Serious incidents, change of circumstances, and complaints to notify Timeframes

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| **Type of Notification** | **Who is Responsible** | **Timeframe** |
| Notification to the Department of Education | | |
| Death of a child | Approved provider | As soon as practicable, but within 24 hours |
| Any incident involving serious illness of a child while being educated and cared for after which the child attended, or ought reasonably to have attended a hospital | Approved provider | Within 24 hours of the incident |
| Any incident involving serious injury or trauma to a child while being educated and cared for after which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner | Approved provider | Within 24 hours of the incident |
| Any emergency for which emergency services attended | Approved provider | Within 24 hours of the incident |
| A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent | Approved provider | Within 24 hours of the incident |
| A child is mistakenly locked in or out of the premises or any part of the premises | Approved provider | Within 24 hours of the incident |
| Any incident that requires the provider to close or reduce the number of children attending | Approved provider | Within 24 hours of the incident |
| Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened (refer to Serious Incidents outlined in Chapter 3 - Reporting Requirements and Compliance) | Approved provider | Within 24 hours of the complaint |
| The service is educating and caring for extra child/ren due to an emergency | Approved provider | Within 24 hours |
| Any circumstance at the service that poses a risk to the health, safety, or wellbeing of a child attending the service | Approved provider | Within 7 days |
| Any incident where the provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service | Approved provider | Within 7 days |
| Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service | Approved provider | Within 7 days |
| Notification to Parents | | |
| Policies: Parents of children at the service must to notified before making any change to a policy or procedure that may have a significant impact on the service’s provision of education and care to any child enrolled at the service; the family’s ability to utilise the service any change that will affect the fees charged or the way in which fees are collected. | Approved provider | At least 14 days prior unless a lesser period is necessary because of a risk |
| Voluntary suspension of provider approval: approved provider must notify the parents of children enrolled at the services operated by the approved provider. | Approved provider | At least 14 days prior to application for suspension |
| A parent of a child at the service is to be notified if the child is involved in any incident, injury, trauma or illness while at the service. | Approved provider | As soon as practicable, no more than 24 hours |
| If there is an occurrence of an infectious disease at the service, the approved provider of the service must ensure that a parent or an authorised emergency contact of each child is notified of the occurrence. | Approved provider | As soon as practicable |
| If medication is administered in case of an anaphylaxis or asthma emergency, the approved provider or a nominated supervisor of the service must ensure that a parent and emergency services are notified. | Approved provider Nominated supervisor Educator | As soon as practicable |