

YMCA Geelong – Incident Management Policy



OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 142-O	12/02/2026	09/02/2026	APPROVED

1. INCIDENT MANAGEMENT POLICY

2. Purpose:

The Incident Management Policy outlines Y Geelong’s requirements for the reporting of all incidents, injuries, first aid, child safety concerns, property damage, workplace injuries etc and requirements for incident investigation to ensure that further incidents are prevented and enable continuous system improvements.

The Policy describes the action that is taken to ensure the effective management of Minor/ Near Misses, Major, Child Safety and Critical incidents and to prevent or reduce harm to employees and members, participants or users, including children and young people.

Effective management of incidents includes:

- responding to the immediate needs of individuals involved (including personnel) and taking any immediate action necessary to re-establish a safe environment as a priority
- communicating with the members, participants or users, employees, parents/carers, advocates and other service providers as appropriate and in a timely manner
- notifying external authorities, where required
- undertaking follow-up actions in relation to every incident
- reviewing incident information over time to identify lessons and practice implications, and making recommendations for improvement
- generating and implementing improvement strategies and action plans and
- monitoring and reviewing the effectiveness of actions taken

This policy includes the **Minor/ Near Misses, Child Safety, Major and Critical Incident** Reporting.

3. Policy

3.1 Prevention and Preparedness

Team Leaders, Co-ordinators, Directors and Managers must use a Risk Assessment to identify and assess potential risks in ongoing programs and one-off activities, introduction of new equipment and develop and implement risk mitigation strategies to address those risks.

Refer to YG Risk Management Policy / [Risk Assessment template](#) Appendices.

3.2 Immediate Response

Immediate responses include the care, support and communication actions that take place immediately following an incident to mitigate further harm and ensure the safety of Y People. As appropriate, the response continues throughout the incident management process (and may continue after when required) to promote healing, recovery and learning. The following actions are to be taken in immediately responding to incidents.

3.2.1.1 Reduce the harm and risk of harm to those impacted by the incident including by:

- making the surroundings safe to prevent immediate recurrence of the incident
- removing malfunctioning equipment or supplies
- removing potentially harmful person(s)
- moving to a safe place and alerting others to risks that extend beyond the local environment, for example, other areas within the organisation.

3.2.2 Provide immediate care and support to Y people involved in the incident including addressing:

- physical well-being e.g. medical treatment if a person suffers any harm or injury as a result of the incident; and
- emotional well-being (including psychological) e.g. arranging for coverage of duties and facilitating access to counselling, debriefing and [peer support](#).

3.3 Preliminary Assessment

Report the incident immediately to the manager.

3.4 TYPES OF INCIDENTS- DESCRIPTIONS

3.4.1 MINOR/NEAR MISS INCIDENT

- Minor Incident means an event which may cause a short momentary period of physical stress & or emotional stress to staff, members and visitors to the Y (No medical treatment required).
- Minor incidents are typically sudden events which are within the range of ordinary human experiences and have no after effect on those involved.
- Minor incidents do not disrupt the normal operations or services of a Centre/Program.

For example: First aid, cuts, abrasion, no emergency services or spinal care required, grazes bumps bruise, blood nose, minor sprain or strain, damage to property by vehicle in car park, slip on a court, fall on steps, concerning behaviours of parents, child or employee, safeguarding children policy breaches, near-miss, hazard

3.4.2 MAJOR INCIDENT

- Major Incident means an event which may cause or is likely to cause physical stress & or emotional distress to staff, members or visitors to the Y. They may require immediate attention & decisive action by staff.
- Major incidents are typically sudden events which may be within the range of ordinary human experiences but still have a short-term effect on those involved.
- Major incidents cause temporary closure to an area of a Centre/Program or interrupt the normal services of a Centre/Program. Requires immediate medical treatment.
- A major incident may be classified as a critical event under the Y Australia Critical Events Policy

For example: CPR, emergency services required, Physical injury- suspected spinal injury, head injury or suspected concussion, serious laceration, fracture or dislocation, or near drowning, Reportable Safeguarding concern- suspected child sexual abuse, child neglect, abuse, building / property damage, motor vehicle accident, theft, psychological injury, notifiable incidents, medical treatment, Staff Injury/incident that required medical attention/ Patron/Member Injury/incident that require medical attention NB: a Major incident is defined as a 'Serious' incident in the National Quality Framework created by the Australian Children's Education and Care Quality Authority.

3.4.3 CHILD SAFETY CONCERN

CHILD SAFETY, SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE PEOPLE

A reasonable belief and/or confirmation that a Y Person has caused harm to a child, young person or vulnerable person by direct action or inaction.

This type of event:

- Physical, Behavioural norms list all YG 104-G Child Safety and Well-being Policy attributes
- Reaches the threshold for a report to a statutory or regulatory authority;
- Reaches the criminal threshold for a report to police;

Results in an adverse or substantiated outcome following an investigation.

3.4.4 CRITICAL & NOTIFIABLE EVENTS (Appendix 9)

Critical & Notifiable Events means

- Those that have an impact on our brand and reputation as a movement
- Those that are unique, sudden, unforeseen that may require decisions to be made in a short response time frame (These include external risks such as pandemics, natural disasters, nation-wide IT outages etc.)
- Events that occur outside regular reporting mechanisms Y Australia monitors and has oversight of through our Licensing Standards
- A previously identified risk that materialises
- An incident or multiple incident
- A claim or potential claim that could lead to severe brand and reputational consequences to our movement

Major incidents and critical incidents must be reported to the CEO immediately.

In the case of critical incidents, the CEO may establish a Critical Events Response Team comprised of Managers for the effected program/s and personnel with responsibility for Human Resources, Communications, Police/Child Protection Liaison, Risk Management.

The Critical Events Response Team's role is to ensure that immediate responses listed above are coordinated and effective and to deploy resources to support this end.

The Critical Events Response Team is a central point for supporting responses to incidents and in managing and collecting information on incidents.

Incident Reporting Devices must be accessible to all personnel. All personnel must be trained in the Incident Reporting requirements, location of FOLIO and notification requirements and support available. All incidents including minor incidents must be recorded

4. REPORTING REQUIREMENTS

When an **incident** or **event**, Near Miss or Hazard occurs at a Y centre, it must be reported by the staff, volunteers, user groups and member/s in attendance at the time.

Y Geelong Incident management system is hosted on FOLIO and is accessible to reporters via QR code in all facilities Refer to YG1042-A Incident Reporting Guidance Procedure

Reports must clearly outline the detail of the person/s involved, the date, time, location, incident summary, injury type and mode, personal details, Centre/Program actions and treatment, various other facts and conclusions.

It is important that the incident and event types are classified and then reported.

Refer to Appendix 11: Folio Incident Reporting Flowchart for reporting process requirements.

5. NOTIFIABLE REPORTING & INFORMATION DISCLOSURE REQUIREMENTS

Incident Reports are required **internally**. Reports may be required **externally** to authorities including Police, Child Protection, Worksafe, YMCA Australia, Legal Counsel (see 8 Appendices).

External notifications required by organisational policy and governing legislation must be initiated by the CEO. All incidents that require external authority notification must be reported to the CEO and Board.

The disclosure process with member, visitors, participants, users, families and employees will begin as soon as reasonably possible. The process will be adapted to fit client / service users, family and, employee needs and the requirements of any external investigation processes. Where police and/or child protection are involved, they will be provided with information about the incident to assist them in their investigations.

Police and/or child protection will be consulted about the disclosing of information to client / service users, their/ families and involved personnel.

The decision to disclose information will consider:

- whether the ongoing safety of those involved in or impacted by the incident is compromised by the disclosure or non-disclosure of information
- the advice of police and child protection (care will be taken not to compromise their investigations)
- the rights of those impacted by the incident to privacy, confidentiality, procedural fairness and a presumption of innocence in accordance with organisational policies, and
- the need of those potentially impacted by the incident to know of the incident

See Privacy Policy

YMCA Geelong Incident Reports are not to be provided to any third party without CEO Approval

6. INCIDENT REVIEW

The management of major and critical incidents that impact significantly on the persons directly concerned and more broadly on the safe delivery of services and programs will be independently reviewed. An independent internal or external review of the management of the incident may be initiated by the COO, CEO or Board.

Incident Reviews are required for incidents where:

- member, visitors, participants, users, and employees are **seriously injured or their health and well-being is compromised, for example the affected person was unable to return to their normal activity/participation. – even if the initial report was classified as a Minor**
- insurance claims may arise
- emergency services are involved
- injury and damage to facility is caused by major malfunction of plant or equipment
- the reputation of the organisation may be brought into disrepute
- OHS systems and procedures fail
- A staff member or volunteer was involved in as the affected person
- The affected person was referred to, may require or received any medical treatment

A root cause analysis of the incident forms part of this review.

The Responsible Person at each site will be assigned as the Incident Review Officer.

Incident Reviews must be completed by the Responsible Person in conjunction with relevant personnel who may include COO, CEO and external experts.

Throughout the process of an Incident Investigation, several actions may arise. It is important that these actions be assigned to a responsible person and a reasonable timeframe for completion be given. Any actions arising should be added to the centre [Master Risk Control plan](#) to ensure that effective controls are implemented and become part of the review process. If there is a risk posed by a hazard in relation to the incident which is extreme then immediate controls should be put in place to control the hazard. This control may be temporary in nature whilst longer term solutions are determined. Completion of tasks should be based on risk and have appropriate timeframes allocated.

7. CRITICAL EVENTS INVESTIGATION

7.1 When is a Critical Events Investigation required?

When an incident is logged on the Online Reporting System, the OHS Manager or the CEO will determine whether a Critical Events Investigation is required. The requirement for an investigation will depend on the severity of the incident and the likely consequences and outcomes. All critical incidents require an investigation in line with the Critical Events guidelines.

Examples of Critical Incidents may include:

- Any fatality or near fatality of staff, members or visitors;
- Serious injury to staff, members or visitors resulting in a significant intervention by staff, emergency services called, hospitalization required;
- Threats of violence or an act of violence against staff, members or visitors;
- Murder or suicide of a staff member, member or visitor on site;
- Any offence against children or breach of child protection protocols;
- Bomb threat, explosion, fire, gas or chemical hazard;
- Major malfunction of plant or equipment causing injury & damage to facility;
- Hold up, attempted robbery or theft (theft of equipment or money above the value of \$5000);
- An event or media coverage (TV, national print media) which has the potential to bring the YMCA into disrepute
- Major failure/breakdown in OHS systems and procedures.

7.2 Who will perform the Critical Events Investigation?

Several YMCA personnel may be engaged to perform or assist with the Critical Events Investigation, including:

- Board
- CEO
- Specialist Manager
- YMCA Australia

7.3 Timeframe and Follow Up

Once a responsible person has been engaged to conduct a Critical Events Investigation, a six week timeframe (where practical) will be allocated for completion of the investigation and any actions or outcomes arising as a result. All Critical Events Investigation reports are provided to Senior Management Team and Board for information.



7.4 Storage and Recording of Reports

Each Centre/Program shall ensure an effective means of storing and recording all Incident and Injury reports on FOLIO.

7.5 External Investigation/Review

An Incident may be subject to review by an external body. In some cases, this may be instigated by an external regulatory body as part of a licensing or compliance requirement. The CEO may also initiate an external review.

7.6 Criminal Acts and Misconduct

Suspected criminal activity and misconduct of personnel must be reported to the CEO.

Criminal acts

If while categorising or reviewing an incident it is suspected that the incident may involve criminal acts, the Review Team should refer the matter to the appropriate external body (i.e. police / child protection) so it can be addressed using the appropriate legal processes.

The Incident Review may continue separately to the criminal / child protection investigation however it will usually be appropriate to suspend the Review because of issues relating to the disclosure of information.

Misconduct

If while categorising or reviewing an incident it is suspected that the incident may contain elements of misconduct, the Review Team should refer the matter to the People and Culture Director /CEO so it can be addressed using the appropriate personnel management processes, and /or obligations under Reportable Conduct Scheme.

The Incident Review may continue separately to the misconduct processes unless advised by the CEO to cease the Review because of issues relating to procedural fairness and transparency.

8. INCIDENT NOTIFICATIONS

In the event of an incident or injury at a Y centre, a number of internal notifications are required to ensure that incidents and injuries are correctly reported, classified, investigated and communicated to the relevant external authorities. It is essential that all Y staff are trained in the correct forms of notification to ensure that incidents are being reported to the relevant Y personnel and that all legislative requirements are complied with.

Depending on the classification, severity and likely outcomes of an incident, the following notifications may be required;

- Duty Manager
- Facility Manager
- COO
- CEO
- Council / Contract Partner
- External Authority (WorkSafe, Environment Protection Authority, Department of Housing , Families and Fairness or Department of Education and Early Childhood Educations, Commission for the Children and Young People, Gymnastics Australia/Victoria etc)

For a detailed list of notification requirements, refer to the 'YMCA incident management flowchart'.

8.1 Bus Incident Reporting Requirements

In the event of a bus incident (refer to Appendix 2.1 for guidance regarding the definition of a bus incident), in addition to YMCA incident reporting requirements outlined in this policy, the following reporting procedures must be followed;

- Oral notification of the incident must be made to Bus Safety Victoria (BSV) as soon as possible after becoming aware of the incident, by contacting the Duty Officer on the Transport Safety Victoria hotline on 1800 301 151
- Written notification of the incident must be made to Transport Safety Victoria within 72 hours, by completing '[Notification of Bus Incident Form](#)' and submitting via email to online.incidents@transportsafety.vic.gov.au, or completing the form online at [Notification of Bus Incident: Transport Safety Victoria](#).

8.2 Debrief and Support

The Y will ensure that any staff member or volunteer affected by a serious incident is offered timely wellbeing support, including the option of a debrief and/or access to counselling or other appropriate supports.

All incidents that require external authority notification must be reported to the CEO first.

9. MONITORING, EVALUATION AND REVIEW

This procedure will be reviewed on a three year cycle as a minimum or at a time governed by legislation or regulations.

Compliance will be monitored by the CEO to ensure employees/volunteers to ensure the procedure is adhered to in each workplace.

10. SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

1. [Notification of Bus Incident Form](#)
2. [Notification of Bus Incident: Transport Safety Victoria](#)
3. National Council of YMCA's of Australia- Critical Events Policy Approved V2 23.11.2024
4. YG 105-G Mandatory and Reportable Conduct Scheme Reporting -Abuse or Allegations Policy
5. YG 128-G Risk Management Policy
6. YG 150-O Customer Feedback and Engagement Policy

Approved by: CEO / SLT

Meeting number and date: 12/02/2026

Effective date: 30/04/2019, 26/11/2021, 25/03/2024, 13/02/2026

Review date: 04/03/2029

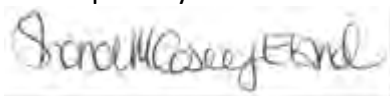
Policy Owner: CEO

Contact Details policy owner: geelong@ymca.org.au Ph: 52218344

Amendment history:

Version	Date	Author	Change Description
V1	04/04/2014	Shona Eland	Procedure Developed
V2	30/09/2014	Shona Eland	Reviewed with Laura Stephens OHS Compliance Officer
V3	12/11/2014	Shona Eland	Incident reporting process reviewed to include followed up of minor incidents as per Worksafe advice 11/11/2014 Updated Item 5,7 Appendix 1 and 5
V4	18/05/2016	Shona Eland	Updated Appendix 5 replaced with updated Appendix 1 - change flowchart layout and contact names and mobile numbers,
V5	14/03/2017	Jack Trimble / Rebecca Johnson	Added Section 5. Bus Incident Reporting Requirements Amended Appendix 3 to include definition of serious incident from DET (ACECQA) Add Appendix 4. External Authorities Notification – Australian Childhood Foundation (Safeguarding Children & Young People offences) Add Appendix 5. External Authorities Notification – Transport Safety Victoria Add Appendix 6. External Authorities Notification – Department of Education (ACECQA)
V6	14/11/2017	Jack Trimble	-Added Appendix 7. External Authorities Notification- Commission for Children and Young People -Added Appendix 8. Child Safety Reporting Matrix -Amended Incident Reporting Process Flowchart
V7	28/11/2017	Shona Eland	Updated Clause 8- Critical incident definition and Notifiable Critical Incidents Attached National Council of YMCA's of Australia- Critical incident Policy Approved 25.11.2017 Updated Attachment 1- YMCA Geelong Incident Reporting Process Flowchart
V8	19/04/2019	Shona Eland	Changed title of policy to Incident Management Policy Added Clauses 3, 4 6 & 7
V9	26/11/2021	Shona Eland	Updated Clause 3.3.5 Member Y's - Critical incident Policy V2 26.11.2021
V10	04/03/2024	Shona Eland	Updated Clause 3.3.4 to include -All Major Forms must be reviewed by COO/CEO. Clause 4. YMCA Geelong Incident Reports (Minor and Major Forms) are not to be provided to any third party without CEO Approval (exception- Y insurance) Clause 8. Added "COO" role.
V11	14/01/2025	Shona Eland	Update term- Critical Incidents to Critical Events in line with YMCA Australia Critical Events Policy approved 23.01.2025 that is operational from 01.07.2025
V12	09/02/2026	Shona Eland	Updated Policy to reflect FOLIO as the Incident Management System and updated all Links to Appendixes and support Procedures. Included Updated Requirements for Minor follow up procedures Clause 6 Added Clause 8.2 Debrief and Support Appendix 3 updated YMCA Child Safety & Wellbeing Policy Included Appendix 8. YG 142-O (A) YMCA Geelong – Incident Reporting Guidance Procedure Updated Appendix 9: Y Australia Critical Events Policy (Adopted 01.07.2025) V 2.2 Appendix 10: Notification Y Careers of Group Training Providers Appendix 11 – Folio Incident Management Flow Chart.

As adopted by the YMCA Geelong Inc on 12/02/2026



Shona Eland

Chief Executive Officer YMCA Geelong Inc.

APPENDICES

Appendix 1. External Authorities Notifications

The following outlines the external mandatory reporting requirements for specific incidents.

WorkSafe Notifiable Incidents

IF IN DOUBT PLEASE CONTACT VICTORIA WORKCOVER AUTHORITY Ph: 132 360 AND THEY WILL ADVISE IF THE INCIDENT IS NOTIFIABLE OR NOT.

Part 5 of the Occupational Health and Safety Act 2004 ('the Act') requires notification to WorkSafe of serious workplace incidents.

A notifiable incident is an Incident at a workplace which results in the consequences described below (notifiable incidents) and must be reported to WorkSafe.

If you are uncertain about whether an incident is notifiable under any of the legislative provisions referred to below, contact your Regional HSE Manager or YMCA State Office OHS Department, contact WorkSafe (when advised by HSE Manager/OHS department) on 132 360 to seek advice.

The duty to notify WorkSafe of serious workplace incidents applies if you are an employer who has the management and control of a workplace. Usually, the Centre/Program manager will notify WorkSafe on behalf of the YMCA.

The Act requires employers and self-employed persons to notify WorkSafe immediately they become aware of a notifiable incident at their workplace.

The duty to notify applies as soon as an incident at a workplace results in one of the consequences described above (under what is a notifiable incident).

An employer should ensure that there are procedures in place at a workplace under their management and control to provide immediate notification of a notifiable incident.

Notification of incidents must be made regardless of whether the person involved is an employee or a member of the public.

In summary, Part 5 of the Act requires: (S37-39)

- Immediate notification of a notifiable incident to WorkSafe on 132 360;
- **Written notification within 48 hours;** and
- **Preservation of the incident site** until an inspector arrives or directs otherwise.

Incidents that result in death or serious injury

Notification is required where an incident at a workplace results in:

- Death; or
- Serious injury.

Serious injury is used in this context to describe those incidents that result in the consequences described in section 37(1) of the Act. They include, but are not limited to, incidents that result in a person requiring:

- Medical treatment within 48 hours of exposure to a substance
- Immediate treatment as an in-patient in a hospital
- Immediate medical treatment for:
 - Amputation – Serious head injury (loss of vision, hearing consciousness)– Serious eye injury
 - Separation of skin from underlying tissue (for example de-gloving or scalping)
 - Electric shock – Spinal injury – Loss of bodily function – Serious lacerations

Incidents that expose a person to immediate risk to health or safety

The notification duty also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk through incidents including:

- The collapse, overturning, failure or malfunction of, or damage to, plant that is required to be licensed or registered;
- The collapse or failure of an excavation or of any shoring supporting an excavation;

- The collapse or partial collapse of a building or structure;
- An implosion, explosion or fire;
- The escape, spillage or leakage of any substance including dangerous goods;
- The fall or release from a height of any plant, substance or object; or
- The following events in a mine:
 - (i) The overturning or collapse of any plant; or
 - (ii) The inrush of water, mud or gas; or
 - (iii) The interruption of the main system of ventilation.

How to notify WorkSafe:

All notifiable incidents are to be reported to WorkSafe as set out in the table below.

The written notification should be provided in the [Incident Notification Form](#).

STEP 1: Telephone WorkSafe on 132 360

- Immediate notification means as soon as you become aware of the incident.
- The officer receiving your call will record details of the incident and issue you with a Reference Number.
- The Reference Number is your proof of immediate notification.

STEP 2: Send your written report of the incident to WorkSafe on an Approved Form. You may submit the written report:

- Online via the internet using the electronic form, available at worksafe.vic.gov.au, or in hard copy by facsimile to (03) 9641 1091, or
- By post to WorkSafe Victoria, Incident Notification, GPO Box 4306, Melbourne 3001, or
- By post or courier to WorkSafe Victoria, 222 Exhibition Street, Melbourne 3000.

Note: hard copy forms are available at all WorkSafe offices or can be downloaded from the WorkSafe website. <http://www.vwa.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification>

All incidents that require external authority notification must be done in accordance with the relevant State Office department.

For further information on WorkSafe Incident Notification, refer to <http://www.vwa.vic.gov.au/forms-and-publications/forms-and-publications/guide-to-incident-notification>

Appendix 2. External Authorities Notifications (EPA Notifiable Incidents)

The Environmental Protection Agency offers some brief criteria for Incident Notification. These notifications / reports can be made by industry or by member of the public. The YMCA, in their operation of facilities, aim to fully comply with the various legislative Environmental requirements, however should a breach occur, the YMCA shall notify the EPA of any such event. The EPA requires that the following Incident types are reported:

- Smoke or odours from an industry or business
- Spills or slicks in waterways (Police notification may be required)
- Illegal dumping of wastes
- Noise from a factory or industrial complex.

To notify the EPA of an incident, call the Pollution Watch Line on: **Melbourne 9695 2777**.

If you are uncertain about whether an incident is notifiable under any legislative provisions, contact the YMCA State Office or EPA (when advised by OHS and Environment Department) to seek advice.

All incidents that require external authority notification must be done in accordance with CEO.

Appendix 3. External Authorities Notification –Notifiable incidents of breaches of YMCA Child Safety & Wellbeing Policy pertaining suspected or confirmed child sexual abuse.

Category	Threshold	To be reported to:	Timeframe
Safeguarding Children and Young People (AND Care of Vulnerable Adults)	A reasonable belief and/ or confirmation that a Y Person has caused harm to a child, young person or vulnerable adult, by direct action or inaction.	Y Australia (using the Folio) SFTP link active	As soon as practicable within 24 Hours.
	All safeguarding concerns and/or confirmed incidents	Y Safeguarding	Quarterly



Reporting a bus incident

Under the *Bus Safety Act 2009 (Vic)*, accredited and registered bus operators must notify the Safety Director of prescribed bus incidents in accordance with the regulations.

What is a bus incident?

The *Bus Safety Regulations 2010 (Vic)* define a bus incident, in relation to a bus operated by an accredited bus operator or a registered bus operator, as:

1. A circumstance, act or omission, including:
 - > a collision with any person, vehicle, infrastructure, obstruction or object
 - > an implosion, explosion or fire
 - > any mechanical failure
 - > a divergence from the highway
 - > a failure to comply with applicable legislative requirements, vehicle specifications, bus standards or codes of practice.

Where the circumstance, act or omission resulted in, or had the potential to result in:

- > the death of any person
- > serious injury to any person
- > a loss of control of the bus
- > significant damage to property.

2. An accident or incident that results in a person requiring immediate treatment as an in-patient in a hospital.
3. Any instance where the driver of the bus is in contravention of the bus operator's drug and alcohol management policy.

How do I notify the Safety Director of a bus incident?

Under the *Bus Safety Regulations*, all bus operators must orally notify the Safety Director as soon as possible after becoming aware that a bus incident has occurred.

You must also provide the Safety Director with written notification of any bus incident. This must be in a form that is approved by the Safety Director and it must be made within 72 hours after the bus incident, unless the Safety Director agrees in writing to an extension of time.

What is meant by oral notification?

To report a bus incident as soon as possible by telephoning the Transport Safety Victoria hotline on 1800 301 151. The hotline is available 24 hours a day, seven days a week.

What is meant by written notification?

After reporting a bus incident orally, all bus operators must provide a completed form to Transport Safety Victoria. The completed form must be sent to Transport Safety Victoria via email at online.incidents@transportsafety.vic.gov.au, or via fax on (03) 9655 8929.



Appendix 5. External Authorities Notification – Department of Education (ACECQA)

<http://www.acecqa.gov.au/reporting-requirements-about-children>

This information complements some of the [Changes to the NQF information sheets](#). On this page you will find guidance on:

- Approved provider reporting requirements about children under National Law and Regulations
- Reporting requirements for serious incidents and handling complaints
- [Reporting requirements relating to physical and / or sexual abuse allegations or incidents](#)
- [Identifying or responding to sexualised behaviour](#)
- [Reporting requirements under other laws e.g. child protection](#)
- [Child protection awareness and training obligations](#)

Approved provider reporting requirements about children in education and care services

Under the National Law and Regulations, the approved provider must [notify the regulatory authority](#) of any:

- serious incidents
- complaints
- circumstances at the service which pose a risk to the health, safety or wellbeing of children
- any incident or allegation that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service.

Related requirements to have and to follow policies and procedures, and keep related records continue.

There are also other reporting requirements under different state and territory laws, e.g. child protection laws. [Read more](#).

Serious incidents

You must notify the [regulatory authority](#) within **24 hours** of becoming aware of a serious incident (Section 174(2)(a) and Regulation 176(2)(a)).

A serious incident (regulation 12) is defined as any of the following:

- the **death of a child** while being educated and cared for by the service or following an incident while being educated and cared for by the service
- any **incident involving a serious injury or trauma to a child** while that child is being educated and cared for, which:
 - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - the child attended or ought reasonably to have attended a hospital e.g. broken limb*
 - any **incident involving serious illness of a child** while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, **a hospital** e.g. severe asthma attack, seizure or anaphylaxis*

NOTE: In some cases (for example rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury, illness or trauma is required to be notified, not other health matters.
- any emergency for which **emergency services** attended
NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution.
- a child appears to be **missing or cannot be accounted for** at the service
- a child appears to have been **taken or removed** from the service in a manner that contravenes the National Regulations
- a child is mistakenly **locked in or locked out of the service** premises or any part of the premises.

Notify the regulatory authority of serious incidents online through the [NQA IT System](#). You can download the [incident, injury, trauma and illness record template](#) to record any supporting evidence or other (non-serious) incidents.

Complaints

You must notify the [regulatory authority](#) within **24 hours** of any complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened (Section 174(2)(b)).

Under the National Regulations, policies and procedures must be in place for dealing with complaints. The name and telephone number of the person to whom complaints can be made must be clearly visible at the service (Regulation 168(2)(o) and Regulation 173(2)(b)).

Download an [information sheet](#)  on using complaints and grievances to support continuous improvement.

Any circumstances that poses a risk to the health, safety or wellbeing of a child

You must notify the [regulatory authority](#) within **7 days** of becoming aware of a circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child (Regulation 175(2)(c), Regulation 176(2)(c)).

Prescribed matters - physical and/or sexual abuse of a child

As an approved provider you must notify the regulatory authority of certain matters occurring while a child or children are being educated and cared for by the service.

From 1 October 2017 this must include:

- any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring at the service
- any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

Sexualised behaviour involving children

Providers and educators play an important role in making informed professional judgements regarding sexualised behaviour involving children. Not all sexual behaviour involving children poses a risk to their safety. It may be age-appropriate and expected sexualised behaviour.


Informed judgements regarding sexualised behaviour help to ensure the health, safety and wellbeing of children by:

- supporting healthy sexual development (age-appropriate sexualised behaviour)
- protecting them from harm or abuse (inappropriate or problem sexualised behaviour).

Note that in some cases, sexualised behaviour involving children may fall within [reporting requirements under other laws](#).

Resources on identifying and responding to sexualised behaviour in children

State and territory governments have created a range of resources that may assist providers and educators to identify and respond to sexualised behaviour in children.

State/territory	Resources on responding to problem sexual behaviour in children
Victoria	Vic Department of Human Services specialist practice resource – children with problem sexual behaviours and their families  and Child Protection Practice Manual

Appendix 6. External Authorities Notification- Commission for Children and Young People (CCYP)

The head of the organisation must notify the Commission for Children and Young People (CCYP) within three business days of becoming aware of a reportable allegation made against one of their workers or volunteers. Reportable conduct includes;

- sexual offences committed against, with or in the presence of a child
- sexual misconduct committed against, with or in the presence of a child
- physical violence against, with or in the presence of a child
- any behaviour that causes significant emotional or psychological harm to a child
- significant neglect of a child.

A notification can be made online via the following link at [Notify Reportable Allegations](#).

Within 30 calendar days, heads of organisations must provide certain detailed information about the allegations and their proposed response. The information provided must include;

- who will conduct the investigation
- the outcomes of the investigation
- the actions that the organisation will take as a result of those outcomes.

It is a criminal offence for a head of an organisation to fail to comply with the three-day and 30-day notification obligations without a reasonable excuse.

For further information regarding notification to the CCYP, see the below information sheet, or follow the link at [Reportable Conduct Scheme](#)

Information sheet 7

Reporting to the Commission

When does the Commission need to be told about a reportable allegation?

Three business day notification

When the head of an organisation becomes aware of a reportable allegation against a worker or volunteer, they must notify the Commission for Children and Young People within three business days.

30 calendar day update

Within 30 calendar days after becoming aware of a reportable allegation, a head of an organisation must provide the Commission with detailed information about the allegation, disciplinary or other actions undertaken, and the response of the worker or volunteer to the allegation.

Advice on investigation

The allegation must be investigated as soon as practicable after the head of organisation becomes aware of it. The investigation may be conducted by the organisation, their regulator or an independent investigator. The head must inform the Commission of who will conduct the investigation.

Outcomes of investigation

At the conclusion of an investigation into a reportable allegation, a final investigation report must be prepared. The final investigation report should set out the findings, reasons for the findings and recommendations made at the conclusion of the investigation. A copy of the final investigation report should be provided to the Commission as soon as practicable.

It is a criminal offence for a head of an organisation to fail to comply with the three business day and 30 calendar day notification obligations without a reasonable excuse.

What information does the Commission need?

The types of information that the Commission will seek are set out in the diagram below.

Three business day notification	30 calendar day update	Advice on investigation	Outcomes of investigation	Additional documents
<ul style="list-style-type: none"> Name of the worker or volunteer Date of birth Police report Organisation contact details Head of organisation's name Initial advice on the nature of the allegation 	<ul style="list-style-type: none"> Details of the allegation Details of your response to the allegation Details about any disciplinary or other action proposed Any written response from the worker or volunteer about the allegation and the proposed disciplinary or other 	<ul style="list-style-type: none"> Name of investigator Contact details As soon as practicable 	<ul style="list-style-type: none"> Copy of findings and reasons for the findings Details about any disciplinary or other action proposed Reasons for taking or not taking action As soon as practicable 	<ul style="list-style-type: none"> The Commission may request further documents from the head of the organisation

How do I give the Commission information?

The Commission will operate an online form for heads of organisations to notify of a reportable allegation, which will guide them through the notification process. Supporting documentation can be submitted through the online form. The Commission requires that heads of organisations use the online form.

If you are not the head of an organisation you can still tell the Commission about a reportable allegation by using the online form, calling or writing to the Commission.

If you are in doubt about how to complete the online form, we encourage you to contact the Commission for advice and support.

What matters should be reported to Victoria Police?

All suspected criminal behaviour should be reported to Victoria Police.

If the reportable allegation involves suspected criminal behaviour, both Victoria Police and the Commission must be notified.

If you are unsure of how to proceed, contact the Commission or Victoria Police for guidance.

If an organisation becomes aware that Victoria Police will investigate a reportable allegation, they must not begin or continue their own investigation. Organisations should wait until police advice that its investigation has concluded or that the organisation's investigation may be conducted simultaneously.

Where to go for help

Organisations covered by the Reportable Conduct Scheme should contact the Commission for clarification and guidance, and to talk through any issues of concern.

- Telephone: 8601 5281
- Email: childsafestandards@ccyp.vic.gov.au

Further information is also available on the Commission for Children and Young People's website at www.ccyp.vic.gov.au

Appendix 7. Child Safety Reporting Matrix

INCIDENT	PERSON ALLEGATION AGAINST (PERSON COMMITTING ACT)	DHHS CHILD PROTECTION	VICTORIA POLICE
Problematic sexual behaviour by children under 10 years of age	NA	✓	✗
Problematic sexual behaviour by children or young people 10 years of age or older	NA	✓	✓
Physical or sexual assault/abuse of a child	Parent or guardian	✓	✓
Physical or sexual assault/abuse of a child	Adult (eg. relative, neighbour, employee of an organisation providing a service or activity to a child, parent of a child's friend)	✗ (where there are no concerns about the capacity of the child's parent(s) to protect the child)	✓
Physical or sexual assault/abuse of a child	Young person aged between 10 and 18 years of age	✓	✓
Significant harm resulting from emotional abuse and/or neglect	Parent or guardian	✓	✗
Significant harm resulting from exposure to family violence	Parent or guardian	✓	✓

Appendix 8. YG 142-O (A) YMCA Geelong – Incident Reporting Guidance Procedure

Purpose

To make sure all incidents, injuries and hazards are reported, classified, and managed correctly to keep our people, participants, and facilities safe.

Types of Incidents & What to Do

Incident Type	Description & Examples	Form	Investigation/ Follow up Affected Person	Timeframe
MINOR INCIDENT	<p>Short-term stress, no major harm, no external services required.</p> <p>Examples: small cuts, grazes, bumps, blood nose, minor sprain, slip/trip with no lasting harm (Return to activity), property damage (small), concerning behaviour, near miss.</p> <p>NO Emergency Services</p> <p>Concerning behaviour of child, parents, employees</p> <p>Damage to property by vehicle in car park, slip on a court, fall on steps, near-miss, hazard.</p>	General Incident Report Form	<p>Refer to Clause 6</p> <p>Incident Reviews are required for incidents where:</p> <ul style="list-style-type: none"> member, visitors, participants, users, and employees are seriously injured or their health and well-being is compromised, for example the affected person was unable to return to their normal activity/participation. insurance claims may arise emergency services are involved injury and damage to facility is caused by major malfunction of plant or equipment the reputation of the organisation may be brought into disrepute OHS systems and procedures fail A staff member or volunteer was involved in as the affected person The affected person was referred to, may require or received any medical treatment. 	Complete & submit within 48 hours
Incident Type	Description & Examples	Form	Investigation/ Follow up Affected Person	Timeframe
MAJOR INCIDENT	<p>Causes or likely to cause significant stress, injury, or requires emergency response.</p> <p>Examples: CPR, emergency services required, suspected head or neck injury, concussion, fracture/dislocation, safeguarding concerns, theft, building damage.</p> <p>Medical Treatment required or received</p> <p>Suspected Spinal Injury, fracture or dislocation, serious laceration, head injury or suspected concussion, fracture or dislocation, or near drowning,</p> <p>Building / property damage, motor vehicle accident, theft, psychological injury, any notifiable incident, medical treatment,</p> <p>*Any Injury/incident that requires medical attention/ Patron/Member</p>	General Incident Report Form (+ Investigation if required)	YES	<p>Phone call to Manager and CEO immediately.</p> <p>Log form within 24 hrs.</p> <p>Investigation: 1–4 weeks</p>

	<p>Injury/incident that require medical attention</p> <p>**Serious Injury as defined by Early Education and Care Regulations Child Safety & Well Being policy breaches</p> <p>Notifiable incident to any regulator</p> <p>Assault, Threat or Violence</p> <p>Major theft (money, phone, computers, car broken into)</p> <p>Major Spills / Leaks***</p> <p>Bus Accident**</p> <p>Security Breach</p> <p>Fire / Explosion / Bomb Threat</p> <p>Serious plant / equipment malfunction</p> <p>Incident without injury</p> <p>Notifiable Incident to external authority</p> <p>Building damage- storm, flood, fire</p> <p>Suspected child abuse/sexual misconduct*</p> <p>Cyber/IT Breach</p>			
CRITICAL EVENT	<p>Severe, sudden, or reputationally damaging.</p> <p>Examples: fatality or near-fatality, serious assault, suicide onsite, child protection breach, bomb threat, fire, plant failure, theft (\$5,000+), major OHS failure.</p>	<p>Folio Incident Report or Safeguarding Report + Critical Event Investigation</p>		<p>Report immediately to CEO.</p> <p>Call Manager and CEO immediately.</p> <p>Log form within 24 hrs.</p> <p>Investigation: 21 days</p>

Safeguarding (Child Safety) Incident Categories

Category	Examples / Concerns
Physical Safety & Well-being	Death, physical abuse, neglect, unsafe restraint, missing or absconding child.
Sexual Safety	Sexual abuse/assault, harmful sexual behaviour, grooming, coercion, inappropriate online contact.
Emotional & Psychological Safety	Emotional abuse, bullying, cyberbullying, harmful content exposure, self-harm, suicidal ideation.
Boundary & Conduct Breaches	Breach of Code of Conduct, unsafe practice, unauthorised photography, privacy breaches.
Cultural Safety & Inclusion	Discrimination, lack of cultural or disability inclusion, behaviour undermining identity.
Organisational & Governance Risks	Unsafe providers, unsafe external environments, whistleblower reports, repeated low-level concerns.

Online Reporting System

Requirement	Details
System Used	Folio Incident Reporting System – log all incidents at time of occurrence.
Mandatory	All staff injuries, insurance-related or external authority incidents.
Attachments	Include witness statements, photos, maps, CCTV location details.

Reportable Requirements (External Authorities)

Authority	Triggers	Timeframe / Responsibility
-----------	----------	----------------------------

WorkSafe (OHS Act)	Fatality, serious injury, chemical spill, collapse, exposure to risk.	Immediate call + written notice in 48 hrs (CEO leads).
EPA (Environment)	Spills, smoke, pollution, illegal dumping.	CEO leads notification.
DFFH – Child Protection	Suspected abuse, sexual misconduct, serious neglect.	Notify within 3 days (CEO leads).
CCYP – Reportable Conduct	Staff conduct, suspected abuse, misconduct, behaviour of concern.	Notify within 3 days (CEO leads).
ACECQA -Victoria Early Childhood Regulatory Authority (VECRA)	Serious incidents in education & care, death, missing child, abuse.	Notify within 24 hrs.
Transport Safety Victoria	Bus accidents/incidents.	Immediate oral + written within 72 hrs.

Quick Timeframe Guide

Action	Timeframe
Minor Incident Report	Immediately (submit within 48 hrs)
Major Incident Report	Immediately (log within 24 hrs)
Critical Event	Immediately
Investigation Report	Within 21 days of logging
Critical Events Investigation	Within 6 weeks

Who to Notify (Internal)

Role / Group	Notify When
Duty Manager / Facility Manager	Always notify for all incidents.
CEO / COO	Notify for all Major and Critical incidents.
Council / Contract Partners	If relevant (e.g. schools, contractors).
External Authorities	Via CEO as required (WorkSafe, EPA, Police, CCYP, Education Dept, YMCA Australia).

Key Takeaways for Staff

Reminder	Details
Always Report	Even 'minor' injuries or near misses.
Stick to Timeframes	Immediate action/reporting is crucial.
Escalate When Unsure	Notify Manager / COO / CEO.
Do Not Contact External Authorities	Report internally – Manager/CEO manages all external reporting.

For More Information:

Review YG142-O Incident Management Policy in Employment Hero Work App or Portal.



Y Australia Movement-wide Critical Events Policy

Version 2.2 Adopted

01/07/2025

1. Policy Commitment

The National Council of the YMCAs of Australia, Member Ys, Y National Entities and all Y People have a legal, moral and Mission-driven responsibility to:

- Create and maintain a culture of safety and compliance that is understood, endorsed and actioned
- Acknowledge the way in which a critical event is managed at a Y, has the capacity to influence and affect our collective movement
- Protect and manage the Y's brand and reputation for the benefit of our movement; and
- Seek the best advice and capabilities both internally and externally, to mitigate risks.

2. Purpose and Objectives

The purpose of this policy is to:

- Minimise the brand & reputational impact of any Critical Events that may occur within one of the Member Ys or Y National Entities (The Y) to help protect our movement
- Define what Critical Events are and the escalation criteria for reporting purposes to the Y Australia National Office
- Define some procedural elements for reporting Critical Events
- Support continuous improvement of Critical Event responses and ensure shared learnings (where appropriate) are communicated across the movement, broader stakeholders and relevant industry bodies to minimise the risk of recurrence
- Support an appropriate and scaled response to a Critical Event. This includes consideration of appropriate communication channels, resource allocation and the forming of a collaborative team both internally and externally.

3. Scope of Policy

The Policy applies to all Y People of the National Council of the YMCAs of Australia, Member Ys and our Y National Entities.

Y Australia has a National Insurance Program and National Redress Scheme in place for Our Movement. These governing instruments have specific legal obligations and criteria to report certain incidents externally to our insurer. These reporting requirements must be considered in addition to the definition of Critical Events outlined in s 4.2.

4. Reporting Obligations

For the purposes of this Policy, Critical Events are:

- Those that have an impact on our brand and reputation as a movement
- Those that are unique, sudden, unforeseen that may require decisions to be made in a short response time frame (These include external risks such as pandemics, natural disasters, nation-wide IT outages etc.)
- Events that occur outside regular reporting mechanisms Y Australia monitors and has oversight of through our Licensing Standards
- A previously identified risk that materialises
- An incident or multiple incident
- A claim or potential claim that could lead to severe brand and reputational consequences to our movement

Table 4.1 provides guidance on what types of Critical Events the Y Australia expects The Y to report on, using a risk-based approach. This should be read in conjunction with:

- The Y’s own equivalent local Critical Incident Policy; and
- Any operational guidelines, plans, processes or procedures developed to support this Policy

Note: This is not a comprehensive list, and there may be events that arise outside these commonly identified scenarios. If in any doubt, The Y should still report based on a brand and reputational impact to Our Movement.

5. Table 4.1: Y Australia Reporting thresholds table

TYPE OF EVENT	REPORTING THRESHOLD
<p>*SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE PEOPLE</p>	<p>A reasonable belief and/or confirmation that a Y Person has caused harm to a child, young person or vulnerable person by direct action or inaction.</p> <p>This type of event:</p> <ul style="list-style-type: none"> • Reaches the threshold for a report to a statutory or regulatory authority • Reaches the criminal threshold for a report to police • Results in an adverse or substantiated outcome following an investigation conducted by The Y, a regulatory authority, or another authorised third party.
<p>HEALTH, SAFETY & WELL-BEING</p> <p><i>There has been physical and/or psychological injuries and/or illnesses to Y people, children, young and vulnerable people or the public</i></p>	<ul style="list-style-type: none"> • Medical treatment requiring long-term hospitalisation that may result in a permanent disability, impairment or psychosocial harm or illness • Fatalities, life-threatening injuries, severe psychosocial harm or illness • Systemic failures or breaches of duty of care • Irreversible disabilities or impairment • Coronial inquest
<p>CYBERSECURITY</p>	<ul style="list-style-type: none"> • A notifiable data breach to the Office of the Australian Commissioner • A cyber-attack or IT incident that could: <ul style="list-style-type: none"> - Compromise confidential, sensitive or personal information and/or

TYPE OF EVENT	REPORTING THRESHOLD
<p>GOVERNANCE, LEGAL & COMPLIANCE</p> <p><i>Breaches of Licensing Standards, Federal or State laws</i></p>	<ul style="list-style-type: none"> • Impact operational activities of individual or multiple Y Entities • Multiple lawsuits attracting potential or actual criminal or civil charges for directors & senior management • Breach of statutory obligations attracting potential fines and penalties • Loss or suspension of licence(s) or contract to operate • Enforceable Undertaking • Breach of YMCA Priority One Licensing Standards • Regulatory notices (e.g. Improvement notices, Fair work compliance notices)
<p>PEOPLE, CULTURE & INDUSTRIAL RELATIONS</p> <p><i>Industrial Relations are events associated with an organisation's workforce, unions and other stakeholders</i></p>	<ul style="list-style-type: none"> • Staffing shortages affecting 50% or more of the workforce or customer base. • A large-scale strike or industrial action involving a significant portion (30% or more) of the workforce that threatens to halt operations • An ethical violation that contradicts a Y Entity's core values and principles, such as corruption, fraud, substance abuse or exploitation • Disputes with unions on employment bargaining or enterprise bargaining agreements
ENVIRONMENT	<ul style="list-style-type: none"> • A notifiable incident to the Environmental Protection Authority (EPA)
REPUTATION	<ul style="list-style-type: none"> • Intense or sustained public/media scrutiny (nationally, statewide or internationally and including social media)

* Note: 'Safeguarding Concerns' under the Safeguarding licensing standards should be reported as incidents within The Y via their own defined safeguarding procedures. If these safeguarding concerns meet the reporting thresholds as set out in this Policy, then these concerns should be treated as a Critical Event that required reporting to Y Australia.

6. Reporting Process

Under this policy, all Critical Events must be reported to Y Australia as soon as possible but no later than 1 business day. The Y should follow their own equivalent Critical Events processes prior to reporting to Y Australia via the following methods:

1. Y Australia's online incident and risk reporting system; **or**
2. A telephone call from The Y's CEO to the Y Australia CEO (or equivalent authorised representative). This will ensure the Y Australia CEO is fully briefed on the Critical Event, particularly if media are involved; **or**
3. The Y's own incident and risk reporting process, with Y Australia being notified as part of the process

7. Y Australia's roles and responses

Y Australia, once notified of a Critical Event will allocate a National Crisis Management (NCM) Lead to oversee and act as a central point for managing the Critical Event. The type of involvement from Y Australia will be assessed on a case-by-case basis in conjunction with The Y. This could include one or more of the following actions:

- **Internal Communications** - Management, coordination and communication of relevant details of the Critical Event internally to Our Movement. The primary purpose of the communications in this scenario is to ensure no individual Y is caught off-guard of any public media releases and there is transparency of the mitigation actions being undertaken.
- **External Communications** - Support the management, communication and de-escalation of any potential media coverage release. This includes clarifying who will be the media spokesperson and potentially liaising with a third-party to develop a media communications plan.
- **Support and Resources** – Identifying any additional support, advice and resources that Y Australia can provide to assist with the mitigation activities.
- **Shared Learnings** - Providing any learnings that are beneficial to Our Movement after post investigations and root cause analysis.
- **National Crisis Management (NCM) Team** - Assessment of whether a formal NCM Team needs to be established. (Refer to Key Terms).
- **Insurance notification** - Assessment of whether our insurer needs to be notified

8. Information sharing, Privacy & Security

Legislative requirements regarding confidentiality, data protection, record-keeping and privacy will be maintained in relation to all disclosures under this Policy. All reports will be treated confidentially and in accordance with the Privacy Act.

Internally, information may be shared with Y People in Y Australia for the following reasons and where possible will be de-identified:

- to meet our insurance notification obligations under our National Insurance Scheme.
- to meet any regulatory requirements.
- to provide subject matter expert advice.
- to provide shared learnings across the movement.
- to provide reports to the National Board and/or sub-committees to enable trend analysis for prevention strategies.

Externally information may be shared with government authorities where required by law.

Any concerns around sharing confidential, personal or sensitive information to Y Australia under this Policy should be raised with the Y Australia CEO prior to making any disclosures.

9. Policy Breaches

This Policy is a YMCA Priority One Licensing Standard. Failure to comply with a Priority One Standard may require National Board intervention. This may result in providing The Y a formal notice of the actions to rectify non-compliance, and in extreme cases suspend or terminate a Member Y's Charter of Membership.

10. Policy training

Y Australia people will be trained for their potential roles and responsibilities within this Policy and associated procedures. The Y's are responsible for their internal incident response procedures and training their Y People. Y Australia will develop and deliver training to Member Y CEOs and relevant personnel regarding key information in this policy, and as updates occur.

The Y Australia CEO is responsible for ensuring the effective operation and review of the Critical Events Policy, including scenario testing at least annually.

11. Related Documents

- Y National Insurance Program Terms and Conditions
- Y Australia Crisis Management Plan
- Our Safeguarding Children and Young People Policy
- National Redress Scheme Guidelines for Ys

Key terms

Term	Definition
Harm (relating to Safeguarding & vulnerable people)	This includes - but is not limited to - the definitions of abuse and misconduct as included in the Y Safeguarding Children and Young People Policy, as well as restraint, neglect, lack of appropriate supervision, reportable conduct, injury whilst unsupervised/ absconded and/or death or injury that may have occurred (or be perceived as having occurred) due to any Y Person's failure to undertake mandatory reporting.
Safeguarding Concern	A "safeguarding concern" refers to a situation where there is a reasonable belief or evidence that a child, young person, or vulnerable person is at risk of harm, abuse, neglect, or exploitation.
National Crisis Management (NCM) Lead	A member of the Executive Group from the Y Australia National Office assigned to be the key contact for The Y to monitor the Critical Event.

National Crisis Management (NCM) Team	<p>A team of senior Y people who have delegated the responsibility to oversee the management of all aspects of a Critical Event. This may include:</p> <ul style="list-style-type: none"> ○ The Y Australia Executive Group (including CEO) ○ The Y Australia Board President ○ Other Y Australia Board Directors ○ Y People who are specialists relating to the Critical Event category ○ The Y CEO (or relevant senior leader) ○ The Y Board President ○ The Y Board Directors
Y People	<p>Includes employees (permanent, fixed-term, full-time, part time and casual) volunteers, contractors, apprentices or trainees involved with the activities of a Y.</p> <p>It also includes the Y Council of Governors, the Y Board Members and any person serving the Y on a committee or in an advisory capacity.</p> <p>Volunteer – includes a person who freely offers to be engaged by a Y, without remuneration or compensation for work performed.</p>
The National Council of the YMCAs of Australia	<p>The National Council of the YMCAs of Australia (Y Australia) is a federation of chartered and licensed Y Associations.</p>
Member Y	<p>An autonomous organisation which is a chartered member of the National Council of the YMCAs of Australia and must therefore act in accordance with the National Council of YMCAs of Australia's constitution and formal decisions.</p>





Term	Definition
Y National Entities	This includes Y Safeguarding, Y Services and Y Careers
The Y	Refers to Member Y's and Y National Entities.
Y Australia	Means the Office that supports the governance and operations of the National Council of the YMCAs of Australia. Y Australia includes employees (including contracted staff), volunteers and Y Australia Board Directors.
'Movement-wide' or 'Our Movement'	Refers collectively to all Licensed Member Ys, the National Council of the YMCAs of Australia and Y National Entities

Policy Review and Approval

Review of this policy will be undertaken every two years, or earlier if deemed necessary, and/or as required by law, by the Y Australia CEO.

Any changes to this policy need to be recommended for adoption during future AGMs by all Members and endorsed by the Y Australia National Board

Next review date: 23/11/2026.

Version	Date	Description of Amendment:	Amended by:
1.0	25/11/2017	Adopted by Members at the National Council of the YMCAs of Australia AGM	-
1.1	05/02/2019	Removed references to YMCA Approach to Redress, and inserted National Redress Scheme and YMCA Guidelines.	Executive Manager, Risk and Membership Compliance
1.2	30/01/2020	Updated to new branding.	Risk Consultant
1.3	24/10/2020	Interim review and update completed (Process deferred due to COVID-19 pandemic). Minor review includes references to National Safeguarding Unit and clarified and enhanced procedural information. Endorsed by the National Board.	Risk Consultant, in conjunction with Y Australia and Y Services personnel

2.0	26/11/2021	New version developed by Consultative Group of collective Member Ys and Y Australia. Consultation process with collective Member Ys. Policy adopted by Members at the National Council of the YMCAs of Australia AGM	Risk Specialist in conjunction with collective Member Ys
2.1	23/11/2024	New version developed in consultation with key representatives of Member Y's and Y Careers. (Risk and Insurance Leads, CLT)	Risk Manager
2.2	12/06/2025	Minor changes to terminology and safeguarding threshold	Risk consultant

* Note: 'Safeguarding Concerns' (Child Safety and Well-Being) under the Safeguarding licensing standards should be reported as incidents within each Member Y or National Entity via their own defined safeguarding procedures. If these Child Safety concerns meet the reporting thresholds as set out in this Policy, then these concerns should be treated as a Critical Event that required reporting to Y Australia.

Appendix 10: Notification Y Careers/ Group Training Providers/ Education Providers with Field Students placed at the Y

The YMCA will promptly within 24hrs notify the relevant group training organisation, education provider and/or school (as applicable) of any injury, illness, accident or near miss involving an apprentice, trainee or student on YMCA premises or while undertaking YMCA-related duties, and will also advise of any significant circumstance that may affect the placement (including lateness, non-attendance, behavioural concerns, wellbeing issues, capability/safety concerns, or any other matter impacting participation or supervision). Notifications will be made as soon as practicable and in accordance with any agreed reporting processes, with appropriate incident details recorded and shared to support the student/apprentice/trainee's safety, welfare and continuity of the placement.

Critical Events Safeguarding Children, Young and Vulnerable People

June 2025

REPORTING THRESHOLD

A reasonable belief and/or confirmation that a Y Person has caused harm to a child, young person or vulnerable person by direct action or inaction.

This type of event:

- Reaches the threshold for a report to a statutory or regulatory authority;
OR
- Reaches the criminal threshold for a report to police; OR
- Results in an adverse or substantiated outcome following an investigation conducted by a Y Member, the National Entity, a regulatory authority, or another authorised third party.

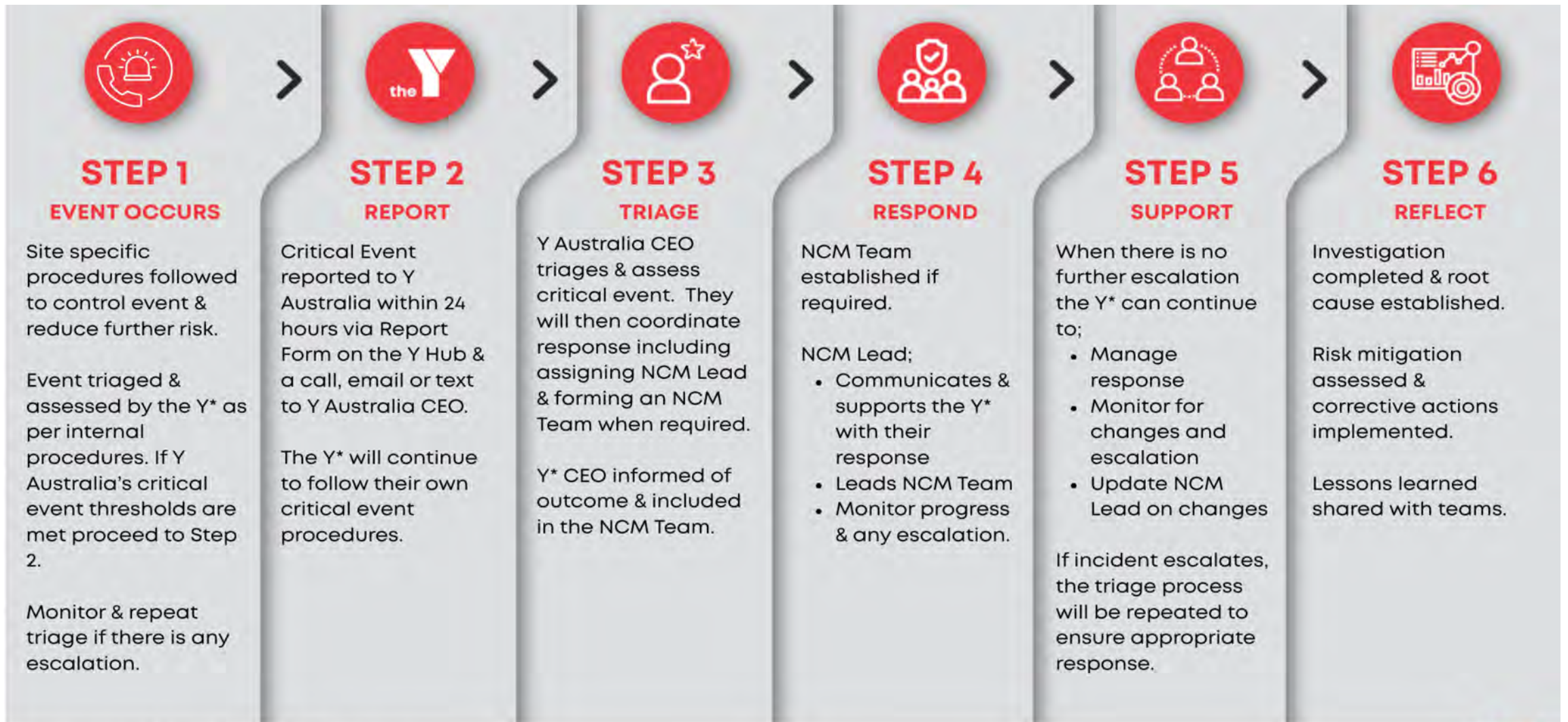
Incident Types Covered by Critical Events Policy

Incident	Setting	Threshold Met	Status	Reportable to Y Australia
An OSHC educator is alleged to have hit a child during an activity.	Outside School Hours Care	Reportable conduct threshold Criminal threshold	Alleged – prior to investigation	Yes
An ELC staff member fails to report a known risk of harm to a child after a disclosure of family violence.	Early Learning Centre	Statutory threshold Criminal threshold (failure to report)	Alleged – prior to investigation	Yes
During a gymnastics class, a coach is alleged to have engaged in grooming via social media.	Gymnastics	Reportable conduct threshold Criminal threshold	Alleged – prior to investigation	Yes
A youth participant discloses inappropriate touching by another participant during a sleepover camp.	Youth Program	Criminal threshold (peer-to-peer)	Alleged – prior to investigation	Yes
Regulator finds substantiated neglect in supervision after a child absconded from an ELC unnoticed.	Early Learning Centre	Substantiated outcome from regulator Reportable conduct threshold	Substantiated – following investigation	Yes
A gymnastics coach is reported for using excessive force to physically reposition a child, leaving visible bruising.	Gymnastics	Reportable conduct threshold Criminal threshold	Alleged – prior to investigation	Yes
A student alleges sexualised comments by a teacher	Schools	Reportable conduct threshold Criminal threshold	Alleged – prior to investigation	Yes
A staff member takes a picture of a minor participating in a gym class and shares it on social media	Recreation	Reportable conduct threshold Criminal threshold	Alleged – prior to investigation	Yes

Incident Types Not Covered by Critical Events Policy

Incident	Setting	Why this is not Reportable to Y Australia
A child trips during a group game and grazes their knee.	Outside School Hours Care	Accidental minor injury with no misconduct or negligence. No safeguarding concern.
A young person refuses to participate in a group activity and needs space to calm down.	Youth Program	Behavioural management issue, no harm or abuse involved.
A child's parent is late to collect them from care for the second time in a week.	Early Learning Centre	Late collection is a service-level concern, not a safeguarding threshold issue.
A staff member forgets to sign a child in but the child was supervised at all times.	Aquatics	Breach of policy with no impact on child safety or wellbeing. Local management only.
A participant complains about unfair treatment in a game but review shows rules were applied consistently.	Gymnastics	Perception of unfairness with no evidence of misconduct, harm, or discrimination. Possible breach of Code of Conduct or policy. Local management only.

Critical Events Procedure



*Y references Member Y's & Entity Y's
NCM = National Crisis Management

How Do We Log a Critical Event?

Y-Hub – Home

Folio

Notifiable Events Safeguarding Children, Young and Vulnerable People

June 2025

REPORTING THRESHOLD

- Any suspected, alleged, or confirmed physical or sexual abuse (including peer-to-peer) occurring during a Y program, service, or on Y property (owned or contracted)
- A seriously injured child, missing or absconded child
- An incident that compromised a child's online safety (cyber breach)

**If the incident involves a Y person (staff member, volunteer, or contractor), please refer to the Critical Incident Policy and reporting guidelines*

Definitions

Incident Type	Description	Threshold for Reporting
Any suspected, alleged, or confirmed physical or sexual abuse (including peer-to-peer) occurring during a Y program, service, or on Y property (owned or contracted)	<ul style="list-style-type: none"> • Suspected, alleged or actual abuse of a physical or sexual nature (including peer on peer abuse) occurring during a Y program, service, or on Y property (owned or contracted) • A disclosure, observation, or concern that a child or young person may have been, is being, or is at risk of being harmed physically or sexually during a Y program, service, or on Y property (owned or contracted) • This includes abuse perpetrated by adults or by other children and young people (peer-on-peer) • <i>If the incident involves a Y person (staff member, volunteer, or contractor), please refer to the Critical Incident Policy and reporting guidelines</i> 	When the incident : - <ul style="list-style-type: none"> • Requires a response by a medical professional or emergency services. • Results in a report to child protective services or a regulatory body (e.g. Education and Care Regulatory Authority)
A seriously injured child, missing or absconded child	<ul style="list-style-type: none"> • A child or young person sustains a significant injury requiring urgent medical attention • Is reported missing from care or supervision • Has deliberately left a program, facility, or activity without authorisation • The situation poses immediate risk to their health, safety, or wellbeing. 	When the incident : - <ul style="list-style-type: none"> • Requires a response by a medical professional or emergency services. • Results in a report to child protective services or a regulatory body (e.g. Education and Care Regulatory Authority)
An incident that compromised a child's online safety (cyber breach)	Any event where a child or young person's personal information, digital security, or online wellbeing is compromised at the Y. This includes:- <ul style="list-style-type: none"> • Unauthorised access to personal data (cyber breach or breach of confidentiality) • Inappropriate online contact • Distribution or exposure to harmful online content through a Y platform • Or other cyber incidents that could cause harm. 	When the incident has led to a report to :- <ul style="list-style-type: none"> • Office of the Australian Information Commissioner (OAIC) • Law enforcement • Regulatory bodies (e.g., Education and Care Regulatory Authority) • Child protective services

Examples of Notifiable Incidents

Incident	Setting	Threshold Met	Notifiable to Y Australia
During a sports program, a child falls and sustains a suspected broken arm requiring ambulance attendance and hospital care.	OSHC	Required a response by a medical professional and emergency services Reported to regulatory body.	Yes
A child fails to return from the bathroom during an excursion and cannot be located within the facility or grounds after an immediate search. Police are called.	OSHC	Required a response by emergency services/ Reported to a regulatory body	Yes
A child reports receiving private, inappropriate messages from an unknown person through a Y-managed online platform. Police report made.	Youth Services	Reported to Law Enforcement	Yes
An unauthorised person gains access to a Y database containing children's personal contact details.	Children's Services	Reported to:- <ul style="list-style-type: none"> • OAIC • Law enforcement • Regulator 	Yes
During an outside school hours care program held in the Y playground, a child reports to staff that an unfamiliar adult tried to grab their arm near the fence and told them to "come with me." The child pulled away and ran back to the play area.	OSHC	Reported to: - <ul style="list-style-type: none"> • Police 	Yes
During an after-school program, a 12-year-old is observed by staff inappropriately touching another child in a sexual manner without consent. The behaviour is intrusive, clearly outside what would be expected for their age, and causes distress to the other child. This meets the threshold for immediate escalation to child protection services.	Youth Services	<ul style="list-style-type: none"> • Reported to child protective services 	Yes

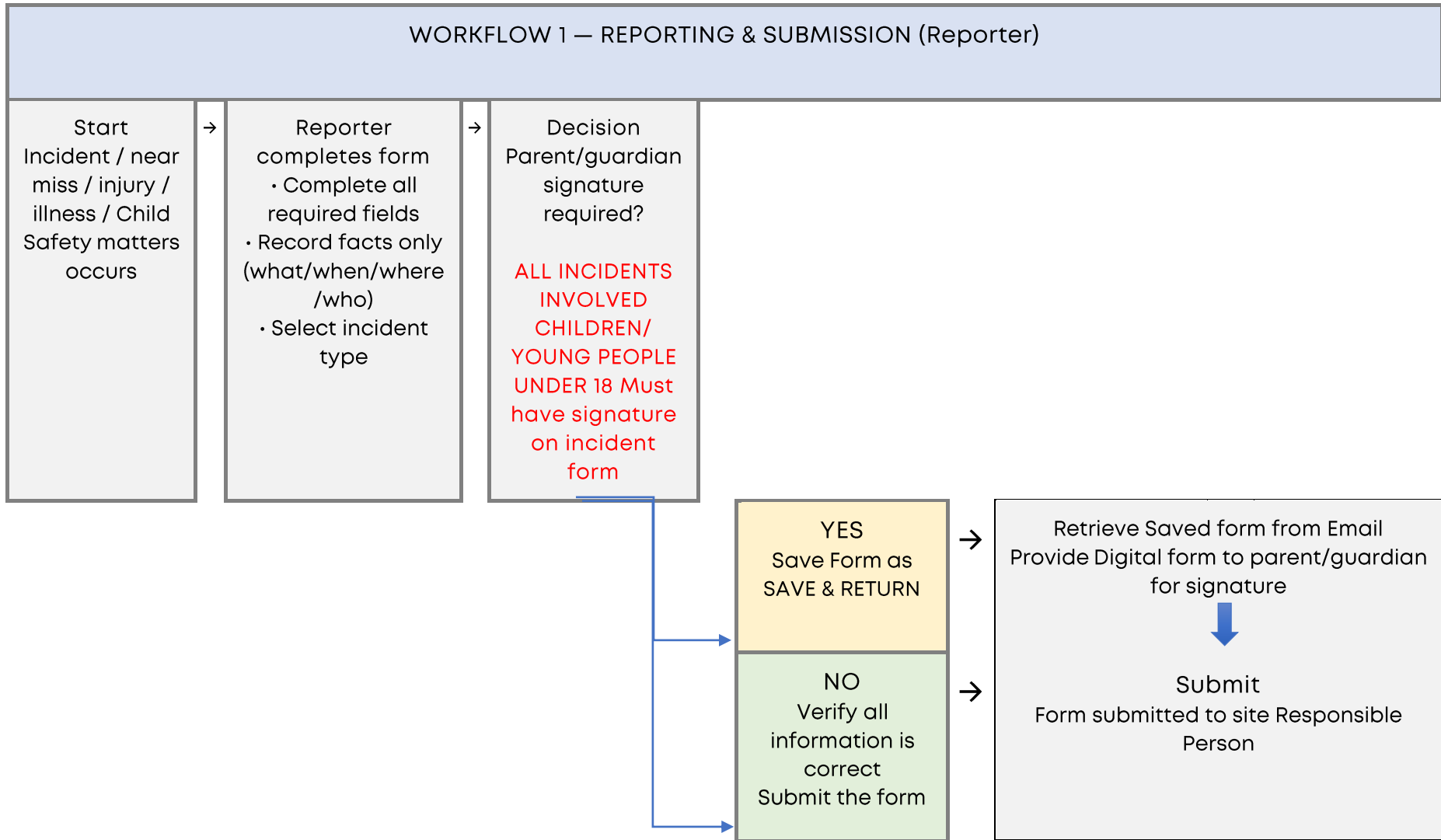
Examples of Incident Types That Are Not Notifiable to Y Australia

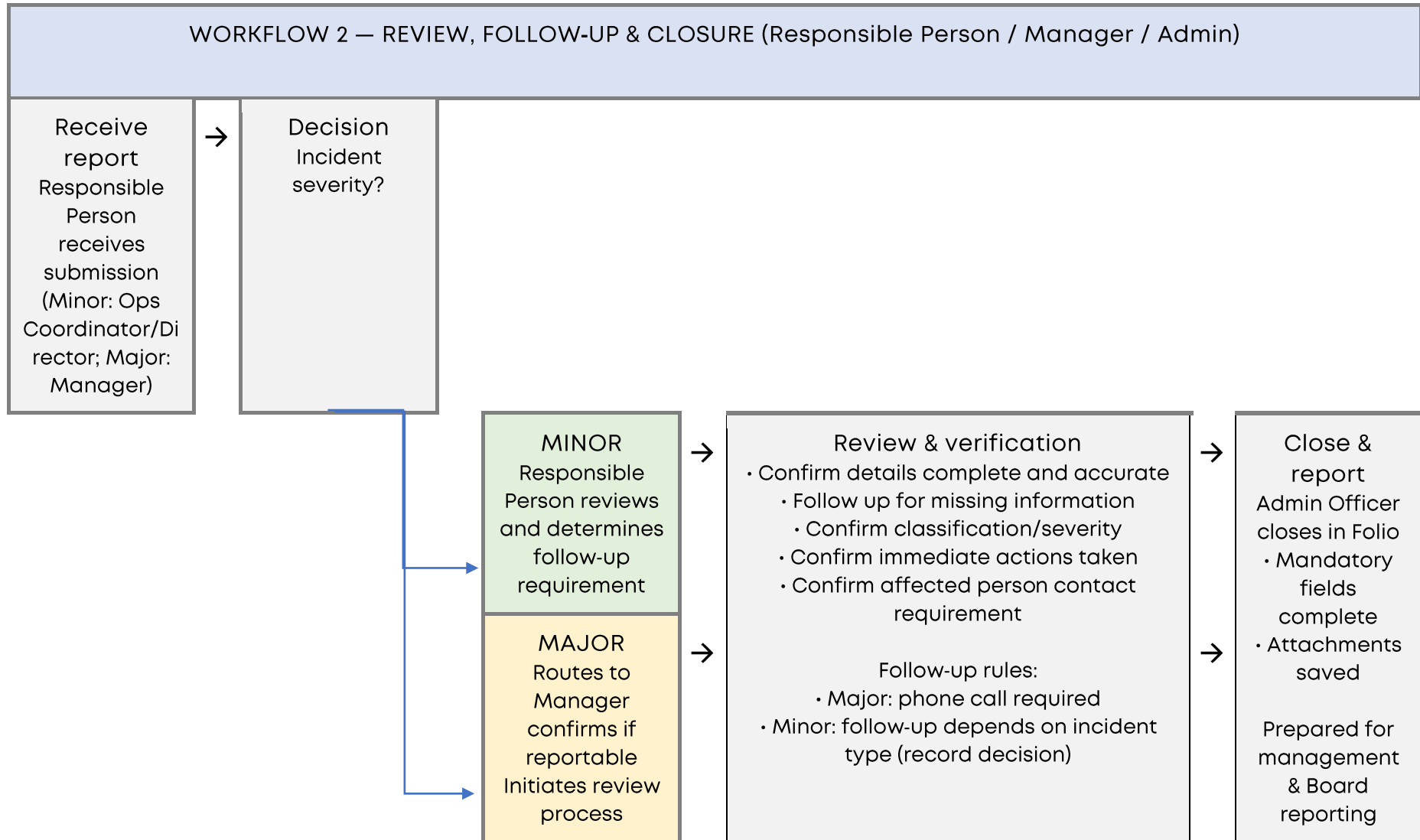
Incident	Setting	Why this is not Reportable to Y Australia
A child trips during a group game and grazes their knee.	OSHC	Accidental minor injury with no misconduct or negligence. No safeguarding concern.
A staff member accidentally opens a file containing non-sensitive internal information (e.g., a generic program schedule without personal data) but realises the error immediately and no data is copied, shared, or retained.	Children's Services	Accidental with no misconduct or negligence. No safeguarding concern.
A child tells a staff member they were pushed during a game, but on discussion it's clear this was accidental contact during normal play, with no injury, distress, or ongoing concern. The matter is resolved immediately with both children present	Children's Services	Accidental. No intentional or ongoing physical peer-peer abuse.
Two 6-year-olds are overheard using anatomically correct words for body parts in a curious, non-sexualised conversation while playing. The exchange is age-appropriate, brief, and not coercive. Staff redirect the conversation and use it as a learning opportunity without further concerns or indicators of harm.	OSHC	Developmentally normal behaviour. No peer – peer abuse.

Refer to YG142-O Incident Management Policy for additional information regarding the reporting requirements and



Folio-Incident Management Process Flowchart





Note: Minor follow-up requirements should align with the injury/incident criteria referenced in the YG 142-O Incident Management Policy.