

# INCIDENT, INJURY AND TRAUMA POLICY

## QUALITY AREA 2 – VERSION 1.3



### PURPOSE

This policy clearly defines the:

- Procedures Denzil Don Kindergarten will follow when a child is unwell, or when they are involved in a medical emergency or an incident at the service resulting in injury or trauma.
- Responsibilities of staff, parents/carers, Approved Provider when a child is unwell, or involved in a medical emergency or incident resulting in injury or trauma.
- Practices and strategies to be implemented to minimise the risk of incidents, injuries, illness, or trauma occurring at the service.

### POLICY STATEMENT

The safety, health, wellbeing, rights and best interests of every child guide all decisions, actions and practices of Denzil Don Kindergarten staff.

### VALUES

Denzil Don Kindergarten is committed to:

- Providing a safe, inclusive, and healthy environment for all children, staff, volunteers, students, and visitors to the service.
- Responding promptly and appropriately to the needs of any child who is injured, ill, or experiencing trauma while attending the service.
- Implementing proactive strategies to prevent injuries and minimise the risk of trauma.
- Reducing the spread of illness through effective hygiene practices, monitoring immunisation records, and adhering to recommended exclusion guidelines.
- Maintaining a high standard of duty of care to ensure the safety, wellbeing, and protection of all children and individuals who engage with the service.

### SCOPE

This policy applies to the Approved Provider, all service staff (educational and non-educational), students, volunteers, parents/carers, children, and others attending the programs and activities of Denzil Don Kindergarten.

<b>Parent/Carer Responsibilities Under This Policy:</b>
Provide accurate and complete enrolment information, including up-to-date emergency contact details and authorisation for the service to seek medical treatment when required
Notify the service, upon enrolment or diagnosis, of any medical conditions, health needs, and required management procedures for your child
Provide all required medical documentation and medication, including current medical management plans where applicable
Inform staff of any changes to your child's health, medical condition, or care needs, including recent accidents or injuries that may impact their participation
Communicate promptly and openly with staff about your child's health, wellbeing, and any relevant concerns
Inform the service if your child is diagnosed with an infectious disease or illness while absent that may impact the health and wellbeing of others
Notify the service when your child will be absent from their regular program
Ensure your child is well enough to attend the service and participate safely in the program
Work in partnership with the service to support your child's health, safety, and wellbeing, including following medical and risk minimisation plans where relevant
Collect your child as soon as possible when notified that they are unwell, injured, or involved in a medical emergency
Arrange payment of any costs incurred if an ambulance service is required for your child
Sign the Incident, Injury, Trauma and Illness Record to acknowledge you have been informed of any incident involving your child

Read, understand and follow the service Code of Conduct at all times
Adhere to this policy and all other service policies at all times

<b>Responsibilities:</b> R indicates legislation requirement	Approved provider & persons with management or control	Nominated Supervisor and Person in Day-to-Day Charge	All service staff (educational & non-educational)	Contractors, Volunteers & Students
Ensure the Incident, Injury, Trauma and Illness Policy and procedures are in place ( <a href="#">Regulation 168</a> ) and available to all stakeholders ( <a href="#">Regulation 171</a> )	R	√		
Take reasonable steps to ensure that all service staff, and volunteers follow this policy and procedures and are aware of their responsibilities ( <a href="#">Regulation 170</a> ). All service policies are available on the kindergarten website <a href="http://denzildonkinder.org.au/policies/">denzildonkinder.org.au/policies/</a> and in the office Policy Folder	R	√		
Ensure that the premises are clean and in good repair	R	R	√	√
Ensure the service has an <a href="#">Occupational Health and Safety Policy</a> and procedures that outline the process for effectively identifying, managing, and reviewing risks and hazards that may cause injury, and report notifiable incidents to the appropriate authorities	R	√	√	
Maintain effective supervision ( <a href="#">see Supervision of Children Policy</a> ) for all enrolled children in all aspects of the service's program, reflecting the children's needs, abilities, age, and circumstances	R	R	√	
Regularly check equipment in both indoor and outdoor areas for hazards (see Attachment 1), and take appropriate action to ensure children's safety when a hazard is identified	R	R	√	
Be proactive, responsive, and flexible, and use professional judgment to prevent injury from occurring	R	R	√	√
Ensure that staff have access to medication, Incident, Injury, Trauma and Illness forms, and WorkSafe Victoria incident report forms	R	√		
Ensure at least one educator on duty holds a current (within 3 years) approved first aid qualification ( <a href="#">Regulation 136</a> ) ( <a href="#">see Administration of First Aid Policy</a> ) *At Denzil Don Kindergarten, all educational staff are required to hold first aid qualifications*	R	√		
Ensure there are an appropriate number of up-to-date, fully equipped first aid kits that accessible at all times ( <a href="#">see Administration of First Aid Policy</a> )	R	√	√	
Have ready access to a telephone or other similar means of communication to enable immediate contact with parents/carers and emergency services	R	√	√	
Ensure children's enrolment forms contain all required information, including authorisation for the service to seek emergency medical treatment from a medical practitioner, hospital, or ambulance service ( <a href="#">Regulation 161</a> )	R	√		
Notify service staff of any changes to a child's health condition, or recent accidents or incidents that may impact the child's care (e.g. bruising or head injuries) * If a child presents at the service with visible injuries or signs of trauma, staff must discuss the injury with the parent/carer and document both the injury and the details of the conversation ( <a href="#">see Child Safe Standards and Child Safe Environment and Wellbeing Policy</a> )	R	√	√	√

Respond immediately to any incident, injury, or medical emergency (see procedures and the <a href="#">Administration of First Aid Policy</a> )	R	R	R	
Ensure that a parent/carer is notified as soon as practicable, and no later than 24 hours after the occurrence, if their child is involved in any incident, injury, trauma, or illness while at the service ( <a href="#">Regulation 86</a> )	R	√	√	
Notify authorised persons listed on the child's enrolment form if the parent/carer cannot be contacted	R	√	√	
Request that parents/carers arrange collection of a child involved in an incident or medical emergency, or inform them if an ambulance has been called	R	√		
Communicate with families about children's health requirements in culturally sensitive ways and implement individual children's medical management plans, where relevant	R	√		
Consider the emotional wellbeing of all children and educators during and following any accident, injury, trauma, or illness event	√	√	√	
Ensure compliance with all regulatory and legislative responsibilities in relation to any incident, injury, or medical emergency	R	√	√	
Ensure that notifications of serious incidents are made to the regulatory authority (DE) through the NQA IT System as soon as practicable, and no later than 24 hours after the occurrence	R	√		
Ensure reporting requirements under the Occupational Health and Safety (OHS) Act 2004 are met and reports are made to WorkSafe as soon as practicable	R			
Record details of any incident, injury, or illness in the Incident, Injury, Trauma and Illness Record (see Definitions) as soon as practicable, and no later than 24 hours after the occurrence	R	√		
Review and evaluate procedures following an incident or illness as part of the quality improvement process, and take appropriate action to remove the cause if required	R	√	√	
Ensure that completed medication records are kept for three years after the child's last attendance ( <a href="#">Regulations 92, 183</a> )	R	√		
Ensure that Incident, Injury, Trauma and Illness Records are maintained and stored securely until the child reaches 25 years of age ( <a href="#">Regulations 87, 183</a> ) ( <a href="#">see Privacy and Confidentiality Policy</a> )	R	√		

## BACKGROUND & LEGISLATION

### BACKGROUND

Denzil Don Kindergarten holds a duty of care to ensure the safety, health, and wellbeing of all children attending the service. All service staff must take reasonable steps to prevent accidents, injuries, illness, and emergencies. The service is required to have policies and procedures in place to respond effectively if a child is injured, becomes ill, or experiences trauma. These procedures must be followed at all times and include the requirement to notify a parent/carer as soon as practicable, and no later than 24 hours after the incident, injury, illness, or trauma occurs.

The [National Regulations](#) require the service to maintain an accurate Incident, Injury, Trauma and Illness Record, which must be securely stored until the child reaches 25 years of age ([Regulation 183\(2\)](#)).

An entry must be made in this record whenever:

- a child is involved in an incident, sustains an injury, or experiences trauma
- a child develops an illness while at the service

Medical emergencies may include serious health conditions such as asthma, anaphylaxis, diabetes, fractures, choking, or seizures. While emergencies often involve a single child, they may impact the wider service community. In these situations, staff may also refer to relevant service policies for further guidance, including [Dealing with Medical Conditions Policy](#), [Asthma Policy](#), [Anaphylaxis and Allergic Reactions Policy](#), [Diabetes Policy](#) and [Epilepsy and Seizures Policy](#).

## LEGISLATION & 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
- 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](http://www.legislation.vic.gov.au)
- Commonwealth Legislation – Federal Register of Legislation: [www.legislation.gov.au](http://www.legislation.gov.au)

## DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms, see the Definitions File located online: <https://denzildonkinder.org.au/policies/> OR in the Policies Folder in the kindergarten office.

**Incident, Injury, Trauma and Illness Record:** a record of an 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*.

## SOURCES & RELATED POLICIES

### SOURCES

- ACECQA sample forms and templates: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- [Building Code of Australia](#)
- [Staying Healthy: Preventing infectious diseases in early childhood education and care services](#)
- [VMIA Insurance Guide, Community Service Organisations program](#)
- [WorkSafe Victoria](#): Guide to Incident Notification and Online notification forms:

### 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, we will:

- seek feedback from all parties affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- 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 all stakeholders affected by this policy at least 14 days before any significant change is made to the policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).

## PROCEDURES

- **Procedure 1:** Steps to take in a medical emergency
- **Procedure 2:** Steps to take when a child becomes ill at the service
- **Procedure 3:** Recording events of Incidents, Injuries, Trauma and Illness

## ATTACHMENTS

- NIL

## AUTHORISATIONS

This policy was adopted by the approved provider of Denzil Don Kindergarten on 09/06/2026.

REVIEW DATE: **09 June 2028**

## **PROCEDURE 1: STEPS TO TAKE IN AN MEDICAL EMERGENCY**

**When there is a medical emergency, service staff will:**

1. Call an ambulance (000), where necessary.
2. Administer first aid and provide care and comfort to the child until further assistance arrives.
3. Implement the child's current medical management plan, where applicable.
4. Notify parents/carers as soon as practicable, request collection of the child, and/or inform them if an ambulance has been called.
5. Notify authorised emergency contacts if parents/carers are not contactable.
6. Ensure ongoing supervision of all children at the service.
7. Accompany the child in the ambulance if parents/carers are not present, provided staff-to-child ratios can be maintained.
8. Notify the approved provider as soon as practicable.
9. Complete and submit required incident reports to the Department of Education (DE), the approved provider, and the service's public liability insurer following a serious incident.

## **PROCEDURE 2: STEPS TO TAKE WHEN A CHILD BECOMES UNWELL AT THE SERVICE**

**If a child becomes unwell while attending the service, staff will:**

1. Observe and record symptoms of illness or injury and share information with families (and medical professionals where required).
2. Notify parents/carers, or authorised contacts if parents/carers are uncontactable.
3. Request prompt collection of the child if they are unable to participate in the program.
4. Separate the child from their group where appropriate and ensure continuous supervision until collection or recovery.
5. Call an ambulance if the child appears very unwell or requires urgent medical attention.
6. Dismiss the child to the care of a parent/carer or authorised person as soon as practicable.
7. Notify parents/carers of any medication, medical, or dental treatment provided within 24 hours.
8. Notify the approved provider of the incident.
9. Complete the Incident, Injury, Trauma and Illness Record within 24 hours of the occurrence.

## **PROCEDURE 3: RECORDING EVENTS OF INCIDENTS, INJURIES, TRAUMA AND ILLNESS**

**Following an incident, injury, trauma or illness, staff must record the following details:**

- Child's name and age
- Description of the incident, injury, trauma, or illness (including symptoms)
- Date and time of occurrence or onset
- Actions taken (e.g. first aid, medication, medical assistance)
- Names of any witnesses
- Details of notifications made (including attempts), with dates and times
- Name and signature of the person completing the record, including date and time
- Parent/guardian signature confirming they have been informed
- Complete all records as soon as practicable, and no later than 24 hours after the incident, injury, trauma, or onset of illness.