

## Incident Notifications and Service Re-opens

### 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 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
- The attendance of an additional child or children at the service under emergency circumstances

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 (see [page 3](#)) or reduction in numbers (see [page 4](#))
  - Reason for the attendance of additional children in emergency circumstances (see [page 5](#))
  - Description of the nature of circumstances posing a risk to the safety, health and wellbeing of a child or children attending the service (see [page 6](#))
- Notify the Regulatory Authority that a service has re-opened after a period of closure (see [page 7](#))

**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* grid
- B. Select the relevant service
- C. Select Incident



### 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 next few pages below will outline the notification process for the different incident types*



If there are any circumstances posing a risk to the health, safety and wellbeing of the children

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: \***

**Incident Management**

**What action was required? \***  Closure  Number reduction

Note: Approved Providers should only make notifications under this function if they are responding to an incident that requires an immediate service closure or reduction in the number of children for a given period. In line with the objectives of the National Quality Framework, it is requested that where possible approved providers also give reasonable notification to families of an intended closure or reduction to the number of places on offer, as well as communicate any plans for re-opening.

**Service closure date: \***

**Service re-opening date (if known):**

**Closure due to: \***

**Health emergency type: \***

**Closed as a result of: \***

**Reason for closure: \***

**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 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

*Note: Approved Providers should only make notifications under this function if they are responding to an immediate health risk or directive from their local health authority. If closing for a prolonged period or a reason other than health management, you may need to apply for a voluntary suspension. ACECQA or your Regulatory Authority will be able to assist you to make this decision.*

## 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 action was required? \*  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'

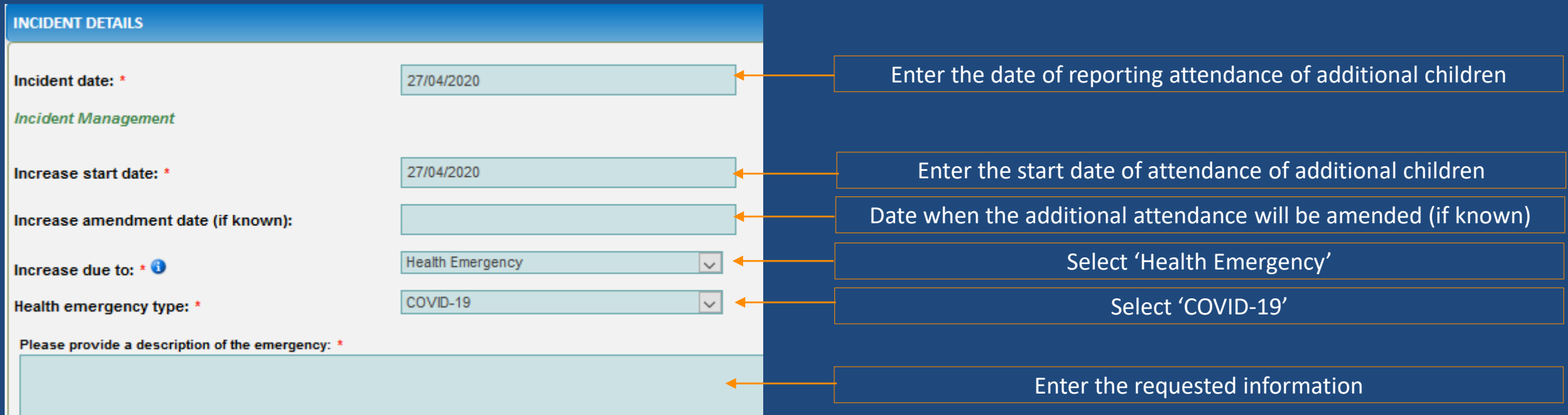
Enter the requested information

When all the fields have been entered, press **Next** and follow all prompts to complete the submission of the notification

## Notification of Incidents: Attendance of additional children

### ③ C) Example Notification: Attendance of additional children

At the INCIDENT DETAILS page



The screenshot shows the 'INCIDENT DETAILS' form with the following fields and annotations:

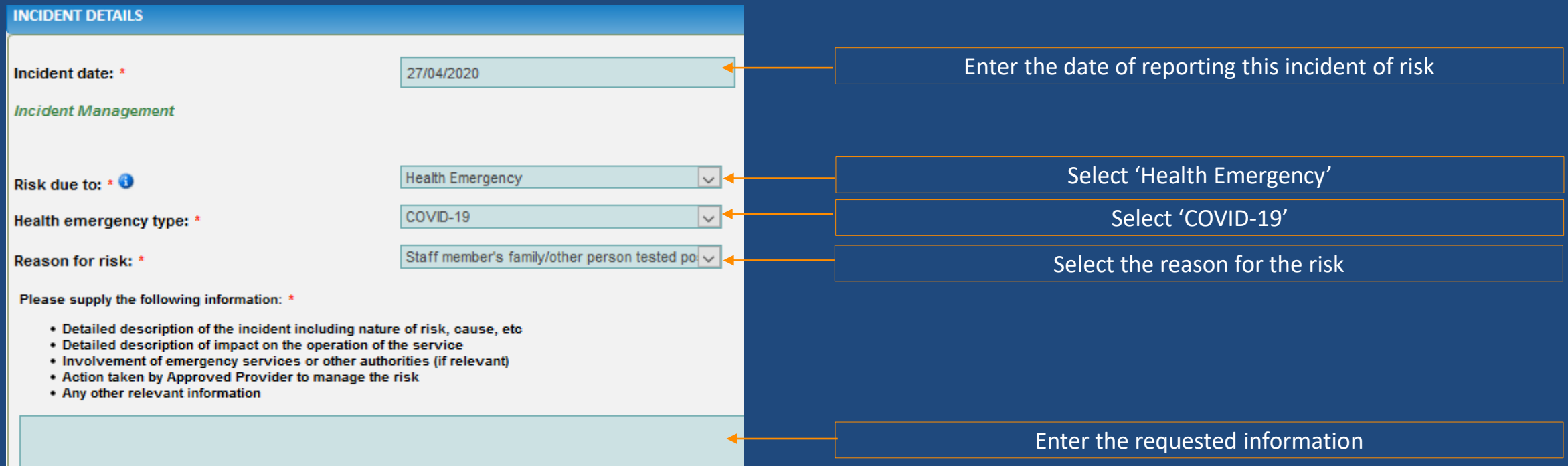
- Incident date: \*** (27/04/2020) → Enter the date of reporting attendance of additional children
- Incident Management** (Section Header)
- Increase start date: \*** (27/04/2020) → Enter the start date of attendance of additional children
- Increase amendment date (if known):** (Empty field) → Date when the additional attendance will be amended (if known)
- Increase due to: \*** (Health Emergency) → Select 'Health Emergency'
- Health emergency type: \*** (COVID-19) → Select 'COVID-19'
- Please provide a description of the emergency: \*** (Empty text area) → Enter the requested information

When all the fields have been entered, press **Next** and follow all prompts to complete the submission of the notification

# Notification of Incidents: Risk to health, safety and well-being

## ③ D) Example Notification: Risk to health, safety and well-being

At the INCIDENT DETAILS page



**INCIDENT DETAILS**

Incident date: \*  Enter the date of reporting this incident of risk

*Incident Management*

Risk due to: \*  Select 'Health Emergency'

Health emergency type: \*  Select 'COVID-19'

Reason for risk: \*  Select the reason for the risk

Please supply the following information: \*

- Detailed description of the incident including nature of risk, cause, etc
- Detailed description of impact on the operation of the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the risk
- Any other relevant information

Enter the requested information

When all the fields have been entered, press **Next** and follow all prompts to complete the submission of the notification

## Notification of Service Re-opening

### ④ Notification of a service that has re-opened

- On the landing page after logging in, you will find the **Re-open Service** button beneath the Services table
- Select **Re-open Service**

**My Services**

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

- The next page will list your closed services
- Select **Re-open Service**

<input type="checkbox"/>	Service ID	Service Name	Provider ID	Provider Name
<input type="checkbox"/>	SE-50001225	Kids' Station - FDC	PR-50000859	
<input type="checkbox"/>	SE-50001223	Children's Play Land - CBC	PR-50000859	

- In the pop-up box that follows, enter the details requested and select **Submit**. Follow all prompts to finish.

**RE-OPEN** ✕

Service re-opening date: \*

Note: if more than one service has been selected, a single 'Single re-opening date' will apply for the services you have selected.

Name: \*

Phone Number: \*

Email Address: \*

Please supply the following information: \*

- Action taken by the Approved Provider to re-open the service
- Any other relevant information

Cancel

#### NOTE

After the user has submitted that the service(s) is re-opening, a confirmation email will be generated and sent to the email address provided as part of the notification.

The email will state that the change to the re-open date was successful and display the new service re-opening date.

Where more than one service is being re-opened in any instance:

- Only a maximum of 5 services can be notified at once
- The single re-open date that is entered will apply across all services being re-opened in that instance