



## **Incident Management Policy**

### **Volunteer cheat sheet**

#### **Who is this for?**

This new policy applies to all staff and volunteers. It covers incidents which can happen to staff, volunteers, children and families, as well as our property and places of business (offices and community playgroups).

Some sections of the full policy are not relevant to your role as a Volunteer, so this cheat sheet is a summary of what you need to know.

#### **What's an incident?**

Incidents are unusual, one-off events which might cause harm. These need to be quickly managed so they don't happen again. Some examples are:

- Child or family safety risks or injuries
- Volunteers accidents, injuries or illnesses
- Community playgroup building hazards
- Equipment damage, loss or theft
- Data breaches where someone's personal information being held by Playgroup has been accessed, disclosed or stolen without authorisation.

Not everything that happens at a playgroup involving a child is an incident. The following table gives some examples of normal age-appropriate events involving children.

Incident	Non-incident
✓ A child falls and sustains a visible injury (e.g. bleeding, swelling, or limping)	✗ A child falls and may bump their head but gets up without distress
✓ A child has a severe allergic reaction (e.g. rash, difficulty breathing)	✗ A child vomits but is not otherwise ill
✓ A child refuses to follow safety instructions and runs out of the designated play area towards a road or other exit	✗ A child has an emotional outburst that disrupt the group but is quickly resolved with calming techniques
✓ A child hits, bites, or otherwise physically harms another child resulting in a sustained injury	✗ A child hits and pushed another child or adult but there is no sustained injury
✓ A toy or piece of equipment breaks and poses a safety hazard	✗ Toys are scattered around but pose no immediate hazard
✓ A fire alarm is triggered due to smoke in the building	✗ A fire alarm goes off and everyone has to evacuate but it is a false alarm
✓ A stranger attempts to enter the premises or interacts with children without authorisation.	✗ An authorised visitor is on the premises, accompanied by Playgroup staff or volunteers

## What key points do I need to know?

At Playgroup NSW, we categorise incidents into three levels and this guides our actions.

Level	Impact	Description
1	Minor	A simple issue that can be informally managed and quickly resolved at a local level.
2	Significant	Incident is of a more complex nature and may require a formal assessment or investigation to resolve the matter.
3	Serious	Incident with immediate and harmful consequences, requires an emergency response or an urgent action.

Please familiarise yourself with the table on the next few pages of this Cheat Sheet to see examples of incidents at each level, what actions you should take and who you should tell.

## Who do I inform about an incident?

- Regardless of the incident level, always notify your Program Lead, Jess Pasciolla as soon as possible on 0447 197 195.
- If the incident is a Level 2 or 3 and you cannot get in contact with your Program Lead, immediately phone or email Kate Hanley, Executive Lead Services on:  
[khanley@playgroupnsw.org.au](mailto:khanley@playgroupnsw.org.au) or 0421 399 847
- There are specific incidents which also need to be reported to external authorities such as the Police or DCJ Child Protection Hotline so the timeframes for notifying us are important.
- If an incident is not already closed off by the time you report it to your Program Lead or the Executive Lead, they will oversee the incident until it is resolved.

## What else do I need to do?

- After you have taken initial action and notified the right people, you will need to complete Part A of the **Playgroup Incident Report Form** as soon as possible. You will find this on the Playgroup website.
- Incident Reports for Level 1 can be completed within 2 days, Level 2 within 1 day and Level 3 on the same day.
- This policy is aligned with the mandatory reporting requirements in our **Child Safety and Wellbeing Policy**. If you make DCJ Child Protection Helpline report, you must also complete a Playgroup Incident Report Form.
- We record and track incidents so we can understand why they happen and what we can do to reduce the likelihood of them happening again.

## Any questions or suggestions?

Always check with your Program Lead if you are unsure about anything in this policy.

If you have any suggestions to improve this policy or our Incident Report Form, please email your feedback to Elizabeth West, Executive Lead Finance Data and Risk at [ewest@playgroupnsw.org.au](mailto:ewest@playgroupnsw.org.au)

Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
	Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
Volunteer, child or family member injury/illness arising from a Playgroup service	<p><b>Example:</b> Minor cut, burn or sprain, first aid applied</p> <ul style="list-style-type: none"> <li>• Program Lead is notified via the Incident Report Form</li> </ul>	<p><b>Example:</b> Bone fracture, long term infection, medical treatment and extended time off needed (more than 1 week)</p> <ul style="list-style-type: none"> <li>• Phone your Program Lead on the same day</li> <li>• Program Lead will arrange a substitute playgroup leader and keep in contact with you during your recovery</li> </ul>	<p><b>Example:</b> Life threatening medical event or death, Emergency Services contacted and person hospitalised</p> <ul style="list-style-type: none"> <li>• Phone your Program Lead immediately</li> <li>• Program Lead to phone the EL Services and CEO immediately</li> <li>• CEO to advise the Board Chair</li> <li>• CEO to assess whether to notify SafeWork NSW</li> </ul>
<p>Child or family safety risk</p> <p>* Except for level 3, first refer to the Child Safety Policy to understand how to use the mandatory reporters guide</p>	<p><b>Example:</b> Concerns raised, Risk of Significant Harm (ROSH) threshold NOT MET</p>	<p><b>Example:</b> Concerns raised, Risk of Significant Harm (ROSH) threshold MET and DCJ Child</p>	<p><b>Example:</b> Imminent threat to a person's safety and Police report made</p> <ul style="list-style-type: none"> <li>• Record the Police Report number as</li> </ul>

Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
	Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
	<ul style="list-style-type: none"> <li>• Monitor/provide support to family</li> <li>• Refer the family to support services if relevant</li> <li>• Program Lead is notified via the Incident Report Form</li> </ul>	protection report made <ul style="list-style-type: none"> <li>• Record the DCJ reference number as you will need it for the Playgroup Incident Report</li> <li>• Phone your Program Lead on the same day</li> <li>• Program Lead to notify the EL Services and provide you with support</li> </ul>	you will need it for the Playgroup Incident Report <ul style="list-style-type: none"> <li>• Phone your Program Lead immediately</li> <li>• Program Lead to phone the EL Services and CEO immediately</li> <li>• EL Impact to be advised and consulted about appropriate actions</li> <li>• CEO to advise the Board Chair</li> </ul>
Community playgroup equipment or location hazard	<b>Example:</b> Hazards such as a tear in carpet or slippery floor which creates a trip, slip, falls risk.	<b>Example:</b> Property issue which requires significant cost or time to rectify (e.g. electrical fire, confined area of the site is unusable)	<b>Example:</b> Major property damage or dangerous hazard that renders the site unsafe (e.g. flooded, burnt out by fire, chemical spill, gas)

Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
	Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
	<p><b>Example:</b> Play equipment may be faulty or broken.</p> <ul style="list-style-type: none"> <li>Rectify the issue yourself if you can, or notify your Program Lead.</li> <li>Program Lead will notify the P&amp;C team.</li> </ul>	<ul style="list-style-type: none"> <li>Manager to phone their Executive Leader and the EL FDR on the same day</li> <li>EL FDR to arrange repairs</li> <li>EL FDR to assess whether to notify the insurer</li> </ul>	<p>leak, roof collapsed)</p> <ul style="list-style-type: none"> <li>Manager to phone the EL Services, the EL FDR and CEO immediately</li> <li>CEO to advise the Board Chair</li> <li>CEO to assess if to notify SafeWork NSW</li> <li>EL FDR to notify the insurer</li> </ul>
<p>Volunteer, child or family data breach</p> <p>* 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.</p>	<p><b>Example:</b> One person's information is accidentally sent to the wrong email recipient (this may include to your own personal email account)</p> <ul style="list-style-type: none"> <li>Take immediate action to limit risks, e.g. ask the</li> </ul>	<p><b>Example:</b> A phishing email successfully compromises a Playgroup account and the scammers may have access to company information and/or the personal</p>	<p><b>Example:</b> 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</p>

Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
	Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
	<p>recipient to delete the email from their inbox and the deleted folder</p> <ul style="list-style-type: none"> <li>• Implement email controls (e.g. remove your personal email account from your work account history)</li> <li>• Program Lead is notified via the Incident Report Form</li> </ul>	<p>information of multiple persons</p> <ul style="list-style-type: none"> <li>• Phone your Program Lead immediately</li> <li>• Program Lead to phone the EL Services and the EL Finance Data and Risk (EL FDR) immediately</li> <li>• Possible eligible data breach – see the Data Breach Response Plan</li> <li>• EL FDR to conduct a risk assessment</li> <li>• If not likely to cause serious harm to one or more people,</li> </ul>	<p>file numbers, medical and financial information)</p> <ul style="list-style-type: none"> <li>• Phone your Program Lead immediately</li> <li>• Program Lead to phone the EL Services, the EL FDR and CEO immediately</li> <li>• CEO to advise the Board Chair</li> <li>• Possible eligible data breach – follow the Data Breach Response Plan</li> <li>• EL FDR to conduct a risk assessment</li> <li>• If the breach is likely to cause serious harm to</li> </ul>

Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
	Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
		implement risk controls <ul style="list-style-type: none"> <li>• If the risk of serious harm is likely, the incident escalates to level 3</li> </ul>	one or more people, the CEO and Board Chair must approve a report to the OAIC and notify all persons affected