

Incident Notifications for Closures and Reductions

Introduction

This quick reference guide provides assistance in using the NQA IT System for incident notifications.

Regulation 175 requires approved providers to notify their Regulatory Authority of:

- Any changes to the days and hours of operation of a service
- Any incident causing a service to close or reduce the numbers of children attending
- Any circumstance arising at the service which poses a risk to the safety, health and wellbeing of a child or children attending the service.

Approved providers must make notifications about incidents to their Regulatory Authority via the [NQA ITS](#) or by contacting the Regulatory Authority directly.

NOTE:

Although this functionality applies to all incident notifications under Regulation 175, this guidance will also introduce new categorisations of incident information which have been implemented to assist services in notifying their regulatory authorities - such as those relating to the COVID-19 health emergency.

This includes the ability to:

- Specify COVID-19 as a reason for an emergency closure or reduction in numbers
- Provide additional details about the nature of the decision to close or reduce numbers

IF YOU ARE EXPERIENCING OR ARE CONCERNED ABOUT A CASE OR OUTBREAK OF COVID-19 AT YOUR SERVICE YOU SHOULD CONTACT YOUR LOCAL HEALTH AUTHORITY IMMEDIATELY FOR ADVICE.

Prerequisites for use

Before you start using the system, you would need to ensure the following:

- ✓ You are using any up-to-date browser
- ✓ You have a login to the NQA IT System portal: <https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>

Notification of Incidents

① After logging in and on your Home page

- A. Go to the *My Services* box
- B. Select the relevant service
- C. Select Incident



My Services **A**

Service ID	Service Name
<input type="radio"/> SE-50001225	Kids' Station - FDC
<input type="radio"/> SE-50001223	Children's Play Land - CBC
<input checked="" type="radio"/> SE-50001307	WA Fun Friendly - FDC

B

C


Add Service New Forms Submitted Forms Incident Co

② At the TYPE OF INCIDENT page

The highlighted tiles on the right are a few examples of commonly used notifications in emergencies. Please select the appropriate incident type at your discretion.

- Select the tile that relates to the incident you are reporting
- Follow all prompts in the next few pages to go right through to submitting the form

The couple pages below will outline the notification process for closures and reduction in numbers of attendance



TYPE OF INCIDENT

Injury or trauma	Illness	Child missing	Child taken or removed
Child locked in or out	Death of a child	Emergency service attended	Closure or reduction in number of children attending the service
Any circumstance posing risk to health, safety and wellbeing	Attendance of additional children	Incident of sexual or physical abuse	Allegation of sexual or physical abuse

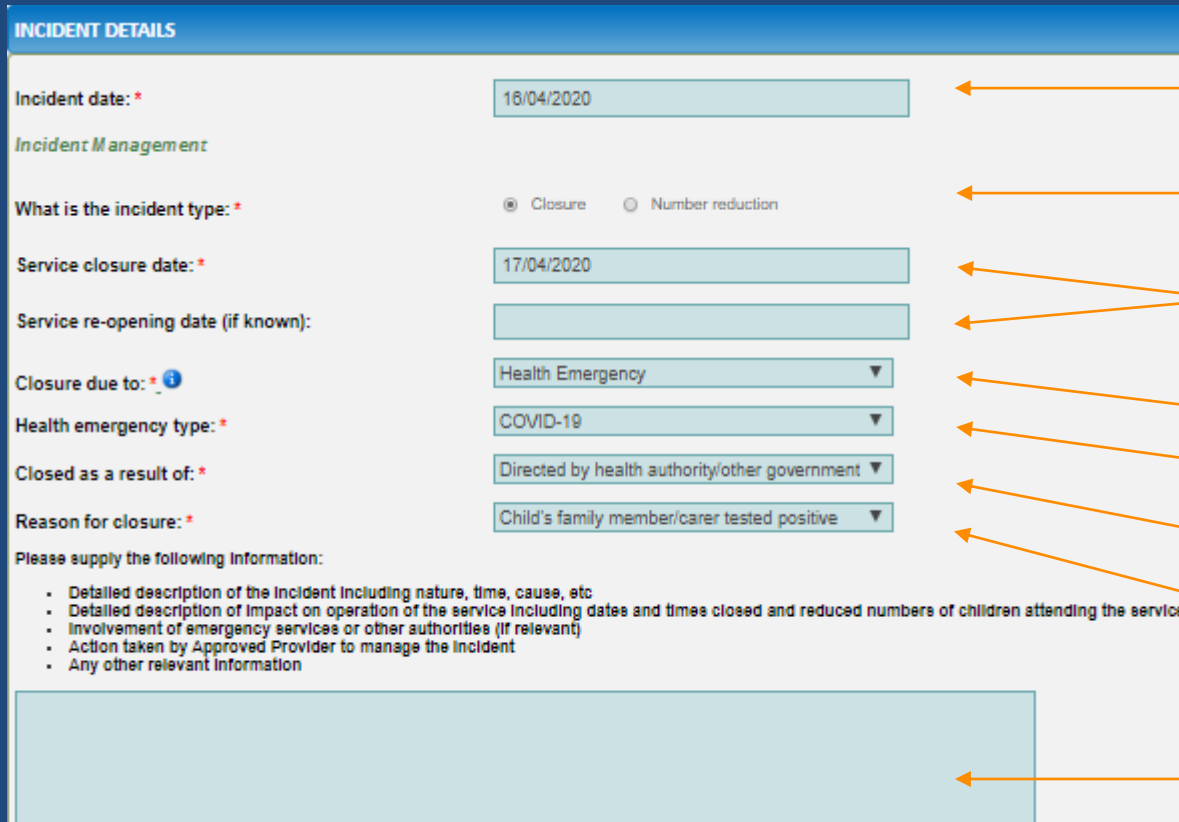
If your service has to close or have reduced number of children in attendance

If additional children are to attend your service

Notification of Incidents: Closure

③ A) Example Notification: Closure for reason of COVID-19

At the INCIDENT DETAILS page



INCIDENT DETAILS

Incident date: * 16/04/2020

Incident Management

What is the incident type: * Closure Number reduction

Service closure date: * 17/04/2020

Service re-opening date (if known):

Closure due to: * Health Emergency

Health emergency type: * COVID-19

Closed as a result of: * Directed by health authority/other government

Reason for closure: * Child's family member/carer tested positive

Please supply the following information:

- Detailed description of the Incident including nature, time, cause, etc
- Detailed description of Impact on operation of the service including dates and times closed and reduced numbers of children attending the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the Incident
- Any other relevant information

Enter the requested information

Enter the date of reporting this incident of closure

Select 'Closure'

Enter start closure date and re-open date (if known)

Select 'Health Emergency'

Select 'COVID-19'

Select the relevant cause for the closure

Select the relevant reason based on the cause stated above

Enter the requested information

Notification of Incidents: Number Reduction

③ B) Example Notification: Number Reduction for reason of COVID-19

At the INCIDENT DETAILS page

INCIDENT DETAILS

Incident date: *

Incident Management

What is the incident type: * Closure Number reduction

Date for reduction in numbers: *

Date for reduction no longer required (if known):

Number reduction due to *

Health emergency type: *

Please supply the following information:

- Detailed description of the incident including nature, time, cause, etc
- Detailed description of impact on operation of the service including dates and times closed and reduced numbers of children attending the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the incident
- Any other relevant information

Enter the date of reporting this incident of number reduction

Select 'Number Reduction'

Enter start closure date and re-open date (if known)

Select 'Health Emergency'

Select 'COVID-19'

Enter the requested information