

Incident Register

The Incident Register feature streamlines the process of storing and sharing incident reports. All incident reports may be securely uploaded and stored. You may also publish incidents to the Parent Portal.

This tip sheet will assist you in navigating the following areas:

Contents

Configuring Incident Subcategories	2
Create Incident Subcategory	2
Updating the Incident Subcategory	4
Inactivating the Incident Subcategory	5
Configuring User Access Permissions	7
Accessing the Incident Register.....	10
Creating an Incident.....	11
Create New Incident Record	11
Incident Status and Workflows.....	13
Upload Evidentiary Documents.....	14
Add Comments	14
ACECQA e-Form	16
Minimum Mandatory Fields.....	21
Update Incident Record	23
Obtaining Parent/Guardian Signature on Incident Form.....	24
Publishing Incidents to the Parent Portal	25
Incident Register Reports.....	27
Incident Register Summary Report.....	27
Incident Register Detailed Report.....	30
ACECQA Child Incident Form for Hardcopy Incident Forms	31

Configuring Incident Subcategories

You may configure subcategories linked to each incident category. This will give your service greater flexibility when selecting and reporting on the nature of incidents.

By default, Subcategories will be configured in your system settings per the below screen.

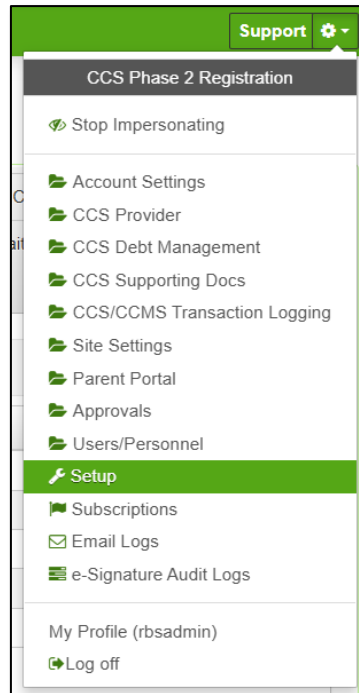
Subcategory Name	Active	
Abrasion / scrape	Yes	 View
Allergic reaction (not anaphylaxis)	Yes	 View
Amputation	Yes	 View
Anaphylaxis	Yes	 View
Asthma / respiratory	Yes	 View
Bite wound	Yes	 View
Broken bone / fracture / dislocation	Yes	 View
Bruise	Yes	 View
Burn / sunburn	Yes	 View
Choking	Yes	 View
Concussion	Yes	 View
Crush / jam	Yes	 View
Cut / open wound	Yes	 View
Drowning (non-fatal)	Yes	 View
Electric shock	Yes	 View
Eye injury	Yes	 View
High temperature	Yes	 View
Infectious disease (incl. gastrointestinal)	Yes	 View
Ingestion / inhalation / insertion	Yes	 View
Internal injury / infection	Yes	 View

We note that the default subcategories cannot be edited by your Service. If you wish to add to this list, you may create new subcategories.

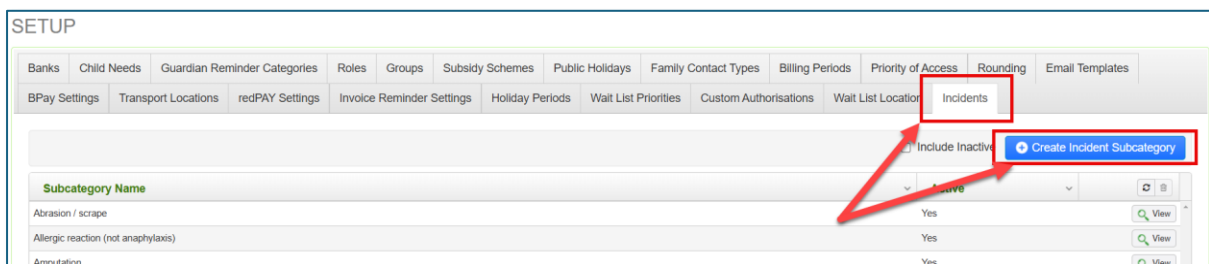
Please note that there is an “Other” subcategory that you can use to catch any record that do not fit any subcategories that you have already created. We advise that you pay attention to the nature of the ‘Other’ records and create subcategories accordingly. This will ensure that your reports are accurate and provide comprehensive information on the nature of incidents occurring.

Create Incident Subcategory

To configure your incident subcategories, click on the cog in the top right hand corner of your screen and select ‘Setup’.



Next, click on the 'Incident' tab and then click on the 'Create New Incident Sub Category' button.



The following window will appear.

Incident Subcategory Details

Subcategory Name*

Active

☒

Type in an incident 'Subcategory Name'. By default, the incident subcategory will be marked as 'Active'.

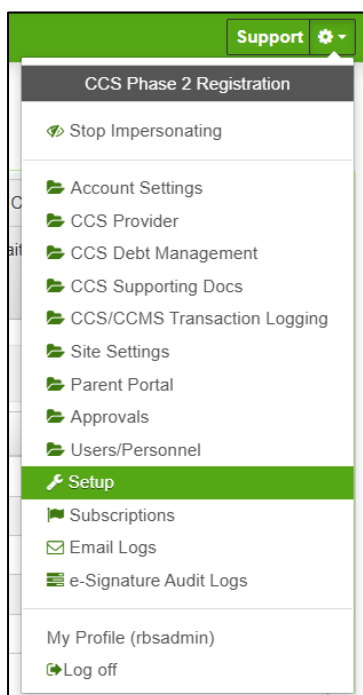
This flexibility enables you to input your own unique incident subcategories that are relevant to your service type and unique operating requirements. This also gives you more robust reporting on incident data.

All incident subcategories that you create in the **'Setup'** will be displayed in the subcategory table:

Subcategory Name	Active	
Abrasion / scrape	Yes	View
Allergic reaction (not anaphylaxis)	Yes	View
Amputation	Yes	View
Anaphylaxis	Yes	View
Asthma / respiratory	Yes	View
Bite wound	Yes	View
Broken bone / fracture / dislocation	Yes	View
Bruise	Yes	View
Burn / sunburn	Yes	View
Choking	Yes	View
Concussion	Yes	View
Crush / jam	Yes	View
Cut / open wound	Yes	View
Drowning (non-fatal)	Yes	View

Updating the Incident Subcategory

To amend an incident subcategory, click on the cog in the top right hand corner of your screen and select **'Setup'**.



Next, click on the **'Incident'** tab and click on the **'Edit'** button against the corresponding incident subcategory that you wish to update.

We note that you can only edit incident subcategories that your service has created. The default subcategories cannot be edited or inactivated.

☐ Include Inactive
 [+ Create Incident Subcategory](#)

Subcategory Name	Active	
Other	Yes	View
Poisoning	Yes	View
Rash	Yes	View
Respiratory	Yes	View
Seizure / unconscious/ convulsion	Yes	View
Sprain / swelling	Yes	View
Stabbing / piercing	Yes	View
Tooth	Yes	View
Trip/Fall	Yes	Edit View
Venomous bite / sting	Yes	View

21 - 30 of 30 items

The following window will appear.

Incident Subcategory Details

Subcategory Name*

Trip/Fall

Active

☒

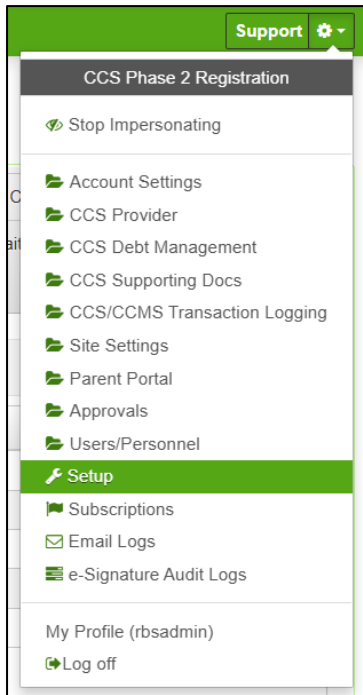
[Cancel](#)
[Save](#)

From this screen, you may amend the 'Subcategory Name' or mark the record as 'Inactive'.

Once you have made the required changes, click on the 'Save' button.

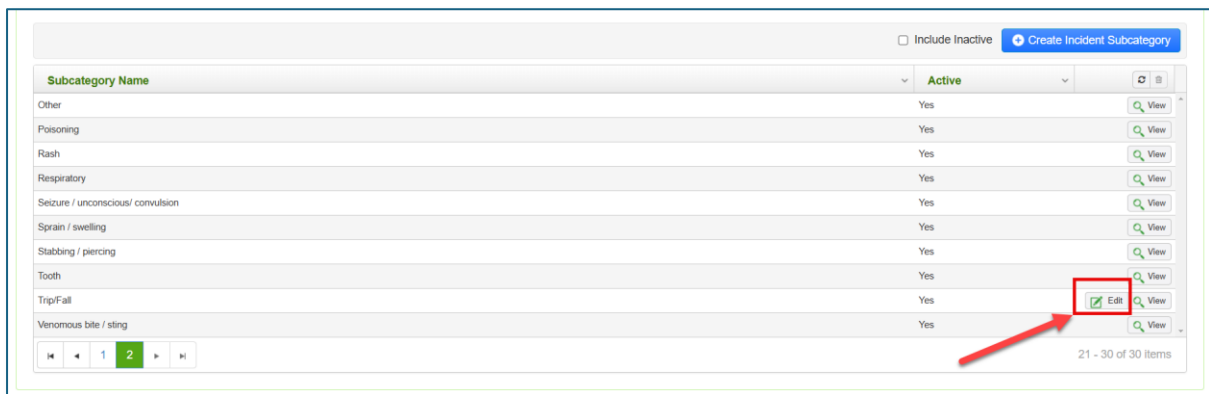
Inactivating the Incident Subcategory

To mark an incident subcategory as 'Inactive', click on the cog in the top right hand corner of your screen and select 'Setup'.



Next, click on the **'Incident'** tab and click on the **'Edit'** button against the corresponding incident subcategory that you wish to inactivate.

We note that you are only able to edit subcategories that your service has created. The default subcategories cannot be amended or inactivated.



The following window will appear.

Incident Subcategory Details

Subcategory Name*

Trip/Fall

Active

☒

Cancel Save

To mark the incident subcategory as **'Inactive'**, deselect the 'Active' tick box and click on the **'Save'** button.

All incident subcategories will be displayed on the Incidents tab in the **'Setup'** module according to its status. To view **'Inactive'** records, ensure the **'Include Inactive'** tick box is selected.

<input checked="" type="checkbox"/> Include Inactive		Create Incident Subcategory
Subcategory Name	Active	
Trip/Fall	Yes	Edit View
Abrasion / scrape	Yes	View
Allergic reaction (not anaphylaxis)	Yes	View
Amputation	Yes	View
Anaphylaxis	Yes	View
Asthma / respiratory	Yes	View
Bite wound	Yes	View

Configuring User Access Permissions

To help maintain **privacy and confidentiality** over sensitive incident data, CBC services can now configure **user-specific access permissions** for the Incident Register. These settings determine what level of visibility and control users have over incident records.

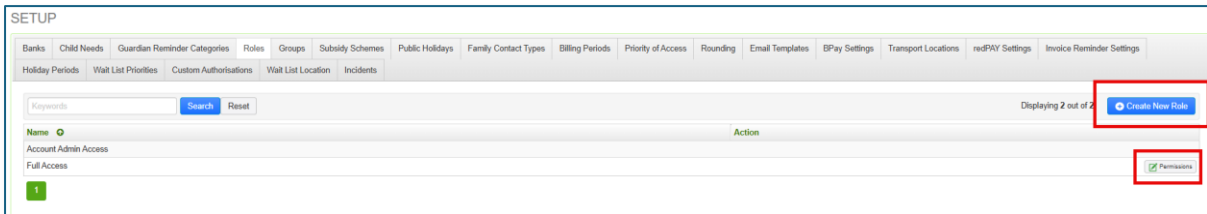
By default, access is set to **"None"**, meaning users can only see and edit incidents specifically allocated to them.

Follow the steps below to configure user access permissions for your centre to enable administrators to have greater visibility over the Incident Register records and reports.

1. Navigate to the Support Cog

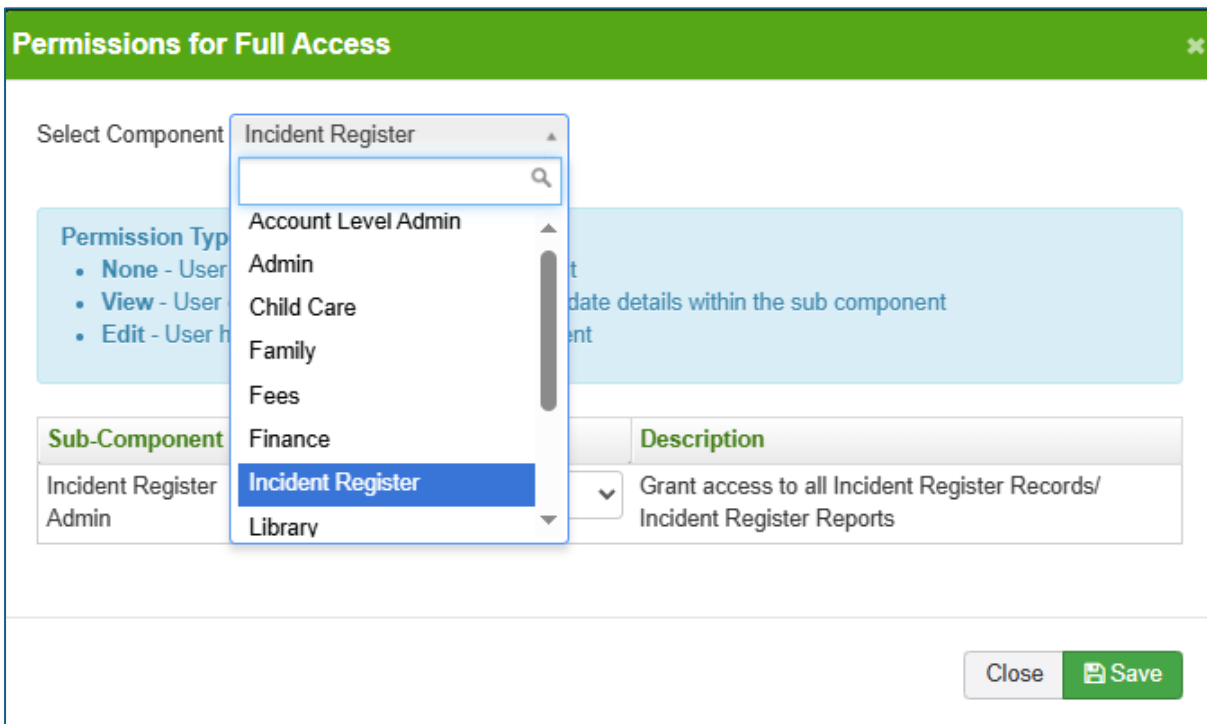
- Go to **Setup** in the main menu.
- Select **Roles**

2. Create a new role or click on the "Permissions" button beside the relevant role



3. Locate Incident Register Access Settings

- Scroll to the **Incident Register** section in the permissions list.

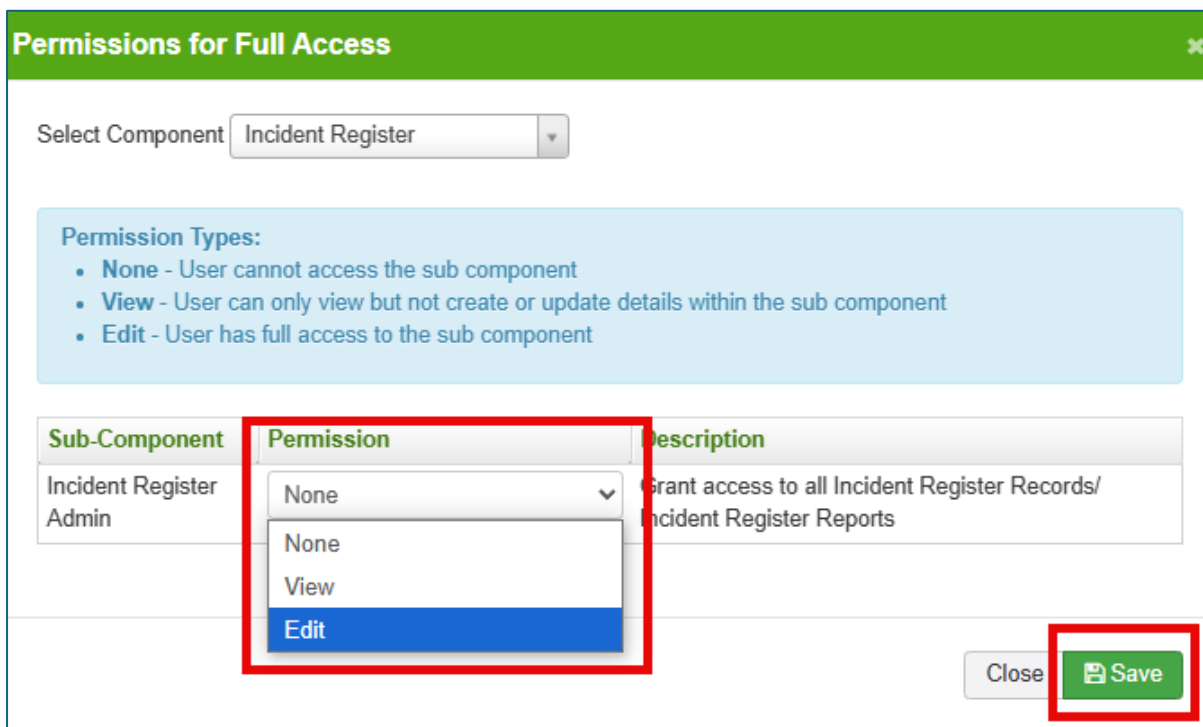


- You will see three access options:
 - None
 - View
 - Edit

Each are described in detail below:

Permission Level	Access Details
None (Default)	<ul style="list-style-type: none"> - User can only view and edit incidents and reports for incidents that are allocated to them. - No access to other incidents or reports.
View	<ul style="list-style-type: none"> - User can view all incident records across the centre. - Can edit only those incidents allocated to them. - Can generate summary and detailed reports for the entire centre.
Edit	<ul style="list-style-type: none"> - User can view and edit ALL incident records. - Can generate summary and detailed reports for the entire centre. <i>(Best for users with administrative or leadership oversight.)</i>

Click on the drop down arrow and select the appropriate permission for the user's role.



Permissions for Full Access

Select Component: Incident Register

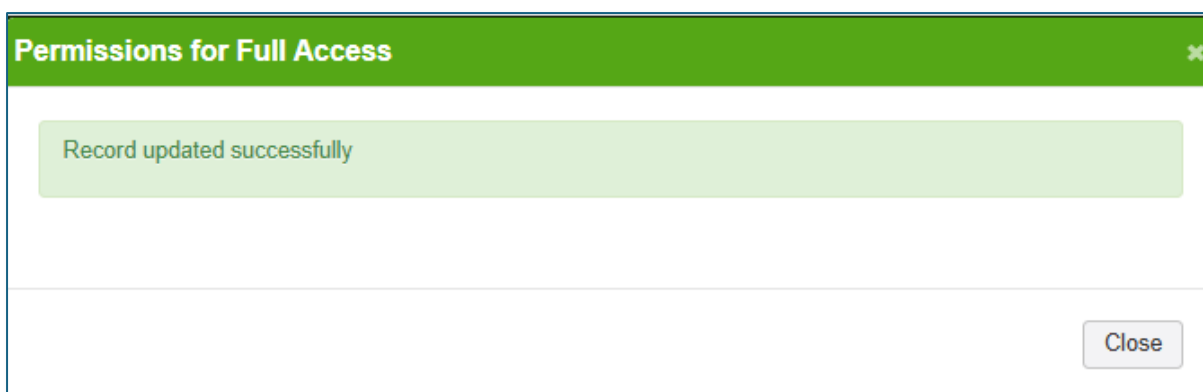
Permission Types:

- **None** - User cannot access the sub component
- **View** - User can only view but not create or update details within the sub component
- **Edit** - User has full access to the sub component

Sub-Component	Permission	Description
Incident Register Admin	<div> None None View Edit </div>	Grant access to all Incident Register Records/ Incident Register Reports

Close **Save**

Once the permission have saved successfully, you will receive the following message.

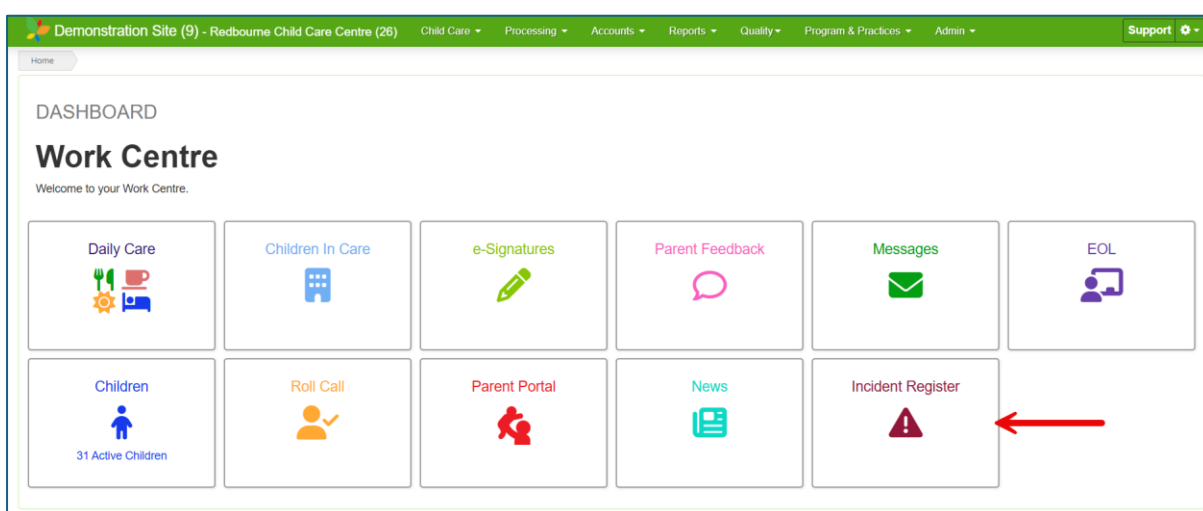


Tips for Managing Permissions

- Assign **Edit** permissions only to users who require full oversight, such as **Centre Owners, Centre Directors or Compliance Officers**.
- Use **View** permissions for team leaders or supervisors who need read-only access to all records but shouldn't make edits.
- Leave users with **None** unless they require broader access for their role.

Accessing the Incident Register

The Incident Register feature may be accessed from your home page dashboard by click on the 'Incident Register' tile:



You will be directed to the following screen where you can create new incident records, update existing records, and publish records to families.

INCIDENT REGISTER ← Back to Work Centre

Search Keyword Search Reset ↓ ACECQA Child Incident Form ➕ Create New Incident

Current Search Options: Status: All Version: All

Date/Time of Event	Child	Educator/Staff Member	Nature of Incident	Publish To Parent Portal	Status	Version	Created By	Date Created	
<div> <div>0</div> <div>No items to display</div> </div>									

Creating an Incident

Create New Incident Record

To create a new incident record, click the 'Create New Incident' button:

INCIDENT REGISTER ← Back to Work Centre

Search Keyword Search Reset ↓ ACECQA Child Incident Form ➕ Create New Incident

The following 'Create New Incident' window will appear:

Create New Incident ✕

Incident Incident eForm

Details of Incident

Child* Educator/Staff Member*

Date of Incident* Time of Incident Nature of Incident*

Status Incident Sub Category*

Upload Evidence

Please upload incident form, as well as any related images or documents.

Allowed Type : png, jpg, jpeg, gif and tif. Max size : 10Mb.
 mpg, mp4, avi, mov, wmv and flv. Max size : 80Mb.
 doc, docx, pdf, xls,xlsx, ppt and pptx. Max size : 10Mb.

Select File

Attached Files

Name
No records found

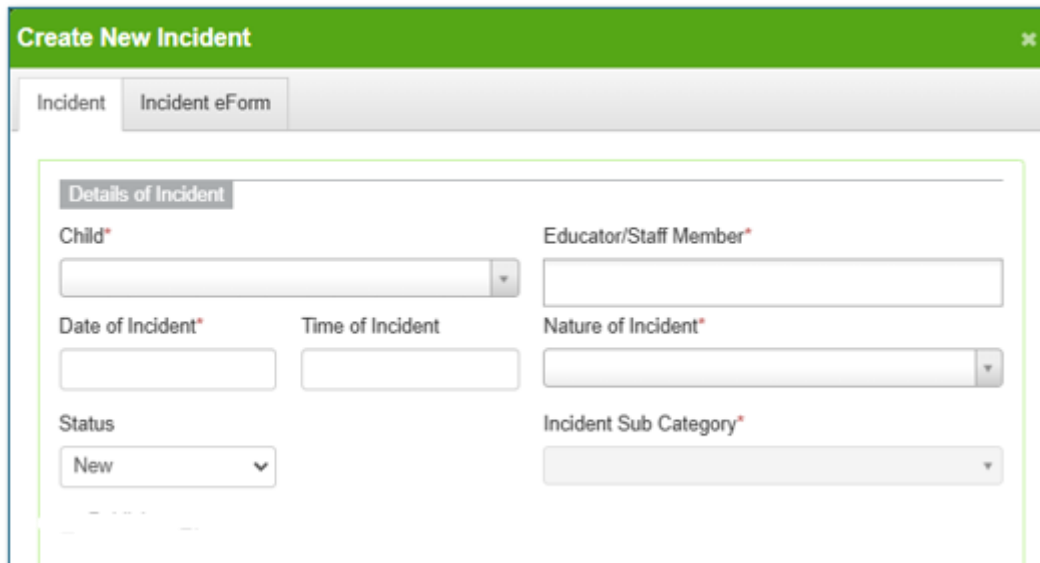
Comments

Name	Date Created	Preview
No records found		

+ Add Comment

Cancel Save as draft Save as final

Now you will need to supply the details of the incident.



First, select the relevant **'Child'** from the dropdown menu and the **'Educator/Staff Member'**.

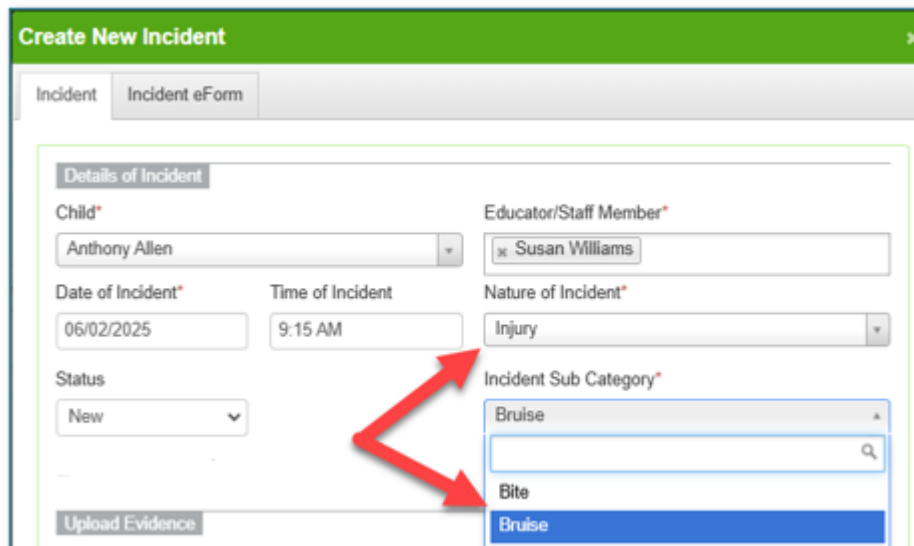
We note that only Educator/Staff Members selected here will have visibility over the incident record and will be able to search and view it in the Incident Register! This enables your service to select which staff can view incident records, particularly those that may be of a highly sensitive nature, or still under internal or external investigation.

Then, enter the **'Date'** and **'Time'** the incident occurred and select the **'Nature of Incident'**.

Please note that the **'Nature of Incident'** categories are hard coded fields in Harmony Web. The available options are as follows:

1. Incident
2. Injury
3. Trama
4. Illness

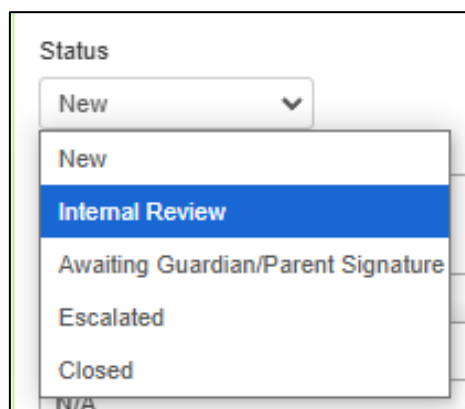
Next, you will need to select the **'Incident Subcategory'** field. Please note that this field is configurable in the Setup section of your Harmony Web system. *Please refer to the Configure Incident Subcategories section above.*



The above fields are mandatory fields and **must** be captured as a minimum before you can save the record as draft or final.

Incident Status and Workflows

Next, allocate a status against the incident. By default, the status will be set to 'New'. You can use this status to track the progression of the incident through your internal workflows. The available categories are as follows:



1. **New:** the incident record has newly been created and data is still being captured against the form.
2. **Internal Review:** the incident has been escalated internally for review before sending to the parent/guardian to sign.
3. **Awaiting Guardian/Parent Signature:** the form has been reviewed internally and now requires the parent/guardian to sign off on it.
4. **Escalated:** the incident has been escalated either internally or to an external authority.
5. **Closed:** the incident has been completed, all relevant parties have been notified and any necessary action has been taken.

Upload Evidentiary Documents

You can also click on the **'Select File'** button to upload evidentiary documentation or images against the incident. Please note that any documents uploaded here **will not** be published to families in the Parent Portal.

Upload Incident Form

Please upload incident form, as well as any related images or documents.

Allowed Type : png, jpg, jpeg, gif and tif. Max size : 10Mb.
 mpg, mp4, avi, mov, wmv and flv. Max size : 80Mb.
 doc, docx, pdf, xls, xlsx, ppt and pptx. Max size : 10Mb.

Select File

Once uploaded, all files will be displayed below. From here, you may download/delete files as required:

Upload Incident Form

Please upload incident form, as well as any related images or documents.

Allowed Type : png, jpg, jpeg, gif and tif. Max size : 10Mb.
 mpg, mp4, avi, mov, wmv and flv. Max size : 80Mb.
 doc, docx, pdf, xls, xlsx, ppt and pptx. Max size : 10Mb.

Select File

Attached Files

Name
Incident Form.pdf


Download

Add Comments

You may also add comments by editing the Incident and selecting the **'Add Comment'** button:


Attached Files

Name
Incident_injury_trauma_and_illness_record.pdf

Download 

Comments

Name	Date Created	Preview
No records found		

 [+ Add Comment](#)

Record your comment and then click the **'Save'** button:

Create Comment


Panadol administered at 10:45am.
 Temperature taken again at 11:00am and was down to 37 degrees C.

Close [Save](#)



All comments recorded will display (and may be viewed/deleted) in the comments section:

Attached Files

Name
Incident_injury_trauma_and_illness_record.pdf

Download 

Comments

Name	Date Created	Preview
KL Educator	20/12/2024 10:01 AM	Panadol administered at 1...  

[+ Add Comment](#)

Please note that any Comments added here will only be visible to Educators and Service Users. This information **will not** be published to the Parent Portal.

ACECQA e-Form

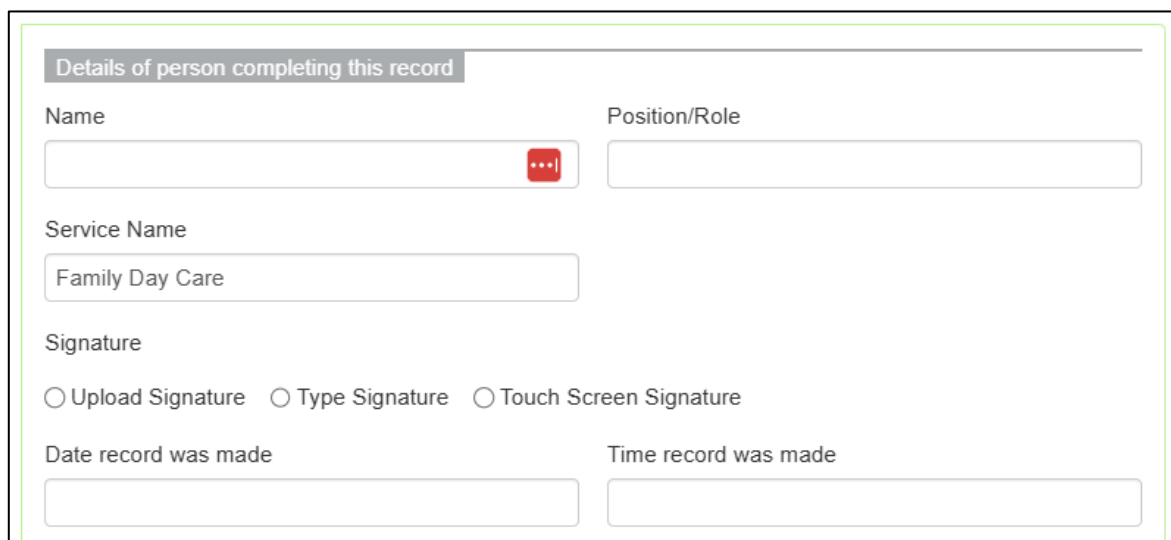
Next, you will be able to progress to the incident e-Form tab. The data that is presented on this screen replicates the current version of the ACECQA incident form.

The following fields will auto populate based off data capture don the incident record tab and data currently saved in Harmony Web for the family:

1. Child Name
2. Date Record Was Created
3. Time Record Was Created
4. Child's DOB
5. Child's Gender
6. Parent/Guardian Name (linked to Child record that has been selected)

The form is comprised of the following sections:

1. Details of Person Completing This Record



The screenshot shows a form titled "Details of person completing this record". It contains the following fields and options:

- Name**: A text input field with a red "..." icon on the right.
- Position/Role**: A text input field.
- Service Name**: A dropdown menu currently showing "Family Day Care".
- Signature**: Three radio button options: "Upload Signature", "Type Signature", and "Touch Screen Signature".
- Date record was made**: A text input field.
- Time record was made**: A text input field.

The person completing the form will be required to sign the form. The following signature options are available:

- **Upload signature:** if you have a digital signature file available, you may click on the tick box and then upload the file.
- **Type signature:** you may type your name and select a font to be used to display as a signature.
- **Touch screen signature:** the parent can use their finger or mouse to sign their signature in the signature box.

2. Child Details

Child details

Child's full name

Date of birth

Age

Please specify date of birth and date of incident

Gender

☐ Female
 ☐ Male

The Child Details will automatically populate on the form for the child that you nominated on the incident tab. The information that displays here will be pulled from that Child's record.

3. Incident/Injury/Trauma/Illness Details

Incident/injury/trauma/illness details

Date of incident

Time of incident

Location of service

Location of incident/injury/trauma/illness

Name of person who witnessed the incident/
injury/trauma/illness

Witness Signature

☐ Upload Signature
 ☐ Type Signature
 ☐ Touch Screen Signature

Date

The person who witness the incident will also be required to sign the form. The following signature options are available:

- **Upload signature:** if you have a digital signature file available, you may click on the tick box and then upload the file.
- **Type signature:** you may type your name and select a font to be used to display as a signature.
- **Touch screen signature:** the parent can use their finger or mouse to sign their signature in the signature box.

Details of incident/injury/trauma/illness

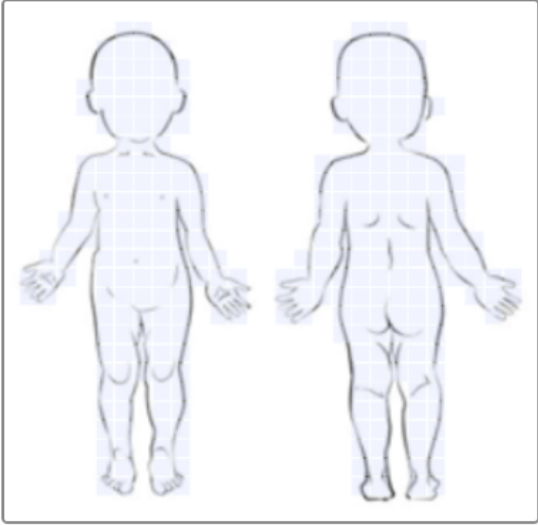
Circumstances leading to the incident/injury/trauma/illness, including any apparent symptoms

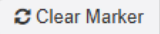
Circumstances if child appeared to be missing or otherwise unaccounted for (incl. duration, who found child, etc.)

Circumstances if child appeared to have been taken or removed from service or was locked in/out of service (incl. who took the child, duration)

Nature of injury/trauma/illness

Indicate the part of the body affected on this diagram





<input type="checkbox"/> Abrasion / scrape	<input type="checkbox"/> Eye injury
<input type="checkbox"/> Allergic reaction (not anaphylaxis)	<input type="checkbox"/> Infectious disease(incl. gastrointestinal)
<input type="checkbox"/> Amputation	<input type="checkbox"/> High temperature
<input type="checkbox"/> Anaphylaxis	<input type="checkbox"/> Ingestion / inhalation / insertion
<input type="checkbox"/> Asthma / respiratory	<input type="checkbox"/> Internal injury / infection
<input type="checkbox"/> Bite wound	<input type="checkbox"/> Poisoning
<input type="checkbox"/> Bruise	<input type="checkbox"/> Rash
<input type="checkbox"/> Broken bone / fracture / dislocation	<input type="checkbox"/> Respiratory
<input type="checkbox"/> Burn / sunburn	<input type="checkbox"/> Seizure / unconscious/ convulsion
<input type="checkbox"/> Choking	<input type="checkbox"/> Sprain / swelling
<input type="checkbox"/> Concussion	<input type="checkbox"/> Stabbing / piercing
<input type="checkbox"/> Crush / jam	<input type="checkbox"/> Tooth
<input type="checkbox"/> Cut / open wound	<input type="checkbox"/> Venomous bite / sting
<input type="checkbox"/> Drowning (non-fatal)	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Electric shock	

The person completing the form can use their finger or the mouse to mark on the body image (front and/or back) where the injury/trauma/illness occurred.

If the person completing the form accidentally selects the incorrect area, this can be removed by clicking on the **'Clear Marker'** button.

4. Action Taken

Action Taken

Details of action taken (including first aid, administration of medication, etc.)

Did emergency services attend?

☐ Yes ☐ No

Was medical attention sought from a registered practitioner / hospital?

☐ Yes ☐ No

Have any steps been taken to prevent or minimise this type of incident in the future? If yes, provide details.

5. Notifications (including attempted notifications)

Action Taken

Details of action taken (including first aid, administration of medication, etc.)

Did emergency services attend?

☐ Yes ☐ No

Was medical attention sought from a registered practitioner / hospital?

☐ Yes ☐ No

Have any steps been taken to prevent or minimise this type of incident in the future? If yes, provide details.

6. Parental Acknowledgement

Parental acknowledgement

I,

(name of parent/guardian/carer)

have been notified of my child's
 ☐ incident
 ☒ injury
 ☐ trauma
 ☐ illness .

(Please select either incident/injury/trauma/illness)

Signature

☐ Touch Screen Signature
 ☐ PIN

Date

The parent/guardian will be required to sign that they have been notified of the incident. Educators or Service Users will be able to access the incident record, scroll to the **Parental Acknowledgement** section and have the parent/guardian sign the form. The following signature options are available:

- **Touch screen signature:** the parent can use their finger or mouse to sign their signature in the signature box.
- **PIN:** the parent can enter their PIN to digitally sign their acknowledgement.

7. Additional Notes

Additional Notes

Please note that the above notes will be included in the form that is published to families in the Parent Portal. If you wish to record any notes that you **do not** want families to view, we recommend you create '**Comments**' on the '**Incident**' tab of the incident record.

Minimum Mandatory Fields

Red asterisks indicate that a field is mandatory and must be captured before the record can be saved as '**Draft**' or '**Final**' versions.

The following fields are mandatory and must be captured before the form can be saved as **final**:

1. Child Name
2. At least one Educator/Staff Member must be selected
3. Date of Incident is required
4. Nature of Incident is required
5. Nature of Incident Sub Category is required (See Setup page for configuring sub-categories)
6. Name is required
7. Position/role is required
8. Person - signature is required
9. Date record was made is required
10. Time record was made is required
11. Child's full name is required
12. Date of birth is required
13. Age is required
14. Gender is required
15. Time of incident is required
16. Location of service is required
17. Location of incident/injury/trauma/illness is required
18. Details of incident/injury/trauma/illness is required
19. Circumstances leading to the incident/injury/trauma/illness is required
20. Details of action taken is required
21. Emergency services attendance status is required
22. Medical care from registered practitioner / hospital status is required
23. Future incident prevention details is required
24. Parent/guardian/carer is required
25. Parent/guardian/carer - signature is required

You will receive an error message upon trying to save the record as **final** if any of the above fields have not been captured.

Once you have successfully saved the incident record as **draft** or **final**, the record will appear in the incident register table:



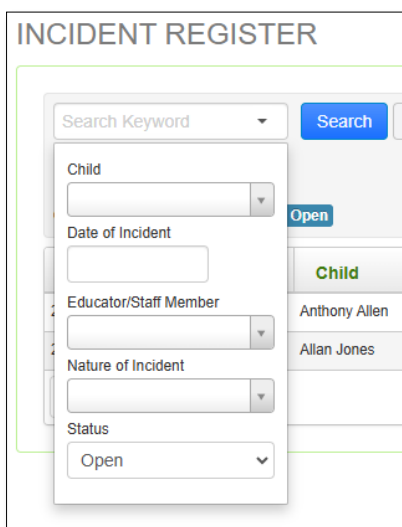
The screenshot shows the 'INCIDENT REGISTER' interface. At the top, there is a search bar with 'Search Keyword', 'Search', and 'Reset' buttons. To the right are links for 'ACECQA Child Incident Form' and 'Create New Incident'. Below the search bar, it says 'Current Search Options: Status: All'. The table has columns: 'Date/Time of Event', 'Child', 'Educator/Staff Member', 'Nature of Incident', 'Publish To Parent Portal', 'Status', and 'Date Created'. A single record is shown with the following data: Date/Time of Event: 03/12/2024 10:00 AM, Child: Adam Hood, Educator/Staff Member: Alex Hail Mercer, Nature of Incident: Injury, Publish To Parent Portal: No, Status: Draft, Date Created: 03/12/2024 11:02:57 AM. At the bottom right of the table, it says '1 - 1 of 1 items'.

Date/Time of Event	Child	Educator/Staff Member	Nature of Incident	Publish To Parent Portal	Status	Date Created
03/12/2024 10:00 AM	Adam Hood	Alex Hail Mercer	Injury	No	Draft	03/12/2024 11:02:57 AM

Update Incident Record

An incident form may be updated at any time so long as the form version is in **'Draft'** status. As soon as the record has been signed by the parent/guardian and the record has been **'Saved as Final'** (and/or published to the Parent Portal), the form **cannot** be amended.

To update an incident record, access the Incident Register. You can search and filter incidents in the Incident Register by clicking the search dropdown menu, entering your search criteria and clicking the **'Search'** button:



INCIDENT REGISTER

Search Keyword **Search**

Child

Date of Incident

Educator/Staff Member

Nature of Incident

Status

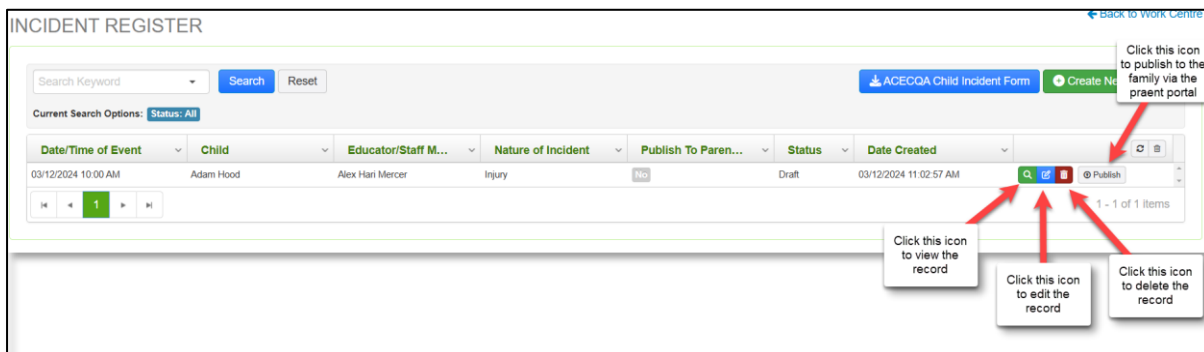
Open

Child

Anthony Allen

Allan Jones

Your search results will be displayed in the table below.



INCIDENT REGISTER

Search Keyword **Search** **Reset**

Current Search Options: **Status: All**

ACECQA Child Incident Form **Create New**

Click this icon to publish to the family via the parent portal

Date/Time of Event	Child	Educator/Staff M...	Nature of Incident	Publish To Paren...	Status	Date Created	
03/12/2024 10:00 AM	Adam Hood	Alex Hari Mercer	Injury	No	Draft	03/12/2024 11:02:57 AM	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Publish"/>

1 - 1 of 1 items

Click this icon to view the record

Click this icon to edit the record

Click this icon to delete the record

The grid will display all incidents created for your service. You will receive an email notification to your primary email (in site settings) for any new incidents that have been created.


To update the incident, click on the **'Edit'** icon in the table against the corresponding incident record you wish to update. You will then access the record and can amend the relevant information and either **'Save as Draft'** if you wish to continue editing the form or **'Save as Final'** if the form is completed.

Obtaining Parent/Guardian Signature on Incident Form

Once all of the relevant information has been captured against the incident record and e-Form, the form is now ready to be signed by the Parent/Guardian.

Signatures can be captured from Parent/Guardians on site at drop off/pick up at your service.

A staff member can present the incident record to the Parent/Guardian on site for review. The Parent/Guardian can review the record and sign the relevant signature block.



The screenshot shows a web form titled "Parental acknowledgement". It includes a dropdown menu for the parent/guardian/carer's name, followed by radio buttons to select the type of incident: incident, injury, trauma, or illness. Below this is a signature section with four options: Upload Signature, Type Signature, Touch Screen Signature (which is selected), and PIN. There is a large empty box for the signature and a "Clear Signature" button. At the bottom, there is a date field with the date 05/02/2025 entered.

To obtain a parent/guardian signature, access the incident record, scroll to the 'Parental Acknowledgement' section and have the parent/guardian sign the form.

The following signature options are available:

- Upload signature: a digital signature file may be uploaded against the form for the parent. This option may not be relevant for parents to use when they attend upon the educators home or the service site.
- Type signature: the parent can type their name which will be presented as a digital signature. They can also select the font the signature will appear in.
- Touch screen signature: the parent can use their finger or mouse to sign their signature in the signature box.
- PIN: the parent can enter their PIN to digitally sign their acknowledgement.

Once all of the mandatory fields have been captured against the incident record and e-form and the Parent/Guardian's signature has been obtained, you can save the incident record as **Final Version**.

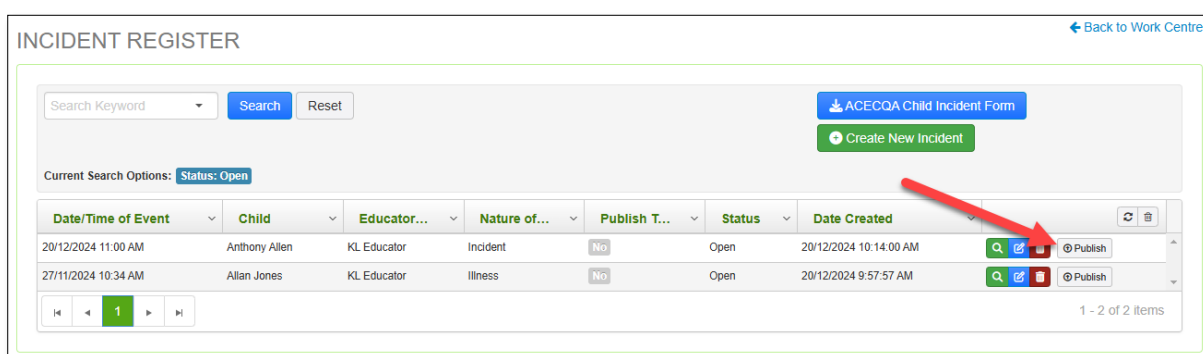
To save an incident record as final version, access the incident record and click on the **'Save as Final'** button. This will also subsequently enable the record to be published to the Parent Portal.

Please note that once a form has been saved as final it **cannot** be amended.

Publishing Incidents to the Parent Portal

Incidents may be published to the Parent Portal for families to have access to the completed forms.

To publish an incident, select the publish button next to the incident:



INCIDENT REGISTER ← Back to Work Centre

Search Keyword

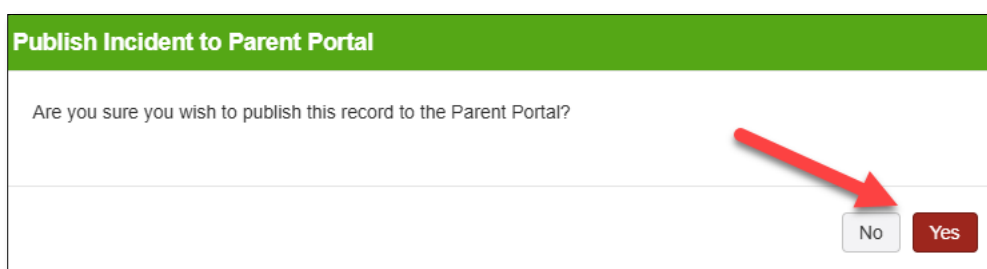
Current Search Options: **Status: Open**

Date/Time of Event	Child	Educator...	Nature of...	Publish T...	Status	Date Created	
20/12/2024 11:00 AM	Anthony Allen	KL Educator	Incident	No	Open	20/12/2024 10:14:00 AM	<input type="button" value="Publish"/>
27/11/2024 10:34 AM	Allan Jones	KL Educator	Illness	No	Open	20/12/2024 9:57:57 AM	<input type="button" value="Publish"/>

1 - 2 of 2 items

Please note that **only** Incidents that have been **'Saved as Final'** can be published to the Parent Portal. Before a record can be saved as a final version, all mandatory fields must be captured against the form.

A confirmation will display. To proceed, select **'Yes'**:



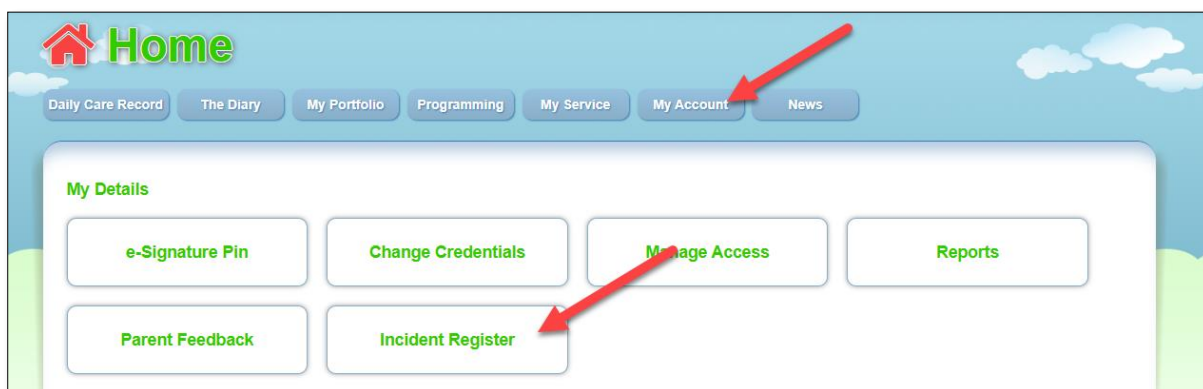
Publish Incident to Parent Portal

Are you sure you wish to publish this record to the Parent Portal?

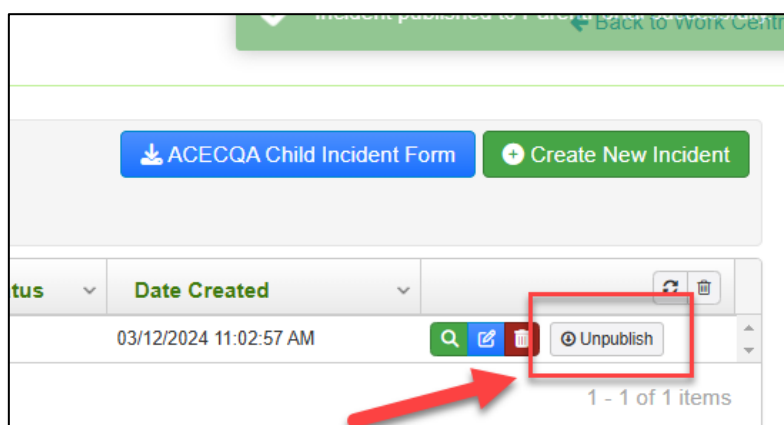
The incident will now display **'Yes'** in the Publish to Parent Portal column:

Date/Time of Event	Child	Educator...	Nature of...	Publish To Parent Portal
20/12/2024 11:00 AM	Anthony Allen	KL Educator	Incident	Yes

Once published, the parent/guardian will be able to view their published incident forms from **'My Account'** in the Parent Portal:



Once an incident has been published, the service can 'Unpublish' the record from the portal too.



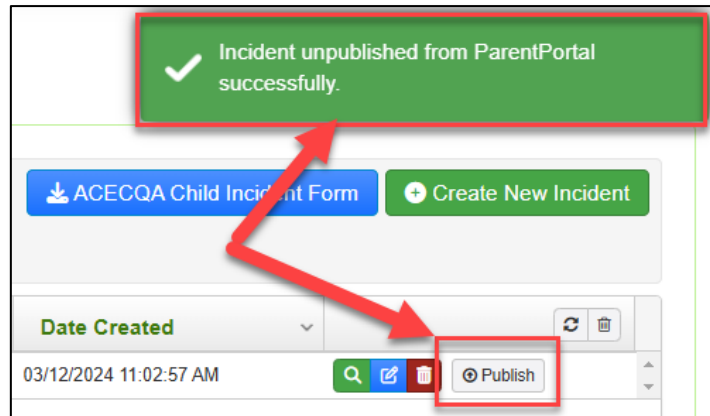
You will receive the following confirmation message. Click 'Yes' to unpublish the incident record from the Parent Portal.

Unpublish Incident from Parent Portal

Are you sure you wish to unpublish this record from the Parent Portal?

Unpublishing an incident record will cause the incident record to disappear from the Incident Register section of the Parent Portal for the relevant parent/guardian.

You will receive a message stating the '**Incident Unpublished from Parent Portal Successfully**' and the published status will revert back to enable the user to Publish the record to the Parent Portal.



Incident Register Reports

The Incident Register now includes two reporting tools to help you monitor, analyse, and respond to incidents within your centre. These reports support proactive risk management and improve visibility over key safety data.

Incident Register Summary Report

The **Summary Report** provides a high-level overview of incident trends within your service. It's designed to help identify recurring patterns and areas for improvement.

This report gives a breakdown of the following metrics:

- Total number of incidents
- Types of incidents (e.g. bites, bruises, head injuries)
- Trends by:
 - Location of incident
 - Time of day
 - Child demographics (e.g. age group, gender)
 - Whether emergency services were notified

To access the Incident Register Summary Report, access the Incident Register module.

In the "Search Keyword" field, click on the drop-down arrow and enter the report filter criteria you require.

INCIDENT REGISTER

Child	Educator/ Staff Member	Nature of Incident
<div> <div>Date From</div> <div>Date To</div> </div> <div> <div>Educator/Staff Member</div> <div>Nature of Incident</div> <div>Incident Subcategory</div> <div>Status</div> <div>Version</div> </div>		

Alternatively, you can leave the search criteria blank.

Click on the “Search button” and then either the pdf or excel icon to extract the data in your preferred format.

An example of the pdf version of the summary report is displayed below.

Incident Register Summary Report

Report Date Range:

10/04/2025 to 10/04/2025

Report Generated:

10/04/2025

*Family Day Care

 16 High Street
 Chermside QLD 4032

Phone: 07 1111 2222

Approval #: 224

Section 1: Overview

Type	Value
Total Number of Incidents	2
Incidents Requiring Emergency Services	0
Incidents Requiring Notification to Other Agency	0
Incidents Requiring Notifications to Regulatory Authority	0

Section 2: Incident Breakdown by Nature and Subcategory

Nature of Incident	Subcategory	Total Count	% of Total Incidents
Injury	Bite	1	50.00
Injury	Bruise	1	50.00

Section 3: Incident Trends by Location

Location	Total Incidents	% of Total Incidents
d	1	50.00
sadfs	1	50.00

Section 4: Incident Trends by Time

	Total Incidents	% of Total Incidents
Morning	2	100.00

Incident Register Detailed Report

The **Detailed Report** provides a comprehensive extract of **all recorded incident data**, including every field captured for each incident.

To access the Incident Register Detailed Report, navigate to: **Reports > Operational Reports > Incident Register Detailed Report**

Enter the relevant report filter criteria (including format) and select the "Download" button.

OPERATIONAL REPORTS

1. Select Report

Select Report

Incident Register

2. Set Report Parameters

Date From

Date To

03/03/2025

10/04/2025

Educator/Staff Member

☒ Select All

× Harry Brown
 × Peter Rabbit
 × Salman Khan
 × Salman Khan
 × Salman Khan
 × Will Smith
 × Will Smith

Nature of Incident

Status

All

Incident Subcategory

Version

All

Reset

Download


An example of the pdf version of the detailed report is displayed below.

Incident Register Detailed Report																			
Report Date Range:										*Family Day Care									
10/04/2025 to 10/04/2025										16 High Street									
Report Generated:										Chermside QLD 4032									
10/04/2025										Phone: 07 1111 2222									
										Approval #: 224									
Date/Time	Staff Member	Nature	Sub Category	Status	Completed By	Name	DOB	Age	Gender	Service Location	Incident Location	Witness Name	Emergency Services	Emergency Services	Emergency Services	Emergency Services	Emergency Services	Emergency Services	Emergency Services
06/02/2025 9:15 AM	El Educator	Injury - Bite wound	Bite	New	d, d, *Family Day Care	Alan Jones	12/09/2018	6y4m	Male	d	d	d	No	12:00 AM	12:00 AM			Peter Jones	
06/02/2025 9:15 AM	Deputy Williams	Injury - Bruise	Bruise	New	ABC, Educator, *Family Day Care	Anthony Allen	06/06/2013	12y3m	Male	abc	sacff	abc	No					Kristy Allen	

Important Note for CBC Services – Access Permissions Apply

Your access to incident data in these reports depends on your assigned **Incident Register** permissions:

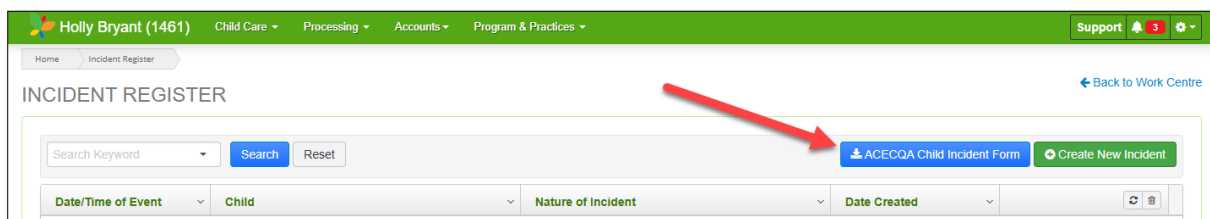
Permission Level	Report Access
None (Default)	View/edit only your allocated incidents . Reports will include only those records .
View	View/edit allocated incidents + view all other incidents . Full access to both reports.
Edit	Full access to all incidents and reports across the centre.

 These settings are in place to protect the **privacy and confidentiality** of sensitive incident data. Only users with the appropriate permissions will be able to view all incident records across the service.

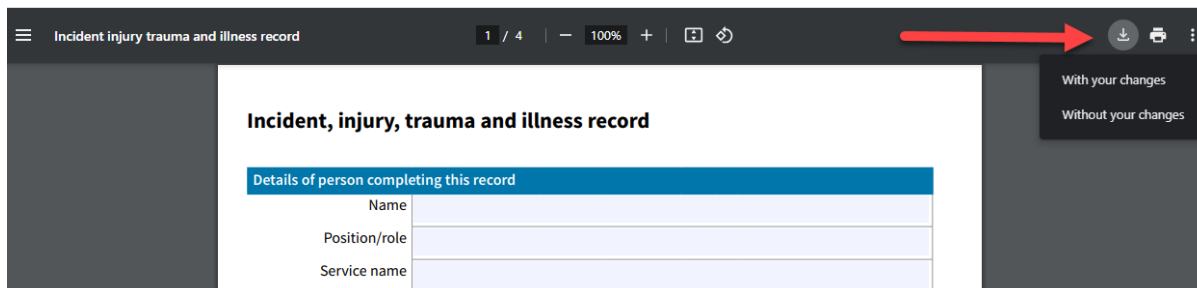
ACECQA Child Incident Form for Hardcopy Incident Forms

You are also able to download a manual ACECQA Child Incident Form from within the Incident Register. You may use this to record a hardcopy record of an incident. The completed form can be filled in by hand and the completed form can be uploaded into the Harmony Web Incident Register.

From the Incident Register, you may download an incident form by clicking the **'ACECQA Child Incident Form'** button:



This will open the form in a new tab. From here, you may either print the form or complete it electronically and download:



Incident injury trauma and illness record

1 / 4 | 100% + | [Icons]

Incident, injury, trauma and illness record

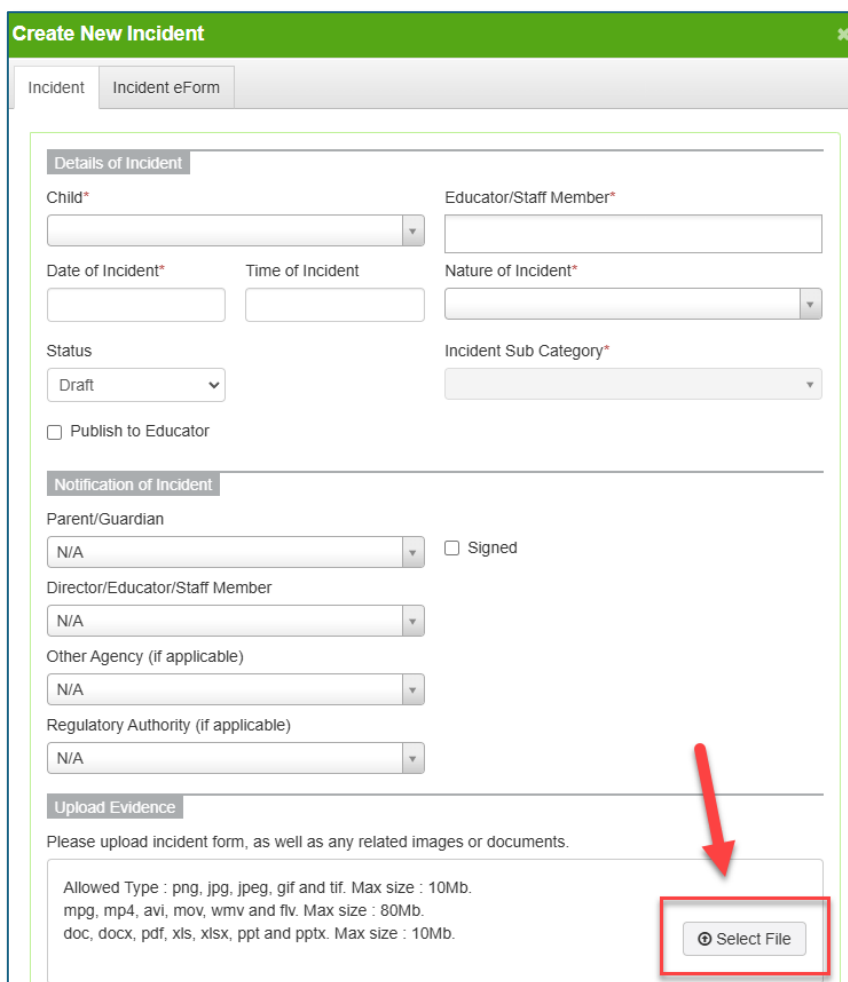
Details of person completing this record

Name	
Position/role	
Service name	

With your changes
Without your changes

Once all of the relevant fields have been completed on the form, you may create a new Incident Register record.

Follow the steps outlined above at 'Creating an Incident'. However, rather than completing the e-Form tab, simply fill in the fields on the Incident tab and then upload the hardcopy form.



Create New Incident

Incident Incident eForm

Details of Incident

Child* Educator/Staff Member*

Date of Incident* Time of Incident Nature of Incident*

Status Incident Sub Category*

☐ Publish to Educator

Notification of Incident

Parent/Guardian ☐ Signed

Director/Educator/Staff Member

Other Agency (if applicable)

Regulatory Authority (if applicable)

Upload Evidence

Please upload incident form, as well as any related images or documents.

Allowed Type : png, jpg, jpeg, gif and tif. Max size : 10Mb.
mpg, mp4, avi, mov, wmv and flv. Max size : 80Mb.
doc, docx, pdf, xls, xlsx, ppt and pptx. Max size : 10Mb.

Select File

Click the 'Select File' button to upload your incident form (and any other associated documents or images) against the incident record:

Upload Incident Form

Please upload incident form, as well as any related images or documents.

Allowed Type : png, jpg, jpeg, gif and tif. Max size : 10Mb.
 mpg, mp4, avi, mov, wmv and flv. Max size : 80Mb.
 doc, docx, pdf, xls, xlsx, ppt and pptx. Max size : 10Mb.

Select File

Once uploaded, all files will be displayed below. From here, you may download/delete files as required:

Upload Incident Form

Please upload incident form, as well as any related images or documents.

Allowed Type : png, jpg, jpeg, gif and tif. Max size : 10Mb.
 mpg, mp4, avi, mov, wmv and flv. Max size : 80Mb.
 doc, docx, pdf, xls, xlsx, ppt and pptx. Max size : 10Mb.

Select File

Attached Files

Name
Incident Form.pdf

Download

Once all relevant details have been supplied, click the 'Save' button:

doc, docx, pdf, xls, xlsx, ppt and pptx. Max size : 10Mb.

Select File

Attached Files

Name
Incident Form.pdf

Download

Cancel Save

The Incident will now be stored in your Incident Register and can be reported on.

INCIDENT REGISTER
[Back to Work Centre](#)

Current Search Options: Status: Open

Date/Time of Event	Child	Educator/Staff ...	Nature of Incid...	Publish To Par...	Status	Date Created	
20/12/2024 11:00 AM	Anthony Allen	KL Educator	Incident	No	Open	20/12/2024 10:14:00 AM	<input type="button" value="Search"/> <input type="button" value="Print"/> <input type="button" value="Publish"/>
27/11/2024 10:34 AM	Allan Jones	KL Educator	Illness	No	Open	20/12/2024 9:57:57 AM	<input type="button" value="Search"/> <input type="button" value="Print"/> <input type="button" value="Publish"/>

1 - 2 of 2 Items