



## Incident Report Form

All incidents must be recorded using this form as soon as possible after the immediate response to an incident.

The individual directly involved in the incident must complete **Part A** of this form and email it to [incidents@playgroupnsw.org.au](mailto:incidents@playgroupnsw.org.au) within the timeframes stated in the table.

Incident Type	Level 1 (minor) examples	Level 2 (significant) examples	Level 3 (serious) examples
	Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
Volunteer, child or family member injury or serious illness arising from a Playgroup service * Serious illnesses mean those arising from infectious diseases that have been acquired or spread at a playgroup, e.g. measles, whooping cough, meningococcal	Minor cut, burn or sprain, first aid applied	Bone fracture, long term infection, medical treatment and extended time off needed (more than 1 week)	Life threatening medical event or death, Emergency Services contacted and person hospitalised
Child or family safety risk * You can read more about the Risk of Significant Harm in our Child Safety Policy	Concerns that there is a Risk of Significant Harm (ROSH) but you are not sure if you should report it an authority	Concerns that there is a Risk of Significant Harm (ROSH) and you phoned the Child Protection Helpline on 13 21 11	Imminent threat to a person's safety and you report it to the Police
Volunteer, child or family data breach * A data breach occurs when there is unauthorised access to, unauthorised disclosure of, or loss of personal information that Playgroup holds. This includes any information about an individual whose identity is apparent or can reasonably be identified.	One person's information is accidentally sent to the wrong email recipient (this may include to your own personal email account)	A phishing email successfully compromises a Playgroup account and the scammers may have access to company information and/or the personal information of multiple persons	Playgroup databases have been breached and these contain the personal information of multiple persons including several pieces of identifying information (name, DOB, address, contact details, tax file numbers, medical and financial information)
Community playgroup equipment or location hazard	Hazards such as a tear in carpet or slippery floor which creates a trip, slip, falls risk, OR Play equipment may be faulty or broken.	Property issue which requires significant cost or time to rectify (e.g. electrical fire, confined area of the site is unusable)	Major property damage or dangerous hazard that renders the site unsafe (e.g. flooded, burnt out by fire, chemical spill, gas leak, roof collapsed)

The form will be directed to the following level of management for their review and action of **Part B**:

- Level 1 - Program Lead Community
- Level 2 - Program Lead Community and the Executive Lead, Services
- Level 3 - Program Lead Community, the Executive Lead, Services and the CEO.

## Incident Report Form – Part A

### Contact Information *(person completing the form)*

Full Name

Phone Number

Email

### Incident Category *(refer to examples on first page for guidance)*

Level 1 – minor

Level 2 – significant

Level 3 – serious

### Playgroup Name – please include the suburb

### Where did the incident occur? *(Playgroup or other address)*

### When did the incident occur? *(date and time)*

### Incident Type *(select main one)*

Volunteer injury or illness arising from Playgroup NSW services

Child/family injury or illness arising from Playgroup NSW services

Child/family safety risk

Child/family other

Volunteer, child or family data breach

Playgroup equipment or location hazard

### If child/family other, please specify

### Name of person affected by the incident

### Full name of parent/carer *(if affected person is a child)*

### Contact number – affected person *(if a child, please use parent/carer details)*

**Was there a witness or family member present during the incident?**

Yes

No

**If yes, provide details:**

Full name

Relationship to the person

Email

Phone Number

**Briefly describe what happened** *Include the nature of the incident (e.g. what body part is injured, illness symptoms) and cause of the incident (e.g. slippery floor, severe weather, family situation)*

**What actions did you take?**

Program Lead notified (name/date)

Family member notified

First aid applied

Medical treatment (GP or other allied health)

Emergency Services contacted

Child protection report (number)

Police report (number)

Removed or fixed the source of risk or hazard

Reported to venue owner

Other action taken

**Part A completed by:**

**Name**

**Date**

**Email this form to [incidents@playgroupnsw.org.au](mailto:incidents@playgroupnsw.org.au)**

## Incident Report Form – Part B

### Additional actions taken

- Relevant Executive Lead notified (name/date)
- Technology and Business Administration Manager notified (for Playgroup vehicles, equipment and property issues)
- CEO notified (date)
- P&C notified (date)
- DCJ child protection report (number)
- Police report (number)
- Risk assessment completed
- Internal investigation completed
- Insurer notified
- Item repaired or replaced
- Other action taken (e.g. external investigation, OAIC/OCG/SafeWork NSW notified etc)

### Corrective Actions to reduce further risk

- Disciplinary action
- Discussed learnings at team meeting
- Staff training required
- Policy and procedure updated
- Change to work environment, work practice or service provision
- Other actions recommended

### Has this incident been resolved/closed?

Yes                      No

### If no, explain why

#### Part B completed by:

**Name**

**Date**

**Position**

**Program**

**Email this form to [incidents@playgroupnsw.org.au](mailto:incidents@playgroupnsw.org.au)**

**Office Use Only**

**Incident Number**  
**Incident Received By**  
**Date Received**  
**Notes**