

Storypark 

Incident Reporting

User guide & tips



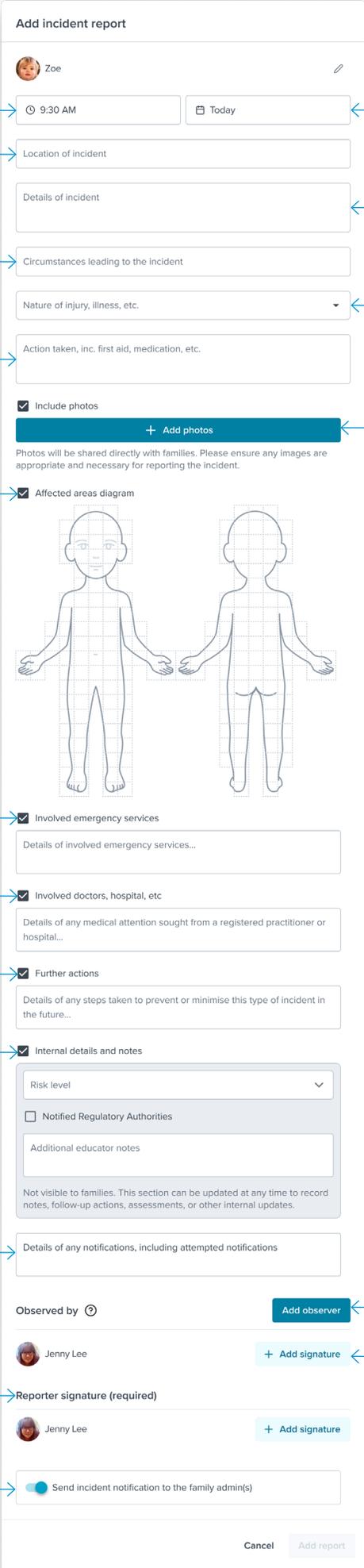


A quick note before using this resource

These descriptions are intended as a general guide to assist with completing the report and do not replace or supersede any legal, regulatory, or centre-level obligations. Please consult your centre administrator and refer to the relevant regulations or governing bodies for specific requirements.

The Storypark help centre has detailed step by step instructions on using incident reporting via the website or iOS/Android Educators app. For answers to commonly asked questions, permission settings, what families see and more please consult the help centre as it is updated regularly.

Descriptions overleaf



1 Time

2 Date

3 Location of incident

4 Details of incident

5 Circumstances leading to the incident

6 Nature of the injury/illness

7 Action taken

8 Include photo(s) (settings dependant)

9 Affected areas (settings dependant)

10 Emergency services

11 Involved doctors, hospital

12 Further actions

13 Internal details and notes

14 Details of notifications

15 Observed by

16 Observer(s) signature (settings dependant)

17 Reporter signature

18 Family notification

Add incident report

Zoe

9:30 AM Today

Location of incident

Details of incident

Circumstances leading to the incident

Nature of injury, illness, etc.

Action taken, inc. first aid, medication, etc.

Include photos

+ Add photos

Photos will be shared directly with families. Please ensure any images are appropriate and necessary for reporting the incident.

Affected areas diagram

Involved emergency services

Details of involved emergency services...

Involved doctors, hospital, etc

Details of any medical attention sought from a registered practitioner or hospital...

Further actions

Details of any steps taken to prevent or minimise this type of incident in the future...

Internal details and notes

Risk level

Notified Regulatory Authorities

Additional educator notes

Not visible to families. This section can be updated at any time to record notes, follow-up actions, assessments, or other internal updates.

Details of any notifications, including attempted notifications

Observed by 

Add observer

Jenny Lee + Add signature

Reporter signature (required)

Jenny Lee + Add signature

Send incident notification to the family admin(s)

Cancel Add report

Incident reporting quick reference

1 Time	Enter the exact time the incident occurred. This information is crucial for identifying patterns and providing accurate records.
2 Date	Specify the date the incident occurred. Select a past date if applicable.
3 Location of incident	Provide a detailed description of where the incident occurred. This helps to assess safety in specific areas.
4 Details of incident	Describe what happened in as much detail as possible. Include any relevant information (e.g. body parts affected) to paint a clear picture of the incident.
5 Circumstances leading to the incident	Outline the events, conditions, or any apparent symptoms that led to the incident. Were there any contributing factors, such as weather, equipment, or behaviour?
6 Nature of the injury/illness	Select the type of injury or illness. These are separated into the five most common entries at the top, followed by an alphabetised list of all possible descriptors. If the injury or illness isn't listed, select "Other (please specify)"
7 Action taken	Detail any actions taken after the incident, such as first aid or administration of medication.
8 Include photo(s) <i>(Settings dependent)</i>	Add a photo(s) for injuries that may be difficult to describe. These will be visible on the published report to the child's family admins, and all educators at your service.
9 Affected areas <i>(Settings dependent)</i>	Indicate the exact part of the child's body that has been affected by the incident, particularly helpful if there are multiple sites of injury.
10 Emergency services	If emergency services were involved, provide details of when they were called, the time they arrived, and any outcomes.
11 Involved doctors, hospital	If medical attention was sought, include the name of the hospital or clinic, the registered practitioner, and any treatments given.
12 Further actions	Describe any steps taken to prevent or minimise this type of incident in the future. This may involve adjusting processes, training staff, or making environmental changes.
13 Internal details and notes	Record information within the report that cannot be seen by the child's family. This field includes: <ul style="list-style-type: none">• A drop-down box with the risk level - low/medium/high• Select whether regulatory authorities have been notified about the incident• Free form notes After publishing the report, this section can also be updated to record follow-up actions like doctor's notes or new attempts to contact family.
14 Details of notifications	Record any notifications or attempted notifications made to parents/guardians including their name, date, time, and method of communication.
15 Observed by	Select the staff who witnessed the incident. Observers must have a Storypark login. If they don't, we recommend including them in the <i>Details of incident</i> field.
16 Observer(s) signature <i>(Settings dependent)</i>	Sign during the report creation or later via notification.
17 Reporter signature	A required field. Sign the incident report before it is published or sent for approval.
18 Family notification	Ticked by default, send the child's family admins notification of the report. If family signatures are on, the notification will also include a request to sign the report.

* Settings dependent refers to fields that are off by default, and will not be available if the setting has not been turned on for the service where it is being recorded.

If a field in the incident report has been left empty, these headings will not be shown in the final report.

Here's how a completed report will appear on Storypark



Incident report

Little Lives ELC

Zoe Tattersall-Wilson

DoB: 3 Aug 2022 (Age 3)

Time of incident 10:30am, 5 Apr 2026

Location Block corner in the preschool room.

Details Zoe hit her mouth against the block shelf. Blood present around two top front teeth.

Circumstances leading to incident Zoe was running through the block area and tripped over a block on the floor leading to her falling and hitting her mouth on the block shelf.

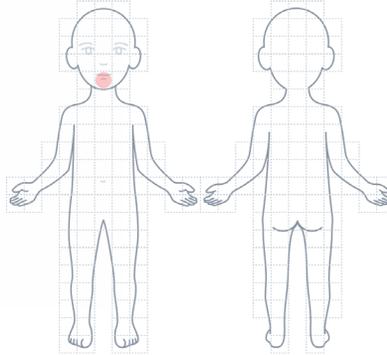
Action taken Comforted Zoe and gave her an ice block as a cold compress for mouth. Noticed blood around front top teeth.

Nature of injury, illness, etc. Tooth

Photos



Affected areas diagram



Involved emergency services No

Involved doctors, hospital, etc. Yes - details: Brett (Zoe's dad) took her to the dentist to get the teeth checked out.

Further actions Ordered child safety foam corner protectors for the block shelves.

Risk level Medium

Notified Regulatory Authorities No

Additional educator notes Zoe's dentist confirmed the wound was surface level and wouldn't impact her teeth.

Notifications 10:40am Nellie called Brett's work number and got through to tell him of the incident. Nellie recommended getting a dentist to check out Zoe's mouth. Brett said he will pick her up in 15 minutes and take her to their dentist.

Observed by Jenny Lee

Penny Allard

Reported by Jenny Lee at 10:43am, 5 Apr 2026.

Review by Jenny Lee

Family admin Signed by Brett Wilson at 11:21am, 5 Apr 2026.



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