

INCIDENT, INJURY, TRAUMA AND ILLNESS

QUALITY AREA 2 | ELAA version 1.3



PURPOSE

This policy will define the:

- procedures to be followed if a child is ill, or is involved in a medical emergency or an incident at the service that results in injury or trauma
- responsibilities of staff, parents/carers and the approved provider when a child is ill, or is involved in a medical emergency or an incident at the service that results in injury or trauma
- practices to be followed to reduce the risk of an incident occurring at the service.



POLICY STATEMENT

VALUES

Denzil Don Kindergarten is committed to:

- providing a safe and healthy environment for all children, staff, volunteers, students and any other persons participating in or visiting the service
- responding to the needs of an injured, ill or traumatised child at the service
- preventing injuries and trauma
- preventing the spread of illness through simple hygiene practices, monitoring immunisation records and complying with recommended exclusion guidelines
- maintaining a duty of care to children and users of Denzil Don Kindergarten

SCOPE

This policy applies to the approved provider, all service staff, volunteers, parents/carers, children, and others attending Denzil Don Kindergarten, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	All service staff	Parents/carers	Contractors, volunteers and students
	R indicates legislation requirement, and should not be deleted				
	R	√			
	Ensuring the <i>Incident, Injury, Trauma and Illness Policy</i> and procedures are in place (<i>Regulations 168</i>) and available to all stakeholders (<i>Regulations 171</i>)				

Taking reasonable steps to ensure that all staff and volunteers follow the policy and procedures and are aware of their responsibilities (<i>Regulations 170</i>)	R	√			
Ensuring that the premises are kept clean and in good repair	R	R	√		√
Maintaining effective supervision (<i>refer to Supervision of Children Policy</i>) of all enrolled children in all aspects of the service's program that reflects the children's needs, abilities, age and circumstances	R	R	√		
Regularly checking indoor and outdoor equipment for hazards (<i>refer to Attachment 1</i>), and taking the appropriate action to ensure the safety of the children when a hazard is identified	R	R	√		
Being proactive, responsive and flexible in using professional judgment to prevent injury from occurring	R	R	√		√
Having ready access to a working telephone or similar means of communication to enable immediate communication to and from parents/carers and emergency services	R	√	√		
Ensuring staff have access to Medication, Incident, Injury, Trauma and Illness forms (<i>refer to Sources</i>) and WorkSafe Victoria incident report forms	R	√			
Ensuring that the service has an <i>Occupational Health and Safety policy</i> and procedures that outline the process for effectively identifying, managing and reviewing risks and hazards likely to cause injury, and reporting notifiable incidents to appropriate authorities (<i>refer to Occupational Health and Safety Policy</i>)	R	√	√		
Ensuring that there is a minimum of one educator with a current (within the previous 3 years) approved first aid qualification on the premises at all times (<i>refer to Administration of First Aid Policy</i>)	R	√			
Ensuring there are an appropriate number of up-to-date, fully equipped first aid kits and that they are always accessible (<i>refer to Administration of First Aid Policy</i>)	R	√	√		
Ensuring children's enrolment forms contain all required information, including authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service (<i>Regulations 161</i>)	R	√		√	
Notifying the service, upon enrolment or diagnosis, of any medical conditions and/or needs, and any management procedure to be followed with respect to that condition or need (<i>Regulation 162</i>)				√	
Informing the service of an infectious disease or illness that has been identified while the child has not attended the service, and that may impact on the health and wellbeing of other children, staff and parents/carers attending the service				√	
Ensuring the service is provided with a current medical management plan (<i>refer to Definitions</i>), if applicable (<i>Regulation 162(d)</i>)				√	
Notifying the service when their child will be absent from their regular program				√	
Notifying staff if there is a change in the condition of a/their child's health, or if there have been any recent accidents or incidents that may impact on the child's care e.g. any bruising or head injuries.	R	√	√	√	√

Responding immediately to any incident, injury or medical emergency (refer to procedures and Administration of First Aid policy)	R	R	R		
Ensuring that a parent/carer of the child is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service (Regulation 86)	R	√	√		
Notifying other person/s as authorised on the child's enrolment form when the parents/carers are not contactable	R	√	√		
Considering the emotional wellbeing of all children and educators during and following an accident, injury, trauma or illness events	√	√	√		
Ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency	R	√	√		
Ensuring notifications of serious incidents (refer to Definitions) are made to the regulatory authority (DE) (refer to Definition) through the NQA IT System (refer to Definitions) as soon as is practicable but not later than 24 hours after the occurrence	R	√			
Ensuring reporting requirements under the Occupational Health and Safety (OHS) Act 2004 are made to WorkSafe (refer to Sources) as soon as is practicable	R				
Recording details of any incident, injury or illness in the Incident, Injury, Trauma and Illness Record (refer to Definitions) as soon as is practicable but no later than 24 hours after the incident	R	√			
Signing the Incident, Injury, Trauma and Illness Record, thereby acknowledging that they have been made aware of the incident				√	
Reviewing and evaluating procedures after an incident or illness as part of the quality improvement process and taking appropriate action to remove the cause if required	R	√	√		
Ensuring that medication records are kept until the end of 3 years after the child's last attendance (Regulation 92, 183)	R	√			
Ensuring that Incident, Injury, Trauma and Illness Records are maintained and stored securely until the child is 25 years old (Regulations 87, 183) (refer to Privacy and Confidentiality Policy)	R	√			
Communicating with families about children's health requirements in culturally sensitive ways and implementing individual children's medical management plans, when relevant	R	√	√	√	
Being contactable, either directly or through emergency contacts listed on the child's enrolment form, in the event of an incident requiring medical attention				√	
Requesting the parents/carers arrange for the child or children involved in an incident or medical emergency to be collected from the service, or informing parents/carers if an ambulance has been called	R	√	√	√	
Collecting their child as soon as possible when notified of an incident, injury or medical emergency involving their child				√	
Arranging payment of all costs incurred when an ambulance service required for their child at the service				√	



PROCEDURES

Ensuring that the following contact numbers are displayed in proximity of each telephone:

- 000
- DE regional office
- Approved provider
- Asthma Australia: 1800 278 462
- Victorian Poisons Information Centre: 13 11 26
- Local council or shire.

When there is a medical emergency, all staff will:

- call an ambulance, where necessary
- administer first aid, and provide care and comfort to the child prior to the parents/carers or ambulance arriving
- implement the child's current medical management plan, where appropriate
- notify parents/carers as soon as is practicable of any serious medical emergency, incident or injury concerning the child, and request the parents/carers arrange for the child to be collected from the service and/or inform the parents/carers that an ambulance has been called
- notify other person/s as authorised on the child's enrolment form, if the parents/guardians are not contactable
- ensure ongoing supervision of all children in attendance at the service
- accompany the child in the ambulance when the parents/carers are not present, provided that staff-to-child ratios can be maintained at the service
- notify the approved provider of the medical emergency, incident or injury as soon as is practicable
- complete and submit an incident report to DE, the approved provider and the service's public liability insurer following a serious incident.

When a child develops symptoms of illness while at the service, all staff will:

- observing the symptoms of children's illnesses and injuries and systematically recording and sharing this information with families (and medical professionals where required)
- ensure that the Centre Coordinator or child's educator contacts the parents/carers or authorised emergency contact for the child
- request that the child is collected from the service if the child is not well enough to participate in the program
- ensure that the child is separated from the group and have a staff member remain with the child until the child recovers, a parent/carer arrives, or another responsible person takes charge
- call an ambulance (*refer to Definition of medical emergency*) if a child appears very unwell or has a serious injury that needs urgent medical attention
- ensure that the child is returned to the care of the parent/carer or authorised emergency contact person as soon as is practicable
- ensure that, where medication, medical or dental treatment is obtained, the parents/carers are notified as soon as is practicable and within 24 hours, and are provided with details of the illness and subsequent treatment administered to the child
- ensure that the approved provider is notified of the incident
- ensure that the Incident, Injury, Trauma and Illness Record is completed as soon as is practicable and within 24 hours of the occurrence.

Details that must be entered in the Incident, Injury, Trauma and Illness Record include the following:

- the name and age of the child
- the circumstances leading to the incident, injury or trauma, or relevant circumstances surrounding the child becoming ill (including any symptoms)
- the time and date the incident occurred, the injury was received, or the child was subjected to the trauma, or the apparent onset of the illness

- the action taken by the service, including any medication administered, first aid provided, or medical personnel contacted
- details of any person who witnessed the incident, injury or trauma, or the apparent onset of illness
- the name of any person the service notified, or attempted to notify, of any incident, injury, trauma or illness that a child suffered while being educated and cared for by the service, and the time and date of the notifications/attempted notifications
- the name and signature of the person making an entry in the record, and the time and date that the entry was made
- signature of a parent/carer to verify that they have been informed of the occurrence.

All information will be included in the Incident, Injury, Trauma and Illness Record as soon as is practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness.



BACKGROUND AND LEGISLATION

BACKGROUND

People responsible for managing early childhood services and caring for children have a duty of care towards those children. All service staff have a responsibility and a duty of care to act to prevent accidents and emergencies at the service.

An approved service must have policies and procedures in place if a child is injured, becomes ill or suffers trauma. These procedures should be followed and must include the requirement that a parent/carer be notified in the event of an incident, injury, illness or trauma relating to their child as soon as possible and within 24 hours of the occurrence.

The [National Regulations](#) require an accurate Incident, Injury, Trauma and Illness Record to be kept and stored confidentially until the child is 25 years old ([Regulation 183\(2\)](#)).

Under the national legislation, each service must ensure that an entry is recorded in the Incident, Injury, Trauma and Illness Record for the following occurrences:

- an incident in relation to a child, an injury received by a child or trauma to which a child has been subjected
- an illness that becomes apparent.

Medical emergencies may include serious health issues such as asthma, anaphylaxis, diabetes, fractures, choking and seizures. Such emergencies generally involve only one child; however they can affect everyone in the children's service. In some cases, it will be appropriate to refer to specific policies for guidance, such as the [Dealing with Medical Conditions Policy](#), [Asthma Policy](#), [Anaphylaxis and Allergic Reactions Policy](#), [Diabetes Policy](#) and [Epilepsy and Seizures Policy](#).

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Australian Standards AS3745–2002, Emergency control procedures for buildings, structures and workplaces
- Education and Care Services National Law Act 2010: Section 174(2)
- Education and Care Services National Regulations 2011: Regulations 77, 85–87, 103, 177, 183
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2009 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2007
- WorkSafe Victoria Compliance Code: First aid in the workplace (2008)
- National Quality Standard, Quality Area 2: Children's Health and Safety
- National Quality Standard, Quality Area 3: Physical Environment
- National Quality Standard, Quality Area 7: Governance and Leadership

Incident, Injury, Trauma and Illness | Date Reviewed June 25

- Therapeutic Goods Act 1989 (Cth)

The most current amendments to listed legislation can be found at:

Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au

Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms such as Approved provider, nominated supervisor etc refer to the Definitions file on the kindergarten website.

Emergency services: includes ambulance, fire brigade, police and state emergency services.

First aid: the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers. First aid training should be delivered by approved first aid providers, and a list is published on the ACECQA website: acecqa.gov.

Hazard: a source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.

Illness: sickness and/or associated symptoms that affect the child's normal participation in the service program.

Incident, Injury, Trauma and Illness Record: details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the service. The Approved Provider must ensure an Injury, Trauma and Illness Record is kept in accordance with *Regulation 87 of the Education and Care Services National Regulations 2011* and kept for the period specified in *Regulation 183*.

Incident: any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

Injury: any physical damage to the body caused by violence or an incident.

Medical attention: a visit to a registered medical practitioner or attendance at a hospital.

Medical emergency: an injury or illness that is acute and poses an immediate risk to a person's life or long-term health.

Medication: medicine within the meaning of the *Therapeutic Goods Act 1989* of the Commonwealth. Medicine includes prescription, over-the-counter and complementary medicines. All therapeutic goods in Australia are listed on the Australian Register of Therapeutic Goods, available on the Therapeutic Goods Administration website tga.gov.au

Minor incident: An incident that results in an injury that is small and does not require medical attention.

Trauma: An emotional wound or shock that often has long-lasting effects or any physical damage to the body caused by violence or an incident.



SOURCES AND RELATED POLICIES

SOURCES

- ACECQA sample forms and templates: www.acecqa.gov.au
- Building Code of Australia: www.abcb.gov.au
- Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th edition, 2013) National Health and Medical Research Council: www.nhmrc.gov.au

Incident, Injury, Trauma and Illness | Date Reviewed June 25

- VMIA Insurance Guide, Community Service Organisations program: www.vmia.vic.gov.au
- WorkSafe Victoria: Guide to Incident Notification: www.worksafe.vic.gov.au
- WorkSafe Victoria: Online notification forms: www.worksafe.vic.gov.au

RELATED POLICIES

- Administration of First Aid
- Administration of Medication
- Anaphylaxis and Allergic Reactions
- Asthma Management
- Child Safe Environment and Wellbeing
- Dealing with Infectious Diseases
- Dealing with Medical Conditions
- Delivery & Collection of Children
- Diabetes
- Emergency and Evacuation
- Epilepsy and Seizures
- Excursions and Service Events
- Hygiene
- Occupational Health and Safety
- Privacy and Confidentiality
- Road Safety Education and Safe Transport



EVALUATION

To assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- review and analyse information gathered from the Incident, Injury, Trauma and Illness Record and staff first aid records regarding incidents at the service
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk ([Regulation 172 \(2\)](#)).

ATTACHMENTS



- Attachment 1: Hazard identification checklist



AUTHORISATION

This policy was adopted by the approved provider of Denzil Don Kindergarten on 11/06/2025.

REVIEW DATE: 11 / JUNE / 2027

ATTACHMENT 1. HAZARD IDENTIFICATION CHECKLIST FOR DENZIL DON KINDERGARTEN

Reviewed by: Centre Coordinator on 11 June 2025

Hazard	Yes	No	Comments
1. Floors			
Surface is even and in good repair	Yes		
Surface is free from tripping and slipping hazards (e.g. oil, water, sand)	Yes		
Surface is safe (e.g. not likely to become excessively slippery when wet)	Yes		
2. Kitchen and work benches			
Work bench space is adequate and at comfortable working height	Yes		
Kitchen and work bench space is clean and clutter-free	Yes		
A door or gate restricts child access to the kitchen	Yes		
Ventilation fan is in good working order	Yes		
Kitchen appliances are in good working order	Yes		
3. Emergency evacuation			
Staff have knowledge of fire drills and emergency evacuation procedures	Yes		
Fire drill instructions are displayed prominently in the service	Yes		
Regular fire drills are conducted	Yes		
Extinguishers are in place, recently serviced and clearly marked for type of fire	Yes		
Exit signs are posted and clear of obstructions	Yes		
Exit doors are easily opened from inside	Yes		
4. Security and lighting			
Security lighting is installed around the building	Yes		
There is good natural lighting in the building	Yes		
Light fittings are clean and in good repair	Yes		
Emergency lighting is readily available and operable (e.g. torch)	Yes		
5. Windows			
Windows are clean, admitting plenty of daylight	Yes		
Windows have no broken panes	Yes		
6. Steps and landings			
All surfaces are safe	Yes		

There is adequate protective railing which is in good condition	Yes		
7. Ladders and steps			
Ladders and steps are stored safely	Yes		
Ladders and steps are free of defects (e.g. broken or missing rungs etc.)	Yes		
They conform to Australian Standards	Yes		
They are used appropriately to access equipment stored above shoulder height	Yes		
8. Chemicals and hazardous substances (cleaners bring their own cleaning products)			
All chemicals are clearly labelled	Yes		
All chemicals are stored in locked cupboard	Yes		
9. Storage (internal and external)			
Storage is designed to minimise lifting problems	Yes		
Materials are stored securely	Yes		
Shelves are free of dust and rubbish	Yes		
Floors are clear of rubbish or obstacles	Yes		
Dangerous material or equipment is stored out of reach of children	Yes		
10. Manual handling and ergonomics			
Trolleys are used to move heavy objects	Yes		
Heavy equipment (such as planks and trestles) is stored in a way that enables it to be lifted safely	Yes		
Adult-sized chairs are provided and used for staff (to avoid sitting on children's chairs)	Yes		
Workstations are set up with the chair at the correct height	Yes		
Workstations are set up ergonomically	Yes		
11. Electrical			
Equipment not in use is properly stored	Yes		
Electrical equipment has been checked and tagged	Yes		
Use of extension leads, double adaptors and power boards are kept to a minimum	Yes		
Plugs, sockets or switches are in good repair	Yes		
Leads are free of defects and fraying	Yes		
Floors are free from temporary leads	Yes		
There are power outlet covers in place	Yes		
12. Internal environment			
Hand-washing facilities and toilets are clean and in good repair	Yes		

There is adequate ventilation around photocopiers and printers	Yes		
13. First aid and infection control			
Staff have current approved first aid qualifications and training	Yes		
First aid cabinet is clearly marked and accessible	Yes		
Cabinet is fully stocked and meets Australian Standards (refer to <i>Administration of First Aid Policy</i>)	Yes		
Disposable gloves are provided	Yes		
Infection control procedures are in place	Yes		
Current emergency telephone numbers are displayed	Yes		
14. External areas			
Fencing is secure, unscalable and of a height prescribed by the Building Code of Australia (no breaches in the fence or materials left adjacent that would assist children to scale the fence)	Yes		
Child-proof locks are fitted to gates	Yes		
Paving and paths have an even surface and are in good repair	Yes		
Paving and path surfaces are free of slipping hazards, such as sand	Yes		
Soft-fall and grass areas are free of hazards	Yes		
Equipment and materials used are in good repair and free of hazards	Yes		