

Policy

Incident, Injury, Trauma and Illness

Please note, this policy must be read in conjunction with other relevant policy and procedural information provided on the approved provider's website including:
[Incidents, illness and complaints in early childhood services](#)
[Critical incidents, injury and hazard reporting](#)

NQS

QA2	2.1	Each child's health and physical activity is supported and promoted
	2.2	Each child is protected.
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
	2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

NATIONAL REGULATIONS

Reg	162	Health information to be kept in enrolment record
	12	Meaning of serious incident
	85	Incident, injury, trauma and illness policies and procedures
	86	Notification to parents of incident, injury, trauma and illness
	87	Incident, injury, trauma and illness record
	176	Time to notify certain information to Regulatory Authority

EYLF

LO3	Children become strong in their social, emotional and mental wellbeing.
	Children become strong in their physical learning and wellbeing
	Children are aware of and develop strategies to support their own mental and physical health and personal safety

Who is affected by this policy?

- Children
- Families
- Educators/Employees
- Governing Council

Aim

Early childhood education and care services must report serious and critical incidents on the [information and response management system \(IRMS\)](#) within 12 hours.

Please read in conjunction with our Department for Education Reporting Critical Incidents and Injuries Procedure

Incidents Requiring Notification

Incidents requiring notification under the education and care services national law to the Education Standards Board are:

- the death of a child while being educated and cared for by the services or following an incident while being cared for by the service.
- any incident involving serious injury or trauma to a child which a reasonable person would consider required urgent medical attention from a registered medical practitioner, or for which the child attended, or ought reasonably to have attended, a hospital.
- any incident involving serious illness of a child for which the child attended, or should reasonably to have attended, a hospital.
- attendance of emergency services at the education and care services premises was sought as a result of an emergency.
- a child was missing from the service or was not able to be accounted for.
- a child was taken or removed from the service in a manner that contravenes the Regulations.
- a child was mistakenly locked in or locked out of the service premises or any part of the premises.
- the requirement of the Provider to close, or reduce the number of children attending the service for a determined period (7 day notification period).
- any circumstance that poses a risk to the health, safety or wellbeing of a child attending the service (7-day notification period).
- a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the service.
- any allegation that sexual or physical abuse of a child has occurred or is occurring while the child is being educated and cared for by the service.
- complaints alleging that a serious incident has occurred or is occurring.
- the centre based service is educating and caring for extra children due to an emergency.

Complaints Requiring Notification

- a serious incident has occurred while a child is being educated and cared for by a service
- the National Law and/or National Regulations have been contravened.

Where it is deemed to be a serious notifiable incident the site leader (in a school-based preschool this will be the principal) must contact the Incident Management

Directorate (IMD) and inform the education director.

Parents are to be notified as soon as practicable following the incident (and no later than 24 hours after the event).

The service must then:

- make a report on IRMS within 12 hours – make sure you include outcomes for child and strategies undertaken to reduce the risk of incident reoccurring.
- complete an Incident, injury, trauma and illness record to notify the parent/s of the incident where relevant.
- obtain a signature of the witness and parent on the record.
- record any attempts made to contact parent/s.
- scan and attach Incident, injury, trauma and illness record on IRMS.

Regulation and Compliance Team

The Regulation and Compliance team makes notifications of serious incidents, incidents and complaints to the Education Standards Board on behalf of the service within 24 hours of the event.

Regulation and Compliance is responsible for:

- reviewing the information in the report to ensure adequate detail is provided.
- contacting the service to obtain additional information.
- completing the notification online along with any supporting documentation.
- logging this notification on the Action Log tab in IRMS.

Sources

- Early Years Learning Framework (v2.0, 2022)
- National Quality Standard
- National Regulations
- Department for Education – 'Incidents, Illness and Complaints in Early Childhood Services', Contact Regulation and Compliance phone: 8226 1840
Email: Education.NQFenquiries@sa.gov.au
Incident Management Directorate phone: 8226 1840
Email: Education.IMDIntake@sa.gov.au
- Department for Education 'Reporting Critical Incidents, injuries, hazards and near misses procedure'
- Contact Incident Report Management Unit phone: 8463 6564
Email: Education.IncidentReportManagementUnit@sa.gov.au
- Consultation process completed and feedback included from children, staff, families and Governing Council members

Review

The policy will be reviewed bi-annually.

Review will be conducted by:

- Governing Council
- Educators/Employees
- Families
- Interested Parties

Document History	Version	Approved Date	Description of Change	Next Review Date
	1.0	30/07/2016	Policy Developed	30/07/2021
Reviewed	2.0	29/06/2021	Updated in line with Department For Education policy changes Updated sections; Sources	29/06/2021
Reviewed	3.0	04/12/2023	All links have been verified Updated in line with Early Years Learning Framework (v2.0, 2022) and our Department Procedure, 'Reporting Critical Incidents, injuries, hazards and near misses procedure'	04/12/2025

Approved by Governing Council 04/12/2023 Director's Signature 