within 24 hours
Any serious incident involving a child as per serious incident definition (section 5.3.2)	Relevant Program and Senior Manager (notifies relevant funding body and regulator as appropriate to contractual requirements) Snr Mgr WHS & Quality	Immediately
	Executive Team	Within 2 hours
Any incident involving a Participant	Relevant Program Manager (Notifies relevant funding body and regulator as appropriate to contractual requirements)	Immediately

Intereach Children's Services Notification of Serious Incidents Procedure

Serious Incident Type	Notification Requirement	Time Frame
Any event that causes disruption to the ability to deliver services for any length of time	Executive Team (Notifies relevant funding body as appropriate to contractual requirements) Relevant Program Snr Mgr	Immediately

3. National Quality Framework

Element	Concept	Description
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

4. Context	
4.1 Standards or other external requirements	Australian Children's Education and Care Quality Authority (2017). <i>National Quality Standards</i> Australian Children's Education and Care Quality Authority (2017). <i>Guide to the National Quality Framework</i> Department of Education, Employment and Workplace Relations. <i>Childcare Service Handbook, 2017 - 2018</i>
4.2 Legislation or other requirements	Education and Care Services National Regulations consolidated 2017 Education and Care Services National Law Act 2010 NSW Public Health Act 2010 Occupational Health and Safety Act 2000 and Regulation 2001 (NSW)
4.3 Internal documents	Intereach Risk and Incident Policy Incident, Injury, Trauma and Illness Form Incident, Injury, Trauma and Illness Procedure

5. Document control			
Version	Date approved	Approved by	Next review date
1.0	12/12/2019	Joint Leadership Governance Group	12/12/2022
2.0	29/09/2022	M.Tai – General Manager, Operations	29/09/2025