

Intereach Children's Services

Notification of Serious Incidents Procedure



Applies to	Intereach Out Of School Hours (OOSH) and Preschool Services for children aged 3-5 years				
Policy	NQS Two: Children's Health and Safety Policy				
Version	2.1	Date approved	27/02/2026	Next review date	23/12/2028

Objective

To ensure the timely, accurate, and consistent reporting of serious incidents within the services in accordance with regulatory requirements. This procedure aims to safeguard the wellbeing of children, support staff, educators and families, and maintain compliance with the National Law and Regulations by outlining clear steps for identifying, documenting, and notifying relevant authorities of serious incidents.

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).

2. Preschool (ages 3–5) – additional context & examples of Serious Incidents to Notify:

- Falls from climbing equipment or playground structures resulting in suspected fractures, dislocations or head injuries (common in this age group during outdoor play).
- Child-to-child incidents causing serious injury (e.g., dental trauma from collision, deep lacerations) where urgent medical attention is required or hospital attendance is warranted.
- Severe allergic reaction (anaphylaxis) or acute asthma attack during mealtimes or active play requiring adrenaline/autoinjector and/or hospital attendance.
- Elopement/absconding during transitions (e.g., moving between indoor/outdoor areas or toileting) where the child is missing or cannot be accounted for, or is removed contrary to authorisations.
- Choking on small objects/food during meals or learning experiences requiring urgent medical attention.

**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.*

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3. 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.
- Inappropriate conduct is considered as a serious incident - Any behaviour by an educator, staff member, volunteer, or visitor that compromises child safety or wellbeing, as defined under the amended National Law (effective 2026).
 - hitting, pushing, slapping, pinching or biting a child
 - force-feeding a child
 - yelling at or belittling a child
 - humiliating a child
 - physically dragging a child
 - locking children away (or isolating them)
 - depriving a child of food or drink
 - unreasonable restraining of a child (this may include
 - restraint in a high chair)
 - excluding children from events
 - consistently moving children to the office or other space
 - away from the play areas
 - moving children to another room as punishment
 - verbally or physically threatening a child
 - Inappropriate conduct is defined as conduct a reasonable person would consider to be inappropriate in an education and care service.

Other examples of inappropriate practice are:

- negative labelling of child or family
- criticising a child's actions or behaviours
- discouraging a child from taking part in activities
- blaming or shaming a child
- making fun of or laughing at or about a child
- using sarcastic or cruel humour with or to a child
- excessive use of negative language to a child, such as, "no"
- "stop that!" "don't..." "you never..."

Responsibilities

Intereach staff

- Decisions and actions under this procedure must prioritise children's safety, rights and best interests as the paramount consideration.
- Use calm, age-appropriate language and routines (e.g., visual cues, comfort items) to reduce distress for the injured child and peers.
- Allocate an educator to manage the group while first aid is provided to the injured child to maintain ratios and active supervision in all zones.
- Provide appropriate first aid and assistance to the child (e.g., bleeding control, immobilisation of suspected fractures, ASCIA anaphylaxis plan, asthma first aid).
- Call all relevant peoples and authorities, for example, emergency services, Nominated Supervisor and the parent/guardian.
- Secure the area/equipment involved (e.g., isolate climbing structure) to prevent secondary incidents. Complete an *Incident, Injury, Trauma and Illness Form* within 24 hours and ensure the parent/guardian or authorised person signs the document at the earliest convenience as per Regulation 183.
- Provide a copy to the Nominated Supervisor immediately.
- All educators and staff are required to complete the mandatory child safety and child protection training, and the Nominated Supervisor must maintain records of completion.

Nominated Supervisor

- Any alleged inappropriate conduct towards a child by an educator, staff member, volunteer, or visitor must be notified to the Regulatory Authority within 24 hours of becoming aware, as required under amended Regulation 176.
- Report all serious incidents once becoming aware of the serious incident according to the *Intereach Incident Management Policy* immediately within the specific time frames depending on the type and severity of the incident as indicated in the table below:
 - Use the National Decision Tree to determine notification type and timeframe and lodge via the NQA IT System within 24 hours when required.
- From 27 February 2026, penalty infringement categories and maximum penalties under the National Law have been expanded; leaders must escalate any potential non-compliance immediately due to the strengthened regulatory enforcement environment.

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Serious Incident type	Legislation / Regulation	Details	Notification Requirement	Time Frame
Death	Section 174(2)(a), Reg 12(a)	Death of a child while being educated and cared for	Regulatory Authority	As soon as practicable but Within 24 hours
	WHS Act 2011 (Notifiable Incident)	Death of employee, contractor, or member of public	Exec Team, WHS	Immediately
			Board	Within 2 hours
Serious Injury / Illness	Section 174(2)(a), Reg 12(c)	Serious illness of a child requiring or reasonably requiring hospital attendance	Regulatory Authority	Within 24 hours
	Section 174(2)(a), Reg 12(b)	Serious injury or trauma requiring hospital or urgent medical attention	Regulatory Authority	Within 24 hours
	WHS Act 2011 (Notifiable Incident)	Serious injury/illness as defined by WHS Regulator	General Manager, WHS Advisor	Immediately
			Program Manager, WHS	Immediately
			General Manager, WHS Team	Within 4 hours
Trauma	Section 174(2)(a), Reg 12(b)	Trauma requiring hospital or urgent medical attention	Regulatory Authority	Within 24 hours
Emergency	Section 174(2)(a), Reg 12(d)	Emergency requiring emergency services	Regulatory Authority	Within 24 hours
Missing / Unaccounted for Child	Section 174(2)(a), Reg 12(e)(i) & (ii)	Child missing, unaccounted for, or removed unlawfully	Regulatory Authority	Within 24 hours
Abuse / Allegations	Section 174(2)(cl), Reg 175(2)(d), Reg 176(2)(bb)	Alleged physical or sexual abuse of a child	Regulatory Authority	Within 24 hours of allegation or awareness
	Section 176(2)(a) (NSW offence under s5AA)	Inappropriate conduct toward a child	Regulatory Authority	Within 24 hours

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Complaints	Section 174(2)(b), Reg 12	Complaint alleging serious incident or breach of National Law	Regulatory Authority	Within 24 hours
Privacy / Data Breach	Privacy Act 1988	Privacy or data breach requiring regulator/funding body notification	Privacy Officer	Immediately
			Quality Team	Within 24 hours
Service Closure	Section 174(2)(c), Reg 175(2)(b)	Closure or reduced attendance due to serious incident	Regulatory Authority	Within 24 hours
	Section 174(2)(c), Reg 175(2)(b)	Non-serious closure	Regulatory Authority	Within 7 days
Service Disruption	Internal / Funding Body Requirements	Any event causing disruption to service delivery	General Manager	Immediately
Risk to Health / Safety / Wellbeing	Section 174(2)(c), Reg 175(2)(c)	Any circumstance posing risk to child health, safety, wellbeing	Regulatory Authority	Within 7 days
Extra Children in Emergency	Section 174(2)(c), Reg 123(5), Reg 175(2)(ca)	Caring for extra children due to emergency	Regulatory Authority	Within 24 hours
Dangerous Occurrence	WHS Act 2011 (Notifiable Incident)	Incident exposing person to serious risk	General Manager, WHS Advisor	Immediately
Serious Incident (Internal Policy)	Incident Management Policy (Section 5.5.1)	Serious incident involving a child	General Manager, WHS Team	Immediately
			Executive Team	Within 2 hours

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
2.2.3	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe

Compliance and Reference

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>
Legislation or other requirements	Education and Care Services National Regulations consolidated 2017 Education and Care Services National Further Amendment Regulations 2025, Part 3, commencing 27 February 2026 Education and Care Services National Law Act 2010 NSW Public Health Act 2010 WHS Act 2011 (NSW) Work Health and Safety Regulation 2011 (NSW) Privacy Act 1988 (Cth)
Internal documents	Intereach Risk Management Policy Intereach Incident Management Policy Incident, Injury, Trauma and Illness Form Incident, Injury, Trauma and Illness Procedure

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
1.0	03/09/2025	The Children's Services procedure separated to be a standalone procedure for OOSH and approved by:	03/09/2028

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		J Farrow - Manager Education and Care	
2.0	23/12/2025	Process updated to include legislative changes – Approved by: K Hyde – General Manager, Operations	23/12/2028
2.1	27/2/2026	Updated to include content for preschool and updated legislative requirements. Approved by: K Hyde – General Manager, Operations	23/12/2028