CatholicCare
DIOCESE OF BROKEN BAY

Children's Services

Completing Reports and Making Notifications

Practice Guidelines

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Contents

Introduction 3

Scope 3

Legislation 3

Forms and reports 3

Guidance for completing forms 5

Guidance for reporting complaints 5

Guidance for notifications to DoE 6

Guidance for notifying Serious Injuries and Incidents to SafeWork NSW (Workers/Clients – including Children and Volunteers/Contractors/Visitors) 6

Further guidance 7

Related documents 7

Policies and Practice Guidelines 7

Forms and other resources 7

External resources 7

Glossary 8

Sign off and review 9

Revision history 9

Introduction

This practice guideline sets out how CatholicCare Diocese of Broken Bay (CatholicCare) completes reports and makes notifications within its Children's Services programs.

Scope

This practice guideline applies to all Staff, Educators, Contractors, Students and Volunteers in Children's Services programs.

Legislation

The following legislation applies to this guideline:

- *Education and Care Services National Regulations – Part 4.2 Division 2 Incidents, Injury, Trauma and Illness; Division 3 Medical Conditions; Division 4 Administration of Medication, Regulations 174,174A,175, 176A*
- *Work Health and Safety Act 2011 – Part 3*

Forms and reports

The table below sets out which forms and reports must be used, where they are located and the circumstances under which a notification to Department of Education (DoE) and/or SafeWork NSW must be made.

Report Type (*A copy of the notification to DoE must be sent to CatholicCare's Safeguarding email at safeguardingincidents@catholiccaredbb.org.au*)	**Forms to be used**	**Location of forms**	**When a notification is required**
Accidents and injuries	*Incident, Injury, Trauma and Illness Record*	CatholicCare/IsidoreNet	When the second section of the Incident, injury, trauma and illness record in completed. When an injury is sustained that requires further medical treatment or when further medical treatment should reasonably have been sought a notification to DoE must be made within **24 hours**
Accidents and injuries	*Incident, Injury, Trauma and Illness Record*	CatholicCare/IsidoreNet	The first part of this form is to be used in the case of a minor injury and the child does not require medical attention. (note: all head injuries which require medical attention should be reported on the Major Incident, Injury, Trauma and Illness Record). These accidents do not require a notification to DoE.

Report Type (*A copy of the notification to DoE must be sent to CatholicCare's Safeguarding email at safeguardingincidents@catholiccaredbb.org.au*)	**Forms to be used**	**Location of forms**	**When a notification is required**
Illness	*Incident, Injury, Trauma and Illness Record*	CatholicCare/IsidoreNet	When an illness occurs that requires further medical treatment or when further medical treatment should reasonably have been sought the incident must be reported to DoE within **24 hours**
Trauma incidents	*Incident, Injury, Trauma and Illness Record*	CatholicCare/IsidoreNet	When an incident occurs that may cause a child undue distress or trauma or has an effect on the child's well-being, it must be reported to DoE within **24 hours**.
Serious/Critical Injury and/or Incident (Workers/Clients/ Volunteers/ Contractors/Visitors)	• *Register of injuries – incidents (employees)* • *Register of injuries (contractors, volunteers and visitors)* **Note:** Do not use this form for children as the *Incident, Injury, Trauma and Illness Record is used*	CatholicCare/IsidoreNet or the On-site Red WHS Manual	Immediately notify Manager and WHS Team. WHS Team will notify SafeWork immediately. Staff are to preserve the work site pending further direction from SafeWork NSW
Injuries and Incidents (Workers/Clients/ Volunteers/ Contractors/Visitors)	• *Register of injuries – incidents (employees)* • *Register of injuries (contractors, volunteers and visitors)* **Note:** Do not use this form for children as the *Incident, Injury, Trauma and Illness Record is used*	CatholicCare/IsidoreNet or the On-site Red WHS Manual	All injuries and incidents must be reported and recorded on the appropriate forms. All notifications should be forwarded to WHS Team at central office. If medical attention is required contact should be made with WHS Team.
Complaints/Feedback	• *CatholicCare Complaints Form* • CatholicCare Complaints Register	CatholicCare/IsidoreNet	Any complaint about the care and well-being of children must be notified to DoE within **24 hours**.

Guidance for completing forms

Educators/staff must adhere to the following information when completing reports:

1. Every question on each form must be completed. There are no optional questions on the forms.
2. Descriptions of incidents must be written in detail. Ensure that the reader has a full picture of the events that occurred.
3. Descriptions of the first aid applied must be detailed (e.g., "ice pack applied" does not contain enough detail). Ensure that the reader has a full picture of the "how, what, when and where" of the first aid.
4. If medication is administered as part of the first aid, the appropriate medication form must be completed. This form must be signed by the person who administered the medication and by the person who witnessed the medication being administered. Remember that the *Medication Policy* must be followed without exception.
5. The forms must be given to the parent to sign. The parent must be given a copy of the form. If the parent was not given a copy, a reason must be documented. If the parent was sent a copy by email, a statement to this effect must be recorded on the form along with the date and time it was emailed.
6. If the form was completed by an Educator other than the Coordinator/Director, it must be checked by the Coordinator/Director to ensure that it was completed fully and correctly.

Guidance for reporting complaints

Educators/staff must adhere to the following information when they receive a complaint.

1. All complaints must be recorded and reported whether they are received by a staff member verbally or in writing.
2. Staff must complete the CatholicCare *Complaints Form* and *Complaints Register* when they receive a complaint.
3. Complaints regarding the care and well-being of children must be notified to DoE within 24 hours of receiving the complaint.
4. All contact with the complainant regarding the complaint must be documented detailing the date, time, name of staff member and nature of the contact.
5. When documenting any information related to the complaint include:
    - A notation to identify the incident that the record relates to;
    - Date when the record was made;
    - Dates and times when events occurred;
    - Name of person recording the information; and
    - Signature of person recording the information.
6. All complaints must be followed up, with all steps in the process recorded including the following:
    - All actions taken to resolve the complaint;
    - Resolution of the complaint; and
    - Any changes to practices as a result of the complaint.
7. Remember that all complaints must be taken seriously. Emphasise to team members that the process is not about defending our actions or practices. Rather it is about listening to the parties involved, evaluating our practices and learning from our experiences.

Guidance for notifications to DoE

Educators/staff must adhere to the following guidelines in relation to making notifications.

1. All major accidents, illnesses, trauma incidents and complaints must be reported to DoE within 24 hours of them occurring. Also, any incidents or allegations of physical or sexual abuse to a child while being educated or cared for by an education and care service must also be reported within 24 hours.
2. The service Practice Manager must also be notified as soon as possible after the event. Depending on the circumstances this can be done by telephone or by email.
3. All notifications must be made through the National Quality Authority Information Technology System (NQAITS). Currently the General Manager Children's Services, Practice Managers and Directors of the ELC's have access to this system.
4. To make a notification, completed reports, forms and all associated records should be emailed to the service Practice Manager within the required 24-hour reporting time frame. In this person's absence, the documents must be sent to the General Manager Children's Services who will make the notification through the NQAITS and attach the relevant records.
5. When making the notification to ACECQA, the Safeguarding Team must receive a copy of the Incident Report.
6. Once the notification has been made, a receipt email is automatically sent in reply to the Practice Manager. The Practice Manager will forward a copy of the receipt to the service Coordinator/Director
7. A copy of the notification and the receipt is filed on IsidoreShare. The Coordinator/ Director must also keep a copy on file at their service.

Guidance for notifying Serious Injuries and Incidents to SafeWork NSW (Workers/Clients – including Children and Volunteers/Contractors/Visitors)

Educators and staff must adhere to the following guidelines in relation to making notifications of incident involving staff, clients, volunteers, contractors and visitors. The *Work Health and Safety Act 2011* requires immediate notification of a 'notifiable incident' to the regulator after becoming aware of it.

1. Notify the Practice Manager (who will notify the General Manager Children's Services) and the Work Health and Safety Team, by telephone, immediately after becoming aware of the incident.
2. The General Manager Children's Services or Work Health and Safety Team will notify SafeWork NSW immediately.
3. Preserve the incident site until a SafeWork inspector arrives at the service or the service is directed otherwise.
4. A notifiable incident as described in the Work Health and Safety Act is as follows:
    - The death of a person
    - A 'serious injury or illness' (e.g. loss of consciousness, burns)
    - A dangerous incident (e.g. trapped in a confined space, fire)
5. The Work Health and Safety Manager may inspect the site to facilitate the investigation.
6. Upon completion of the investigation the regulator will notify the service, and the incident site will become operational.

Further guidance

Once the notification has been made you must continue to keep records of any follow up. This includes the following:

- Follow up on any medical treatment the child may have undergone;
- Notes of report from the parent on the welfare of their child;
- Follow up records of progress towards resolution of a complaint; and
- Documentation of any risk assessments or investigations undertaken after the accident/incident.

If you have any questions regarding making and keeping records, you must contact the General Manager Children's Services or a Practice Manager.

Related documents

Policies and Practice Guidelines

- *Incident, Injury, Trauma & Illness Policy*
- *First Aid Action Policy*
- *Illness and Infectious Diseases Policy*
- *Medication Policy*
- *Managing Asthma, Allergies, Anaphylaxis, Diabetes and Other Medical Conditions Policy*
- *Family Feedback Complaints and Grievances Policy*
- *Workplace Injury Management Policy*
- *Workplace Injury Management Practice Guideline*
- *Reportable Conduct and Incidents Practice Guidelines*

Forms and other resources

- *Complaints Form*
- *Incident, Injury, Trauma and Illness Record*
- *Register of injuries – incidents (employees)*
- *Register of injuries – incidents (contractors, volunteers and visitors)*

External resources

- *Education and Care Services National Regulations*
- *Work Health and Safety Act 2011*

Glossary

DoE

NSW Department of Education (formerly Department of Education and Communities)

NQAITS

National Quality Authority Information Technology System

Sign off and review

This document remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this document. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

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Revision history

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