



**Australian Government**  
**Department of Education,  
Skills and Employment**

# IHC SERIOUS INCIDENT REPORT

Under section 48A of the Child Care Subsidy Minister's Rules 2017 (the CCS Minister's Rules) approved providers of IHC services must implement appropriate arrangements to manage serious incidents, including by notifying the Secretary in writing within 24 hours after a serious incident occurs or a circumstance occurs that could have resulted in a serious incident.

This form can be used by approved providers of IHC service and sent to Department of Education, Skills and Employment to meet its serious incident notification obligations if a serious incident has occurred, or could have occurred, involving a child while receiving In Home Care (IHC). Depending on the nature of the serious incident, the approved provider may have other obligations (besides filling out this form) to ensure that all appropriate measures have been implemented to manage the incident.

Families and educators who observe or experience a serious incident (or a circumstance that could have resulted in a serious incident) should report the matter to the appropriate emergency services and, where appropriate, to the approved provider of the IHC service.

Apart from their obligations under section 48A of the CCS Minister's Rules, approved providers of IHC services must comply with state-based Child Protection Laws and mandatory reporting requirements under the Commonwealth, State and Territory legislation\*.

The following incidents are "serious incidents" that must be reported to the Department of Education, Skills and Employment:

- the death of a child while being cared for by the IHC service or as a result of an incident that occurred while being cared for by the service, or any incident involving injury, harm, trauma to, or illness of, a child while being cared for, where
  - the attention of a medical practitioner was sought, or ought reasonably to have been sought, or
  - the child attended, or ought reasonably to have attended, a hospital
- any incident for which the attendance of emergency services at premises where care is usually provided is sought, or ought reasonably to have been sought
- a child being cared for:
  - is missing, or cannot be accounted for; or
  - appears to have been taken or removed from the premises in a manner that would contravene the Education and Care Services National Regulations, regardless of whether the regulations apply
  - is accidentally locked in or locked out of the premises where the care is being provided or any part of those premises
- any other incident that would be required to be reported to a regulator under any applicable work health and safety laws (as stated in section 49(6) of the CCS Minister's Rules).

The department may investigate incidents notified by the IHC services where the incident relates to an approved provider's compliance with a provision that is subject to the department's monitoring powers under section 219UA of the *A New Tax System (Family Assistance) (Administration) Act 1999*.

## Reporting requirements

The department must be notified in writing within 24 hours of the serious incident (or a circumstance that could have resulted in a serious incident). Please send this form to [inhomecare@dese.gov.au](mailto:inhomecare@dese.gov.au).

\*South Australia and Tasmania have additional laws governing In Home Care:

- TAS: *Child Care Act 2001*
- SA: *Education and Early Childhood Services (Registration and Standards) Act 2011*

Where an approved provider has reporting obligations under either of these Acts, sending the department a copy of that notice may be acceptable where you are legally able to.

The fields below are not mandatory, please complete any that are relevant and/or known.

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## PART A – Child details

First name

Family name

Gender    Male    Female

Date of birth

Age of Child

Home address

Suburb/Town

State

Postcode

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## PART B – Educator details

Name of educator

Phone number

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## PART C – Service details

Service name

Address

Suburb/Town

State

Postcode

Name of contact person

Phone number

Email

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## PART D – Incident detail

Includes circumstances that could have resulted in the occurrence of a serious incident (as per section 48A(3) of CCS Minister's Rules).

When did incident occur?    Date

Time

am    pm

Where/Location

Type of incident

General activity at the time of incident

**Circumstances of incident**, for example:

- if illness, include any apparent symptoms
- if child appeared to be missing or otherwise unaccounted for, include the duration and who found child
- if child appeared to have been taken or removed or was locked in/out, include who took the child and duration

**Cause of injury/trauma**

**Nature of any injury/trauma sustained**

**Names of person(s) on premises when incident occurred** (i.e. witnesses of incident)

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## PART E – Actions taken

Did emergency services attend?

Yes No

Was medical attention sought from a medical practitioner / hospital?

Yes No

If yes to either of the above, provide detail

**Details of action taken** (eg. administration of first aid)

by educator:

by service provider:

**Details of steps taken to notify parent/guardian** (including name of person notified, time, date and method of notification)

**Details of notification of others, for example, educator, service co-ordinator or director, other agency, regulatory authority** (if applicable)

**Details of any steps that have been taken to prevent or minimise this type of incident in the future:**

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## PART F – Declaration

The IHC Serious Incident reporting form is for the use of the approved providers operating IHC services to meet its serious incident notification obligations under section 48A of the Child Care Subsidy Minister’s Rules 2017, as such it is the approved provider who is required to complete and sign the form and notify the Department of a serious incident.

Please ensure this declaration is signed by a Person with Management or Control with the IHC Approved Provider organisation and recorded as being a Person of Management or Control on the Child Care Subsidy System.

I declare/certify that the information in this serious incident notification and any attachments are true and correct

### Signature

Printed name

Date

Position/Role

Proda Person ID number

Phone number

Email

