Glen Iris Child Care and Kindergarten

GI-016 – Incident, Injury, Trauma and Illness Policy

Policy Number	GI-016
Quality Area	QA2 – Children's Health and Safety
National Law	s.167 • s.174 • s.175 • s.176
National Regulations	Regs. 85 • 86 • 87 • 97 • 98 • 99 • 168
Related NQS	QA2.1.2 • QA2.2.1 • QA2.2.2
EYLF V2.0	Principles – Partnerships • Secure, Respectful and Reciprocal Relationships
Victorian Child Safe Standards:	Standards 2, 5 & 11
Version:	1.0
Approved By:	Centre Director
Approved Date:	July 2026
Review Date:	July 2027

OUR COMMITMENT

At **Glen Iris Child Care and Kindergarten**, the health, safety and wellbeing of every child is our highest priority.

We are committed to responding promptly, calmly and professionally to any incident, injury, trauma or illness that occurs while a child is attending the service. Educators will provide appropriate care, administer first aid where required, seek medical assistance when necessary and maintain open communication with families.

We believe every incident provides an opportunity to reflect on our practices, strengthen risk management strategies and continuously improve the safety of our learning environments.

LEGISLATIVE INTENT

This policy supports Glen Iris Child Care and Kindergartenin meeting its obligations under the **Education and Care Services National Law** and **Education and Care Services National Regulations** by ensuring incidents, injuries, trauma and illness are managed appropriately, documented accurately and reported to families and regulatory authorities where required.

PURPOSE

The purpose of this policy is to establish clear procedures for responding to incidents, injuries, trauma and illness while ensuring children's immediate health, safety and wellbeing.

This policy also outlines requirements for first aid, documentation, family communication, notification of serious incidents and continuous improvement following incidents.

WHO THIS POLICY APPLIES TO

This policy applies to:

- Approved Providers
- Centre Director
- Nominated Supervisor
- Responsible Persons
- Educational Leader
- Educators
- Relief Educators
- Students
- Volunteers
- Families

DEFINITIONS

Incident
Any event that affects, or has the potential to affect, the safety, health or wellbeing of a child, educator or visitor while attending the service.

Injury
Physical harm experienced by a child that may require first aid, medical treatment or ongoing monitoring.

Trauma
An event or experience that may have a significant emotional or psychological impact on a child.

Illness
A medical condition or symptoms that affect a child's health and may require monitoring, treatment, exclusion from care or medical attention.

Serious Incident
An incident that meets the definition of a serious incident under the Education and Care Services National Law and National Regulations and must be notified to the Regulatory Authority within the required legislative timeframe.

WHY THIS POLICY MATTERS

Children can become unwell or experience accidents despite careful planning and active supervision.

Having clear procedures enables educators to respond quickly, confidently and consistently, reducing risks and ensuring children receive appropriate care. Accurate documentation,

effective communication with families and reflective practice following incidents support children's wellbeing while strengthening service safety and continuous improvement.

GUIDING PRINCIPLES

Glen Iris Child Care and Kindergartenis committed to:

- Responding promptly to all incidents, injuries, trauma and illness.
- Providing appropriate first aid and emergency care.
- Maintaining children's dignity, comfort and emotional wellbeing.
- Communicating openly and respectfully with families.
- Maintaining accurate documentation and records.
- Meeting all legislative notification requirements.
- Using reflective practice to improve health and safety systems.
- Promoting a culture where prevention and continuous improvement are embedded into everyday practice.

OUR POLICY

Glen Iris Child Care and Kindergarten is committed to ensuring that every incident, injury, trauma or illness is managed promptly, professionally and in a manner that prioritises the child's immediate health, safety and wellbeing.

Educators will assess the situation, provide appropriate first aid or emergency care, comfort the child and seek additional medical assistance where required. Families will be informed as soon as practicable of any incident involving their child, and all incidents will be documented accurately in accordance with legislative requirements.
Where an incident meets the legislative definition of a serious incident, the Approved Provider or Nominated Supervisor will notify the Regulatory Authority within the required timeframe.

Following any significant incident, educators will critically reflect on the circumstances, review existing risk management strategies and implement improvements where necessary to reduce the likelihood of recurrence.

HOW WE PUT THIS POLICY INTO PRACTICE

Responding to an Incident, Injury, Trauma or Illness

When an incident, injury, trauma or illness occurs, educators will:

- Remain calm and respond promptly.
- Assess the child's condition and ensure the immediate safety of all children.
- Provide appropriate first aid within the scope of their training.
- Comfort and reassure the child using calm, responsive and respectful interactions.
- Seek assistance from another educator or the Centre Director where required.
- Contact emergency services (000) immediately if the situation requires urgent medical attention.
- Continue to monitor the child until they have recovered or are transferred to medical care.

The child's dignity, privacy and emotional wellbeing will be maintained throughout the response.

Illness at the Service

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

- Monitor the child's condition.
- Provide appropriate care and comfort.

- Isolate the child from group activities where appropriate while ensuring they remain supervised.
- Contact the child's parent or authorised nominee as soon as practicable.
- Request that the child be collected if they are unable to comfortably participate in the program or if exclusion is required to reduce the spread of illness.
- Follow the service's Infectious Diseases procedures where applicable.

Where a child's condition deteriorates, emergency medical assistance will be sought immediately.

First Aid

Glen Iris Child Care and Kindergartenwill ensure:

- At least one educator with approved first aid, asthma management and anaphylaxis management qualifications is in attendance at all times.
- First aid equipment is readily accessible and maintained.
- First aid is administered promptly and appropriately.
- First aid procedures are regularly reviewed and practiced.

Communicating with Families

Educators will:

- Inform families of all incidents involving their child as soon as practicable.
- Contact families immediately where urgent medical attention is required.
- Provide factual information regarding the incident, injury, trauma or illness.
- Complete the required Incident, Injury, Trauma and Illness Record.
- Obtain the signature of the child's parent, guardian or authorised nominee acknowledging they have been informed of the incident.

Open, respectful communication helps build trust and supports continuity of care.

Documentation

An Incident, Injury, Trauma and Illness Record will be completed whenever required. Documentation will include:

- Child's name.
- Date and time.
- Details of the incident, injury, trauma or illness.
- First aid or treatment provided.
- Name of the educator providing care.
- Details of any witnesses.
- Time family was notified.
- Recommendations for ongoing monitoring where appropriate.
- Parent or authorised nominee acknowledgement.

Records will be maintained confidentially in accordance with legislative requirements.

Serious Incidents

If an incident meets the legislative definition of a serious incident, the Approved Provider or Nominated Supervisor will:

- Ensure the child receives immediate care.

- Notify the child's family.
- Notify the Regulatory Authority within the required legislative timeframe.
- Maintain all required documentation.
- Conduct a review of the incident to identify contributing factors and preventative strategies.

Managing Trauma

Educators recognise that some events may affect a child's emotional wellbeing even where no physical injury has occurred.

Educators will:

- Respond calmly and sensitively.
- Provide reassurance and emotional support.
- Maintain familiar routines where appropriate.
- Work closely with families to support the child's ongoing wellbeing.
- Seek additional professional advice where required.

Reviewing Incidents

Following significant incidents, educators and leadership will:

- Review the circumstances surrounding the incident.
- Evaluate supervision and environmental factors.
- Update risk assessments where required.
- Review policies and procedures.
- Identify professional learning opportunities.
- Implement improvements to reduce future risks.

ROLES & RESPONSIBILITIES

Approved Providers

Will:

- Ensure systems are in place for the effective management of incidents, injuries, trauma and illness.
- Maintain compliance with legislative notification requirements.
- Provide appropriate first aid resources and training.

Centre Director

Will:

- Support educators responding to incidents.
- Ensure documentation is completed accurately.
- Notify the Regulatory Authority where required.
- Review incidents and implement improvements.
- Promote a culture of continuous improvement and child safety.

Educational Leader

Will:

- Encourage reflective practice following incidents.
- Support educators to strengthen risk management strategies.

- Promote learning environments that minimise hazards while supporting children's development.

Educators
Will:

- Respond promptly to incidents, injuries, trauma and illness.
- Administer first aid within the scope of their training.
- Maintain children's dignity and emotional wellbeing.
- Complete required documentation accurately.
- Communicate openly with families.
- Participate in reflective practice following incidents.

Students, Volunteers and Relief Educators
Will:

- Immediately report incidents or concerns to a qualified educator.
- Work within the scope of their role.
- Follow educator directions during emergencies.
- Support children's wellbeing under supervision.
- Maintain confidentiality regarding incidents.

GLEN IRIS IN PRACTICE

At Kids on Gallaghers Child Care Centre, children's safety and wellbeing guide every response to an incident, injury, trauma or illness. Educators respond promptly and calmly, ensuring children receive appropriate care while maintaining a reassuring and supportive environment.

Following every significant incident, our team reflects on what occurred, reviews supervision, environmental factors and procedures, and identifies opportunities to strengthen practice. Where improvements are identified, changes are embedded into daily routines, risk assessments and educator professional learning.

We view incidents not only as events requiring immediate care but also as valuable opportunities to enhance our systems, improve our environments and strengthen the safety and wellbeing of every child.

CHILDREN'S VOICE IN ACTION

Children are encouraged to communicate when they feel unwell, unsafe or need assistance. Educators listen carefully to children's verbal and non-verbal cues and respond respectfully to their individual needs.

Following age-appropriate incidents, educators support children to talk about their experiences, feelings and ways to stay safe. These conversations help children build confidence, resilience and an understanding of how trusted adults can support them.

EXCEEDING PRACTICE

Glen Iris Child Care and Kindergarten views every incident as an opportunity for learning and improvement.

Educators engage in critical reflection after incidents, considering contributing factors, environmental design, supervision practices and children's individual needs. Families are valued partners throughout this process, and their feedback helps inform improvements to service practices.

Incident trends are regularly reviewed by leadership to identify recurring risks, inform professional learning and guide Quality Improvement Plan priorities. This proactive approach strengthens our culture of safety and continuous improvement while supporting positive outcomes for children, families and educators.

CONTINUOUS IMPROVEMENT

Glen Iris Child Care and Kindergarten is committed to continually improving our response to incidents, injuries, trauma and illness.
This policy will be reviewed through:

- Feedback from children, families and educators.
- Incident and injury trend analysis.
- Reviews of serious incidents and near misses.
- First aid audits.
- Staff meetings and critical reflection.
- Professional learning.
- Quality Improvement Plan goals.
- Changes to legislation and recognised best practice.

Continuous improvement ensures our procedures remain responsive, effective and focused on promoting the health, safety and wellbeing of every child.

RELATED LEGISLATION

Education and Care Services National Law Act 2010

- **s.167** – Offence relating to protection of children from harm and hazards.
- **s.174** – Notification of serious incidents.
- **s.175** – Offence relating to notification requirements.
- **s.176** – Timeframes for notifying certain information to the Regulatory Authority**.**

Education and Care Services National Regulations 2011

- **Reg. 85** – Incident, injury, trauma and illness policies and procedures.
- **Reg. 86** – Notification to parents of incident, injury, trauma and illness.
- **Reg. 87** – Incident, injury, trauma and illness record.
- **Reg. 97** – Emergency and evacuation procedures.
- **Reg. 98** – Telephone or other communication equipment.
- **Reg. 99** – Children leaving the education and care service premises.
- **Reg. 168** – Education and care service policies and procedures**.**

National Quality Standard

Quality Area 2 – Children's Health and Safety

- **QA2.1.2** – Effective illness and injury management and hygiene practices are promoted and implemented.

- **QA2.2.1** – At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- **QA2.2.2** – Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

Early Years Learning Framework (EYLF) V2.0

Principles

- Partnerships
- Secure, Respectful and Reciprocal Relationships
- Collaborative Leadership and Teamwork

Practices

- Responsiveness to Children
- Holistic, Integrated and Interconnected Approaches
- Learning Environments

Outcomes

- **Outcome 1** – Children have a strong sense of identity.
- **Outcome 3** – Children have a strong sense of wellbeing.

Victorian Child Safe Standards

This policy supports:

- **Standard 2** – Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- **Standard 5** – Equity is upheld and diverse needs respected in policy and practice.
- **Standard 11** – Policies and procedures document how the organisation is safe for children and young people.

RELATED DOCUMENTS

This policy should be read in conjunction with:

- Administration of First Aid Policy
- Administration of Medication Policy
- Child Safe Environment Policy
- Emergency and Evacuation Policy
- Infectious Diseases Policy
- Medical Conditions Policy
- Risk Management Policy
- Supervision Policy
- Workplace Health and Safety Policy

SUPPORTING DOCUMENTS

The following documents support the implementation of this policy:

- Incident, Injury, Trauma and Illness Records
- Serious Incident Notification Records

- First Aid Records
- Risk Assessments
- Emergency and Evacuation Records
- Family Communication Records
- Medical Management Plans (where applicable)
- Professional Learning Records
- Critical Reflection Records
- Quality Improvement Plan

EVIDENCE OF PRACTICE

Glen Iris Child Care and Kindergarten demonstrates this policy through:

- Prompt and appropriate responses to incidents, injuries, trauma and illness.
- Qualified educators administering first aid in accordance with their training.
- Accurate and timely completion of Incident, Injury, Trauma and Illness Records.
- Families informed of incidents involving their child as soon as practicable.
- Serious incidents reported to the Regulatory Authority within legislative timeframes.
- Regular review of incidents to identify trends and strengthen risk management.
- Ongoing professional learning in first aid, emergency response and child wellbeing.
- Critical reflection informing improvements to policies, environments and educator practice.
- Quality Improvement Plan goals focused on children's health, safety and wellbeing.

REFLECTION & CONTINUOUS IMPROVEMENT

Critical reflection supports our commitment to responding effectively to incidents, injuries, trauma and illness while continually strengthening children's safety and wellbeing.

Reflective questions include:

- How effectively did our response support the child's immediate health, safety and emotional wellbeing?
- Were first aid and emergency procedures followed consistently?
- Did supervision, environmental design or routines contribute to the incident?
- Were families informed in a timely, respectful and transparent manner?
- What have we learnt from incident trends, near misses and family feedback?
- How can we strengthen risk management strategies to reduce the likelihood of similar incidents?
- What professional learning or environmental improvements would further enhance children's safety?

Outcomes from these reflections inform policy reviews, educator mentoring, environmental improvements, professional learning and our Quality Improvement Plan.

VERSION HISTORY

Version	Date Approved	Approved By	Summary of Changes
1.0	July 2026	Centre Director	

			Initial policy developed as part of the Glen Iris Child Care and Kindergarten Governance, Policy and Procedures Manual. Developed to align with the Education and Care Services National Law, National Regulations, National Quality Standard, EYLF V2.0 and Victorian Child Safe Standards.