

# 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:**

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## 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

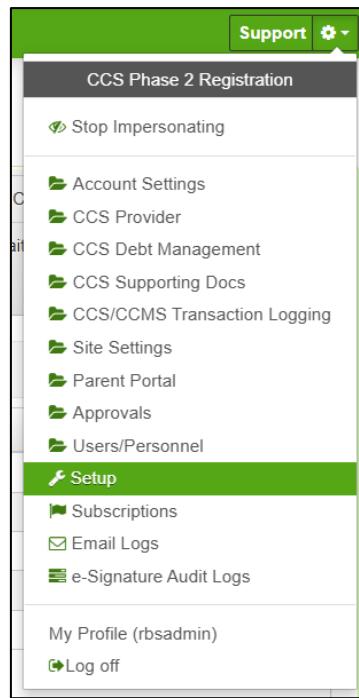
1 - 20 of 29 items

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.

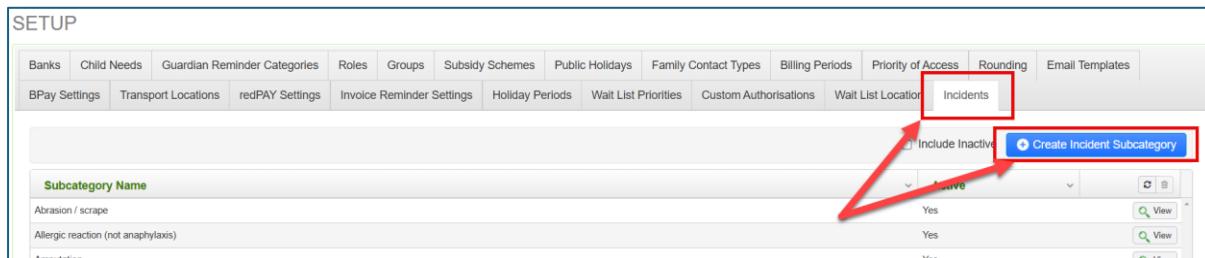
Please note that there is an “Other” subcategory that you can use to catch any record that do not fit any subcategories that you have already created. We advise that you pay attention to the nature of the ‘Other’ records and create subcategories accordingly. This will ensure that your reports are accurate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

### **Create Incident Subcategory**

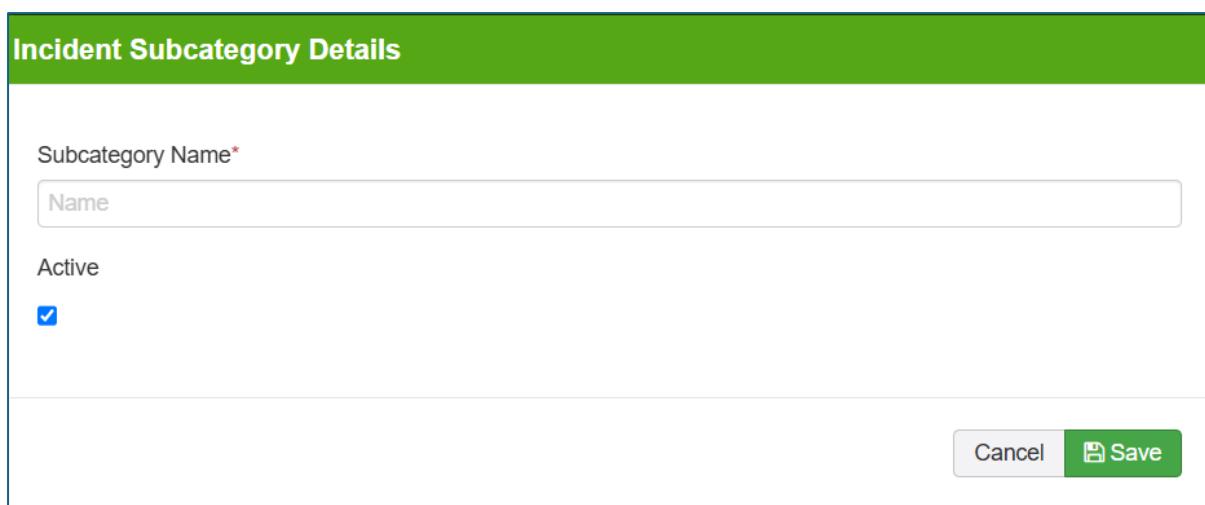
To configure your incident subcategories, click on the cog in the top right hand corner of your screen and select ‘Setup’.



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

**Save**

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.

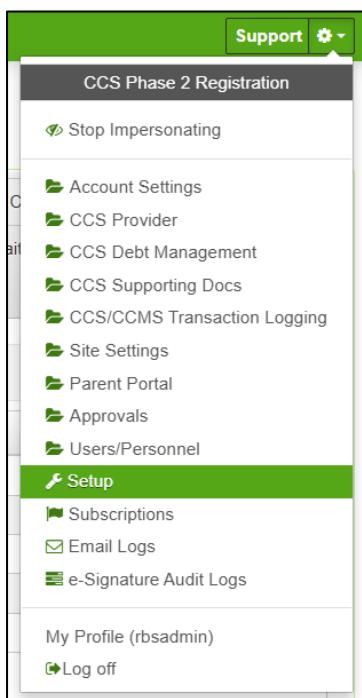
All incident subcategories that you create in the '**Setup**' will be displayed in the subcategory table:



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

### 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**'.



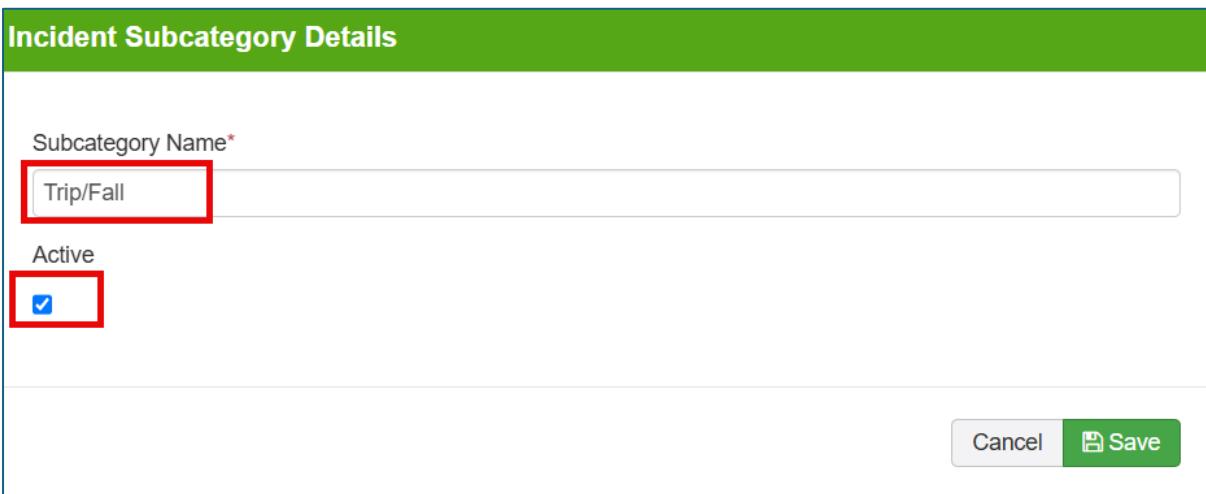
Next, click on the '**Incident**' tab and click on the '**Edit**' button against the corresponding incident subcategory that you wish to update.

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



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

The following window will appear.



**Incident Subcategory Details**

Subcategory Name\*

Active

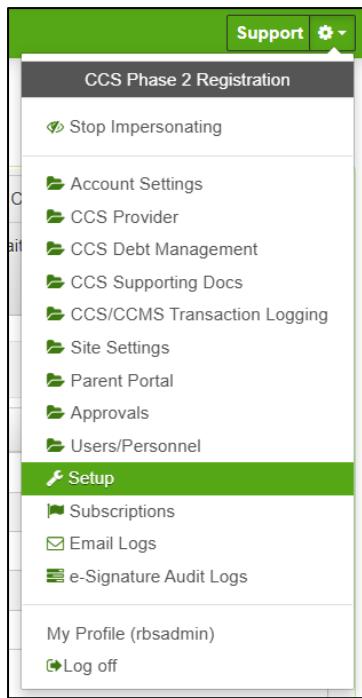
**Cancel** **Save**

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 deactivate.

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



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

The following window will appear.

### Incident Subcategory Details

Subcategory Name*	Trip/Fall
Active	<input checked="" type="checkbox"/>
<input type="button" value="Cancel"/> <input type="button" value="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.

Subcategory Name	Active	Actions
Trip/Fall	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="View"/>
Abrasion / scrape	<input type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="View"/>
Allergic reaction (not anaphylaxis)	<input type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="View"/>
Amputation	<input type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="View"/>
Anaphylaxis	<input type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="View"/>
Asthma / respiratory	<input type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="View"/>
Bite wound	<input type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="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

SETUP

Banks	Child Needs	Guardian Reminder Categories	Roles	Groups	Subsidy Schemes	Public Holidays	Family Contact Types	Billing Periods	Priority of Access	Rounding	Email Templates	BPAY Settings	Transport Locations	redPAY Settings	Invoice Reminder Settings
Holiday Periods	Wait List Priorities	Custom Authorisations	Wait List Location	Incidents											
Keywords <input type="text"/> Search <input type="button" value="Reset"/> Action <span style="float: right;">Displaying 2 out of 2 <input type="button" value="Create New Role"/></span>															
Name <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Reset"/> <span style="float: right;"><input checked="" type="checkbox"/> Permissions</span>															
Account Admin Access Full Access															
<input type="button" value="1"/>															

### 3. Locate Incident Register Access Settings

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

**Permissions for Full Access**

Select Component	Incident Register
<b>Permission Type</b>	Account Level Admin Admin Child Care Family Fees Finance <b>Incident Register</b> Library
<b>Sub-Component</b>	Incident Register Admin
<b>Description</b> Grant access to all Incident Register Records/ Incident Register Reports	
<input type="button" value="Close"/> <input type="button" value="Save"/>	

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

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

**Permissions for Full Access**

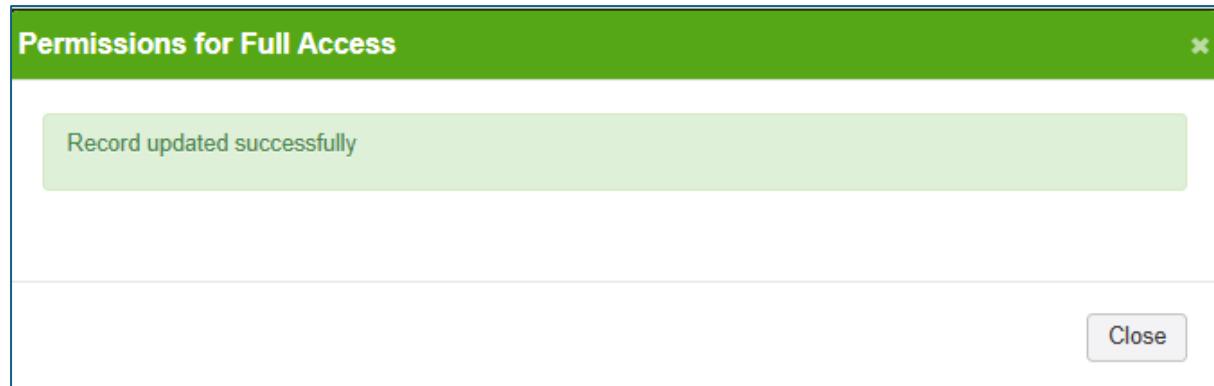
Select Component

**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	<input style="border: 1px solid #ccc; padding: 2px 10px; width: 150px; height: 20px;" type="button" value="None"/> <input style="border: 1px solid #ccc; padding: 2px 10px; width: 150px; height: 20px;" type="button" value="View"/> <input style="border: 1px solid #0070C0; background-color: #0070C0; color: white; padding: 2px 10px; width: 150px; height: 20px;" type="button" value="Edit"/>	Grant access to all Incident Register Records/ Incident Register Reports
Admin		

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

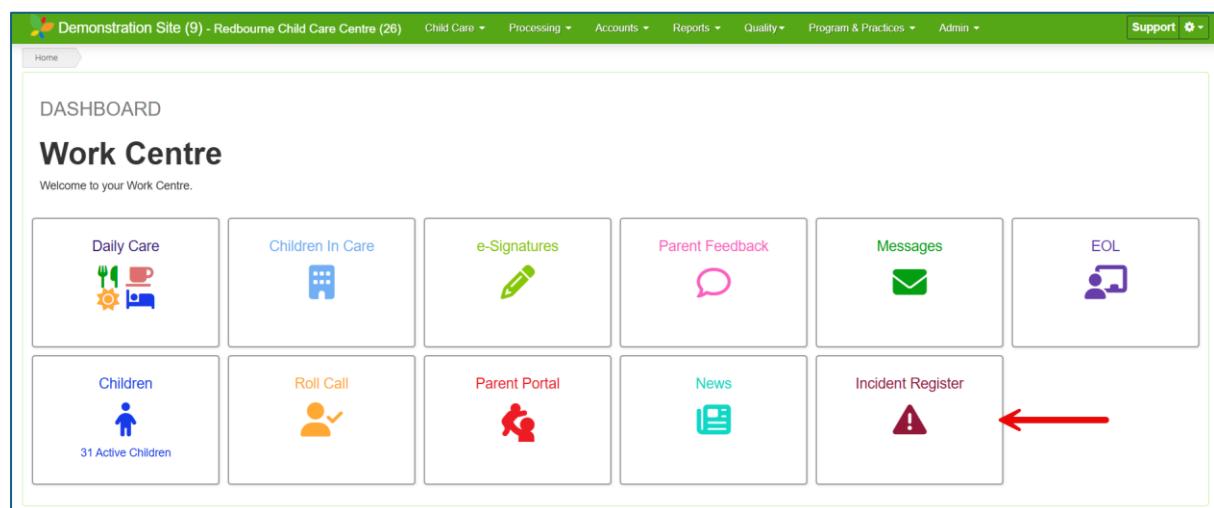


### Tips for Managing Permissions

- 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	<a href="#">ACECQA Child Incident Form</a> <a href="#">Create New Incident</a>
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			
[Navigation Buttons] No items to display			

## 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	<a href="#">ACECQA Child Incident Form</a> <a href="#">Create New Incident</a>
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The following ‘Create New Incident’ window will appear:

**Create New Incident**

Incident	Incident eForm																				
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Details of Incident</b> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Child*</td> <td style="width: 50%;">Educator/Staff Member*</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Date of Incident*</td> <td>Time of Incident</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Status</td> <td>Incident Sub Category*</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Upload Evidence</b>          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.  <input type="button" value="Select File"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Attached Files</b>  <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Name</td> <td style="width: 90%;">No records found</td> </tr> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Comments</b>  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Name</th> <th style="width: 30%;">Date Created</th> <th style="width: 40%;">Preview</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">No records found</td> </tr> </tbody> </table> </div> <div style="text-align: right; border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input type="button" value="Cancel"/> <input type="button" value="Save as draft"/> <input type="button" value="Save as final"/> </div>		Child*	Educator/Staff Member*	<input type="text"/>	<input type="text"/>	Date of Incident*	Time of Incident	<input type="text"/>	<input type="text"/>	Status	Incident Sub Category*	<input type="text"/>	<input type="text"/>	Name	No records found	Name	Date Created	Preview	No records found		
Child*	Educator/Staff Member*																				
<input type="text"/>	<input type="text"/>																				
Date of Incident*	Time of Incident																				
<input type="text"/>	<input type="text"/>																				
Status	Incident Sub Category*																				
<input type="text"/>	<input type="text"/>																				
Name	No records found																				
Name	Date Created	Preview																			
No records found																					

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.*

**Create New Incident**

Incident    Incident eForm

**Details of Incident**

Child*	Educator/Staff Member*	
Anthony Allen	Susan Williams	
Date of Incident*	Time of Incident	Nature of Incident*
06/02/2025	9:15 AM	Injury
Status	Incident Sub Category*	
New	Bruise	Bite
<input type="button" value="Upload Evidence"/>		

**Incident Sub Category\***

Bruise

Bite

Bruise



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:

**Status**

New
New
<b>Internal Review</b>
Awaiting Guardian/Parent Signature
Escalated
Closed
N/A

- New:** the incident record has newly been created and data is still being captured against the form.
- Internal Review:** the incident has been escalated internally for review before sending to the parent/guardian to sign.
- Awaiting Guardian/Parent Signature:** the form has been reviewed internally and now requires the parent/guardian to sign off on it.
- Escalated:** the incident has been escalated either internally or to an external authority.
- 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  

## 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	<a href="#">Download</a> <a href="#">Delete</a>
------	---	---

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	<a href="#">Download</a> <a href="#">Delete</a>
------	---	---

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 on 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

Details of person completing this record	
Name	Position/Role
<input type="text"/>	<input type="text"/>
Service Name	
<input type="text" value="Family Day Care"/>	
Signature	
<input type="radio"/> Upload Signature <input type="radio"/> Type Signature <input type="radio"/> Touch Screen Signature	
Date record was made	Time record was made
<input type="text"/>	<input type="text"/>

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
<input type="text"/>	<input type="text"/>
Age	Gender
<input type="text"/> Please specify date of birth and date of incident	
<input type="radio"/> Female <input type="radio"/> 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
<input type="text"/>	<input type="text"/>
Location of service	Location of incident/injury/trauma/illness
<input type="text"/>	<input type="text"/>
Name of person who witnessed the incident/injury/trauma/illness	
<input type="text"/>	
Witness Signature	
<input type="radio"/> Upload Signature <input type="radio"/> Type Signature <input type="radio"/> Touch Screen Signature	
Date	
<input type="text"/>	

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

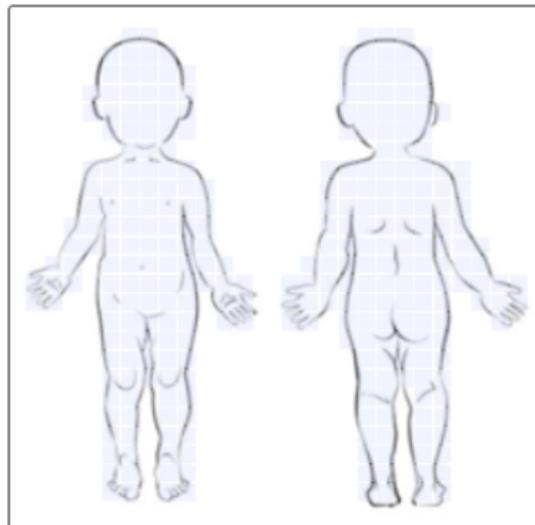
Circumstances leading to the incident/injury/trauma/illness, including any apparent symptoms

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.

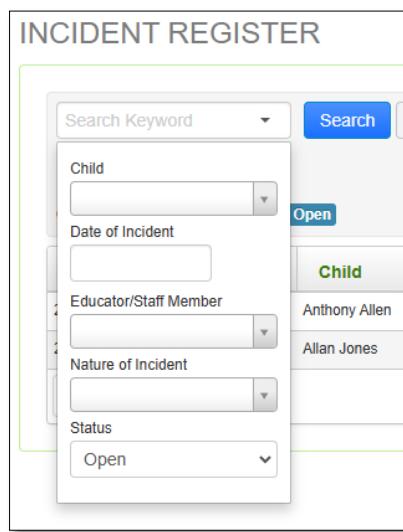
Once you have successfully saved the incident record as **draft** or **final**, the record will appear in the incident register table:

INCIDENT REGISTER								<a href="#">Back to Work Centre</a>	
<input type="text" value="Search Keyword"/> <input type="button" value="Search"/> <input type="button" value="Reset"/>		<a href="#">ACECQA Child Incident Form</a> <input type="button" value="Create New Incident"/>							
<b>Date/Time of Event</b> <input type="button" value="▼"/> <b>Child</b> <input type="button" value="▼"/> <b>Educator/Staff Member</b> <input type="button" value="▼"/> <b>Nature of Incident</b> <input type="button" value="▼"/> <b>Publish To Parent Portal</b> <input type="button" value="▼"/> <b>Status</b> <input type="button" value="▼"/> <b>Date Created</b> <input type="button" value="▼"/>								<input type="button" value="Print"/> <input type="button" value="Email"/>	
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	<input type="button" value="Print"/>	<input type="button" value="Email"/>	<input type="button" value="Publish"/>
<input type="button" value=" &lt;"/> <input type="button" value=" &gt;"/> <input type="button" value=" &lt;&lt; &gt;&gt; "/>		1							1 - 1 of 1 items

## 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:



Your search results will be displayed in the table below.



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.

**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

Upload Signature  Type Signature  Touch Screen Signature  PIN

Date

05/02/2025

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**.

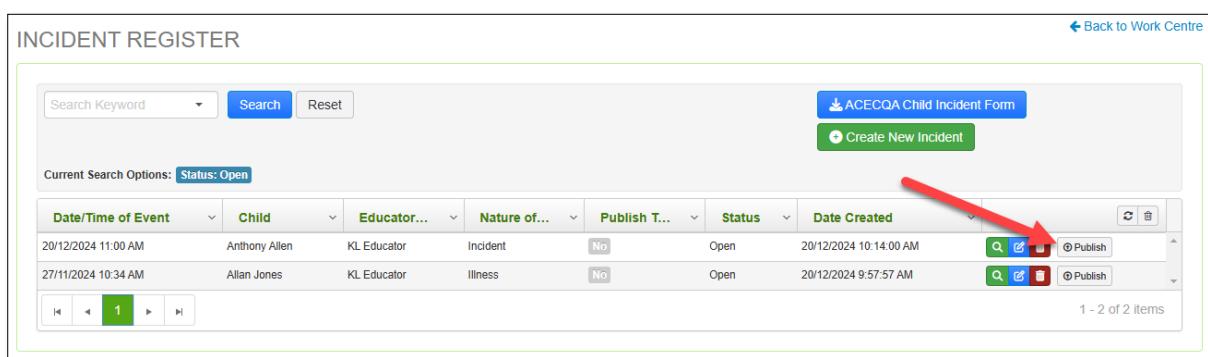
To save an incident record as final version, access the incident record and click on the 'Save as Final' button. This will also subsequently enable the record to be published to the Parent Portal.

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

Search Keyword  Search  ACECQA Child Incident Form

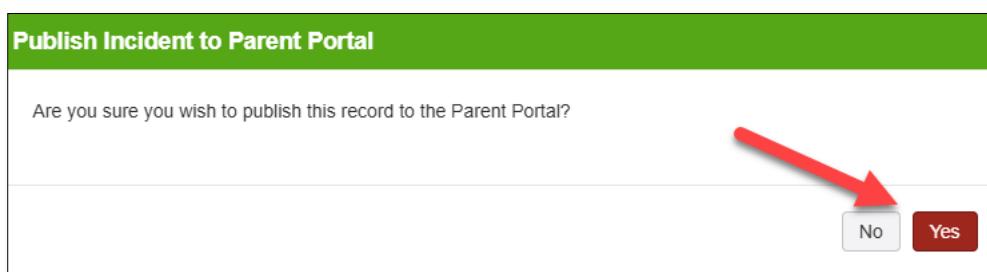
Current Search Options: Status: Open

Date/Time of Event	Child	Educator...	Nature of...	Publish T...	Status	Date Created	Actions
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="Edit"/> <input type="button" value="Delete"/> <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="Edit"/> <input type="button" value="Delete"/> <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':



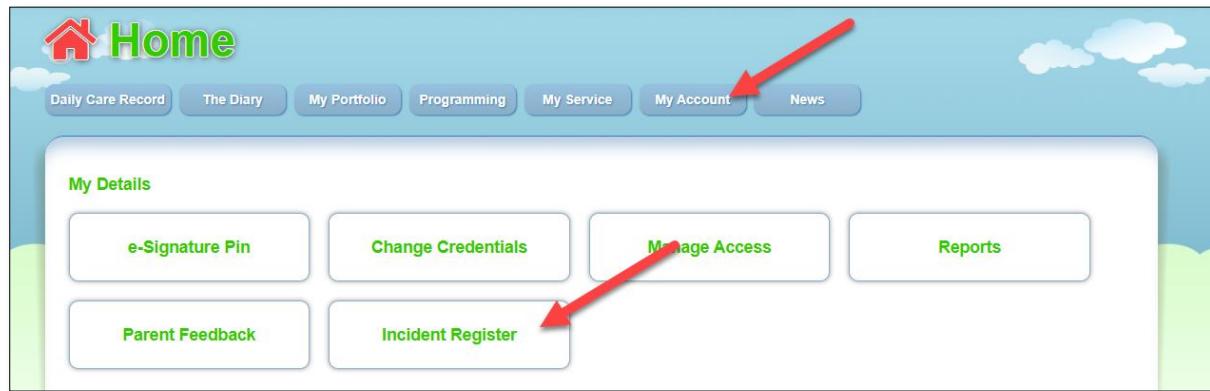
**Publish Incident to Parent Portal**

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

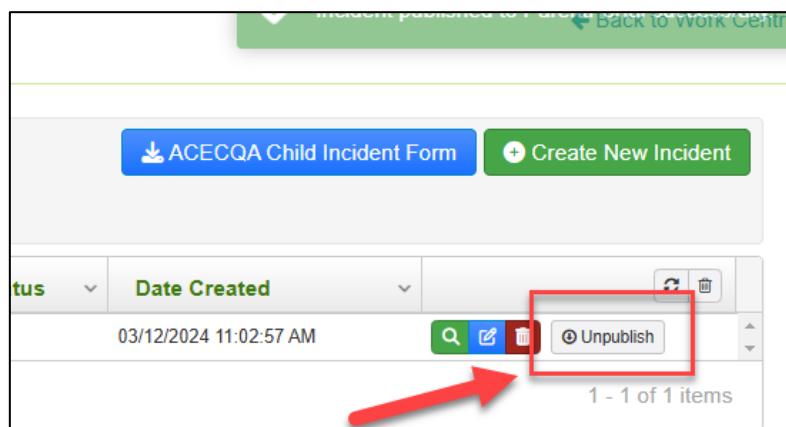
The incident will now display 'Yes' in the Publish to Parent Portal column:

Date/Time of Event	Child	Educator...	Nature of...	Publish To Parent Portal
20/12/2024 11:00 AM	Anthony Allen	KL Educator	Incident	<input checked="" type="button" value="Yes"/>

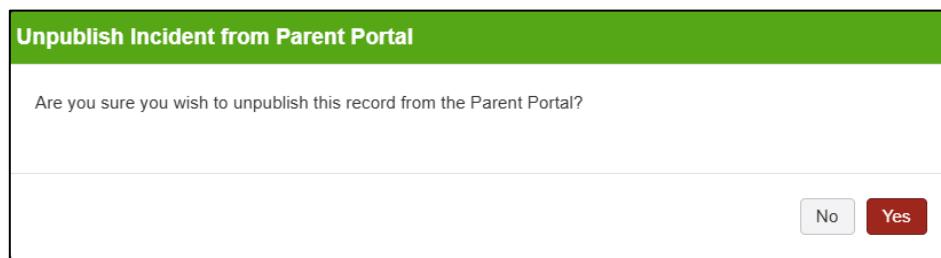
Once published, the parent/guardian will be able to view their published incident forms from 'My Account' in the Parent Portal:



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

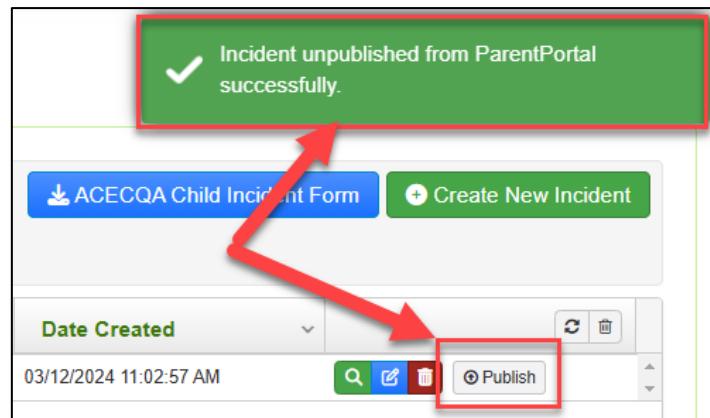


You will receive the following confirmation message. Click ‘Yes’ to unpublish the incident record from the Parent Portal.



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

# INCIDENT REGISTER

---

	Child	Educator/ Staff Member	Nature of Incident
Child	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date From	<input type="text"/>	Date To	<input type="text"/>
Educator/Staff Member	<input type="text"/>		
Nature of Incident	<input type="text"/>		
Incident Subcategory	<input type="text"/>		
Status	<input type="text"/>		
Version	<input type="text"/>		

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: \*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

### 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
Afternoon	0	0.00

## 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
<input type="text" value="03/03/2025"/>	<input type="text" value="10/04/2025"/>
Educator/Staff Member <span style="float: right;"><input checked="" type="checkbox"/> Select All</span> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px; display: inline-block; width: 150px;"> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Harry Brown</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Peter Rabbit</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Salman Khan</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Salman Khan</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Salman Khan</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Will Smith</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">x Will Smith</span> </div>	
Nature of Incident <span style="float: right;">Status</span> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin-top: 5px;"> <input type="text"/> </div> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin-top: 5px;">           All         </div>	
Incident Subcategory <span style="float: right;">Version</span> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin-top: 5px;"> <input type="text"/> </div> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin-top: 5px;">           All         </div>	

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

#### Incident Register Detailed Report

Report Date Range:	*Family Day Care 16 High Street Chermside QLD 4032																																																												
10/04/2025 to 10/04/2025																																																													
Report Generated:	Phone: 07 1111 2222																																																												
10/04/2025	Approval #: 224																																																												
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Date/Time</th> <th>Staff Member</th> <th>Nature</th> <th>Sub Category</th> <th>Status</th> <th>Completed By</th> <th>Name</th> <th>DOB</th> <th>Age</th> <th>Gender</th> <th>Service Location</th> <th>Incident Location</th> <th>Witness Name</th> <th>Attended</th> <th>Emergency Services Contacted</th> <th>Arrived</th> <th>Guardian</th> <th>Staff</th> <th>Notification Other</th> <th>Reg. Auth.</th> </tr> </thead> <tbody> <tr> <td>06/02/2025 9:15 AM</td> <td>KL Educator</td> <td>Injury - like wound</td> <td>Bite</td> <td>New</td> <td>4.4. *Family Day Care</td> <td>Alan Jones</td> <td>12/06/2018</td> <td>6yrs</td> <td>Male</td> <td>abc</td> <td>abc</td> <td>abc</td> <td>No</td> <td>12:00 AM</td> <td>12:00 AM</td> <td>Peter Jones</td> <td></td> <td></td> <td></td> </tr> <tr> <td>06/02/2025 9:15 AM</td> <td>Susan Williams</td> <td>Injury - Bruise</td> <td>Bruise</td> <td>New</td> <td>ABC, Educator, *Family Day Care</td> <td>Anthony Allen</td> <td>08/06/2013</td> <td>11yrs</td> <td>Male</td> <td>abc</td> <td>abc</td> <td>abc</td> <td>No</td> <td></td> <td></td> <td>Kathy Allen</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Date/Time	Staff Member	Nature	Sub Category	Status	Completed By	Name	DOB	Age	Gender	Service Location	Incident Location	Witness Name	Attended	Emergency Services Contacted	Arrived	Guardian	Staff	Notification Other	Reg. Auth.	06/02/2025 9:15 AM	KL Educator	Injury - like wound	Bite	New	4.4. *Family Day Care	Alan Jones	12/06/2018	6yrs	Male	abc	abc	abc	No	12:00 AM	12:00 AM	Peter Jones				06/02/2025 9:15 AM	Susan Williams	Injury - Bruise	Bruise	New	ABC, Educator, *Family Day Care	Anthony Allen	08/06/2013	11yrs	Male	abc	abc	abc	No			Kathy Allen			
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06/02/2025 9:15 AM	Susan Williams	Injury - Bruise	Bruise	New	ABC, Educator, *Family Day Care	Anthony Allen	08/06/2013	11yrs	Male	abc	abc	abc	No			Kathy 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 <b>your allocated incidents</b> . Reports will include <b>only those records</b> .
View	View/edit allocated incidents + <b>view all other incidents</b> . Full access to both reports.
Edit	Full access to <b>all incidents and reports</b> 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**

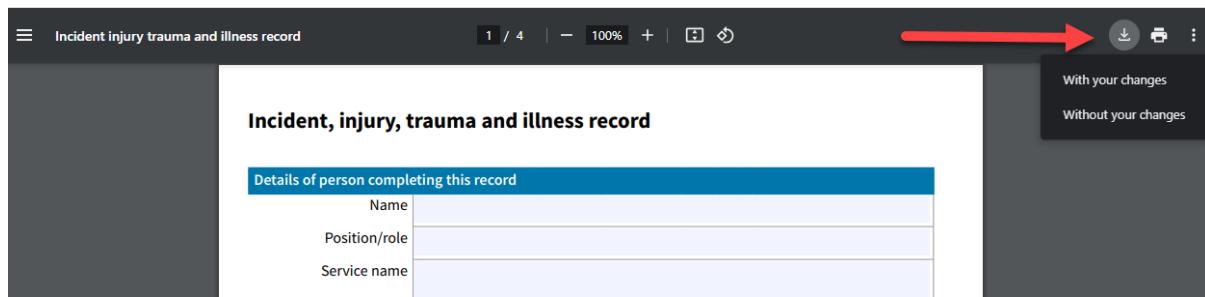
You are also able to download a manual ACECQA Child Incident Form from within the Incident Register. You may use this to record a hardcopy record of an incident. The completed form can be filled in by hand and the completed form can be uploaded into the Harmony Web Incident Register.

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



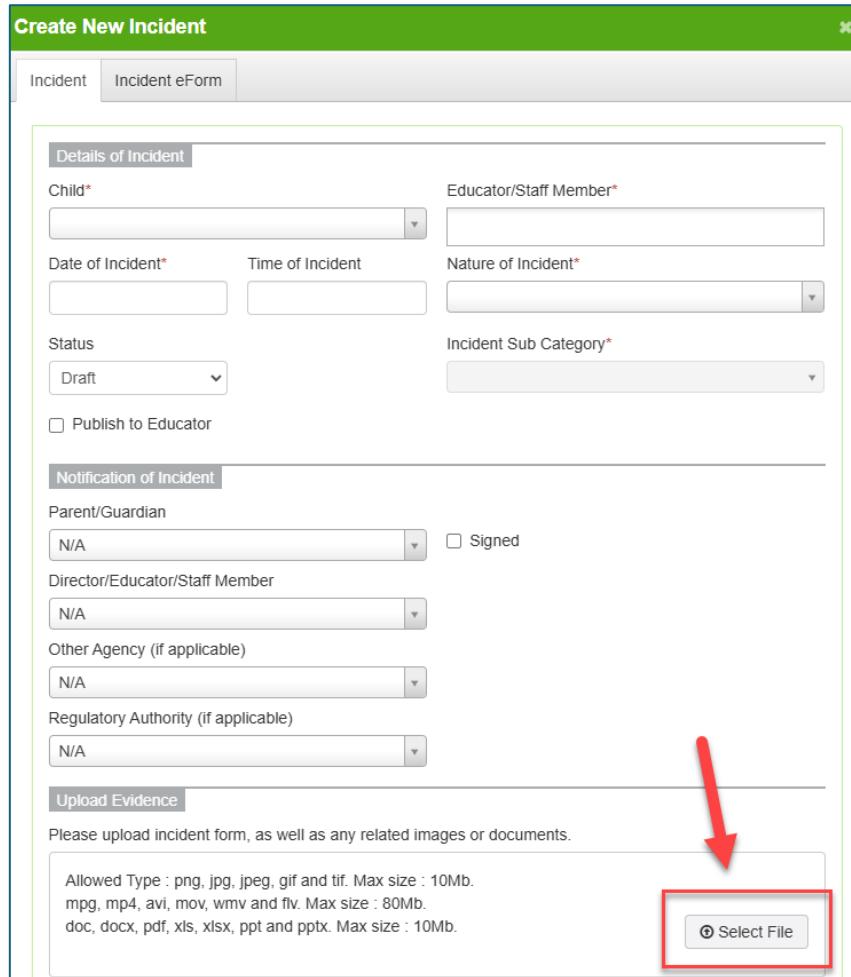
The screenshot shows the 'INCIDENT REGISTER' page. At the top, there is a navigation bar with 'Holly Bryant (1461)', 'Child Care', 'Processing', 'Accounts', 'Program & Practices', 'Support', and a notification icon. Below the navigation bar, there is a search bar with 'Search Keyword', 'Search', and 'Reset' buttons. To the right of the search bar is a button labeled 'ACECQA Child Incident Form' with a download icon. A red arrow points to this button. Below the search bar, there are filters for 'Date/Time of Event', 'Child', 'Nature of Incident', and 'Date Created', along with a 'Create New Incident' button. At the bottom right of the page, there are icons for printing and saving.

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



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 ppx. 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.



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.

Attached Files

Name

Incident Form.pdf

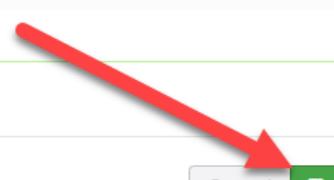
Once all relevant details have been supplied, click the 'Save' button:

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

Attached Files

Name

Incident Form.pdf



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

## INCIDENT REGISTER

[Back to Work Centre](#)

Search Keyword								Search	Reset	ACECQA Child Incident Form	Create New Incident
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					
27/11/2024 10:34 AM	Allan Jones	KL Educator	Illness	No	Open	20/12/2024 9:57:57 AM					

1 - 2 of 2 items