



Incident, Injury, Trauma, and Illness Policy

Statement

The Service is committed to providing a safe and healthy environment and understands the responsibilities under the National Regulations that require an accurate Incident, injury, trauma, and illness record to be kept and stored confidentially until the child is 25 years old. Under the national legislation, an education and care service must record details in the Incident, injury, trauma and illness record for the following occurrences:

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

Educators recognise that young children's innate desire to explore and test their growing capabilities is essential in developing wellbeing. Educators must consider their understanding of all the elements of wellbeing and ensure that programs also acknowledge the importance of risk management to provide a safe environment and reasonably protect children from potential harm.

Goals

- To ensure that there is a clear, effective, and thorough process in the management and recording of incidents, injuries, trauma, and illness in accordance with the Children (Education and Care Services) Supplementary Provisions Regulation 2019 in alignment with the Education and Care Services National Regulations (NSW), being Regulations 85, 86 and 87.
- To ensure all incidents, injuries, trauma, and illness are documented and stored according to regulatory requirements (Regulations 181 and 183).
- To ensure that notifications are made in accordance to the Regulatory Authority in accordance with Regulation 176 and to the Australian Government Department of Education, Skills & Employment (DESE).
- To operate in a way that ensures the safety, health and wellbeing of every child and adult attending our education and care service.
- To ensure all persons who are involved in accidents/incidents, and/or become ill and/or suffer trauma whilst at sessions, are treated by Educators who hold current Education and Care First Aid certificates and in accordance with the guidelines and recommendations of that first aid qualification.
- To ensure staff undertake a risk management approach to health and safety at all sessions.
- To ensure the provision and regular maintenance of suitably equipped First Aid kits in accordance with Regulation 89.

Preventative Strategies

Consider the planning of the physical environment and experiences, ensuring that the spaces are safe.

- Thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing.
- Respond to children in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is always paramount.
- Regularly check equipment in both indoor and outdoor areas for hazards and take the appropriate action to ensure the safety of the children when a hazard is identified.
- Review the cause/s of any incident, injury or illness and take appropriate action to remove the cause/s if required.
- Provide staff with access to appropriate up to date information, or professional development on the management of incidents.
- Always maintain active supervision.
- Review supervision plans regularly.

Implementation

In the case of an incident, injury, trauma or illness, the Service will ensure that:

- Educators complete an incident, injury, trauma, or illness record (Appendix A), that includes the following information:
 - ✓ the name and age of the child;
 - ✓ the circumstances leading to the incident, injury or trauma, or relevant circumstances surrounding the child becoming ill (including any symptoms);
 - ✓ the time and date the incident occurred, the injury was received, or the child was subjected to the trauma, or the apparent onset of the illness;
 - ✓ the action taken by the service, including any medication administered, first aid provided or medical personnel contacted;
 - ✓ details of any person who witnessed the incident, injury or trauma, or the apparent onset of illness;
 - ✓ the name of any person the service notified, or attempted to notify, of any incident, injury, trauma or illness that a child suffered while being educated and cared for by the service, and the time and date of the notifications/attempted notifications;
 - ✓ the name and signature of the person making an entry in the record, and the time and date that the entry was made;
 - ✓ signature of a parent/guardian to verify that they have been informed of the occurrence.

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

- The parent/guardian is notified as soon as practical, but not later than 24 hours after the occurrence.
- The emergency contact of any staff, volunteers, visitors, or students is notified as soon as practical, and without undue delay.
- The Nominated Supervisor is notified of all incidents, injuries, traumas and illnesses.
- The Management Committee is notified of all incidents, injuries, traumas and illnesses, either immediately in the case where it is deemed serious, or at scheduled Committee meetings.
- Any relevant authorities, including the Regulatory Authority, the DESE NSW Funding Agreement Manager (only for Child Care Sessions), and other stakeholders, (for example the school principal at the Perthville venue), are notified of incidents, injuries, traumas and illnesses in the case where it is deemed serious as described in the section on page 5.
- All completed medication records are kept until the end of 3 years after the child's last attendance (regulation 92, 183).

Enrolment Information

- Families are required to provide:
 - written consent in the enrolment form for educators to seek medical attention for their child, if required
 - details of any preferred medical practitioners
 - details of at least two emergency contacts and ensure that these details are kept up to date
 - documentation related to their child's particular requirements, including immunisation status, medical conditions, such as asthma and/or anaphylaxis, allergies etc.

First Aid

- First Aid Kits will be easily recognised and readily available where children are present at the service and during any excursions. The First Aid kits will be suitably equipped, having regard to the different types of hazards at different venues, as well as past and potential injuries, and size and location of the venue.
- The Service will keep a record of all staff First Aid qualifications and ensure they are updated as required to maintain currency.
- Defibrillators are located at:
 - Perthville - external wall of school staffroom building (Block A)
 - O'Connell - on the stage in the hall
 - Oberon - the hospital across the road from the venue

Material Safety Data Sheets

- The Service ensures that, to the best of its ability, all chemicals and substances used at the service are non-toxic. First Aid information for these chemicals and substances are available in the Material Safety Data Sheets (MSD Sheets). These sheets are held at all venues and in the office at Lithgow in MSD Folders.

Injuries

If a child sustains an injury whilst at the Service, staff will implement the following procedures:

- Comfort and reassure the child whilst assessing the nature of the injury or injuries.
- Check files, or with other staff, for any known allergies and/or conditions related to the administering of First Aid, eg. allergy to bandaids. It is preferable that staff know this information so that checking isn't required.
- Administer first aid according to the nature of the injury. NOTE: Only staff with current Education and Care First Aid Certificates are to administer first aid.
- As much as possible, respect and adhere to the child/ren's wishes.
- Always, maintain the dignity and wellbeing of the child whilst providing First Aid.
- If a child has sustained an injury, particularly to the head or back, and cannot be comforted and/or is complaining of discomfort for a prolonged period of time, Educators will notify the parent/carer/emergency contact as soon as possible.
- Educators will complete an injury, incident, trauma and illness record, ensuring that all relevant sections are filled in, as outlined on page 3, and have the parent/carer/emergency contact sign the form and provide them with a copy if required.
- Educators will ensure that the other children are being adequately supervised whenever First Aid is being administered to a child.

Illnesses

Families are advised **NOT TO SEND** sick children to the Service and to arrange prompt collection of children who are unwell.

- Children **ARE NOT** permitted to attend the Service:
 - Within 24 hours of starting a course of antibiotics (there may be some exceptional circumstances where this may not apply – parents are required to consult with the Director/s if they feel that their child may be eligible for an exemption from this clause), or as advised under NSW Public Health legislation
 - Within 48 hours of an episode of vomiting or diarrhoea
 - For 24 hours after being sent home unwell
- If the child has any COVID-19 symptoms (refer to COVID-19 Policy).
- A child or adult will be considered sick if they:
 - Sleep at unusual times, are lethargic.
 - Have a fever over 37.5°C.
 - Are crying from discomfort.
 - Vomit
 - Diarrhoea (it is recognised that children may have loose motions for reasons other than being unwell and these will be considered before children are sent home).
 - Need constant one-to-one care.
 - Have symptoms of an infectious disease or COVID-19 symptoms (refer to COVID-19 Policy).

- If a child is unwell at home, the family **IS NOT** permitted to bring the child to the Service. Children who appear unwell when being signed in by their parent/carer will not be permitted to be left at the Service.
- If paracetamol or other pain-relieving medication has been administered the morning on the day of attendance at the Service, families are required to notify and consult with the Educator who is the 'Responsible Person' for that day.
- If a child becomes ill whilst at the Service, the parent/carer will be contacted to take the child home. In circumstances where the parent/carer cannot be contacted, emergency contacts will be called to ensure the child is collected from the Service promptly.
- Children who are unwell will be cared for and supervised by an Educator until the parent/carer, or other authorised representative, collects the child.

Serious Injury, Incident, Trauma, and Illness

A serious incident, as defined in the Education and Care Services National Regulations (Regulation 12) and the Community Child Care Fund Restricted (CCCFR) 'Factsheet: Notification of Serious Incidents' (Appendix B) refers to:

- the death of a child
 - i. while being educated and cared for by an education and care service; or
 - ii. following an incident while being educated and cared for by an education and care service;
- any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service
 - i. which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - ii. for which the child attended, or ought reasonably to have attended a hospital;
Example: a broken limb
- any incident involving serious illness of child occurring while that child is being educated and cared for by an education and care service for child the child attended, or ought reasonably to have attended, a hospital;
Example: Severe asthma attack, seizure or anaphylaxis reaction
- any emergency for which emergency services attended;
- any circumstance where a child being educated and cared for by an education and care service-
 - i. appears to be missing or cannot be accounted for; or
 - ii. appears to have been taken or removed from the education and care service premises in a manner that contravenes the National Regulations; or
 - iii. is mistakenly locked in or out of the education and care services premises or any part of the premises.

Events that result in serious incident, injury, trauma, and illness (including death) to a child must be reported to:

- The ambulance service (during handover of patient, if applicable)
- The police (if applicable)
- Parent/guardian or emergency contact person
- The Nominated Supervisor
- The Management Committee
- The Regulatory Authority
- The DESE NSW Funding Manager (only for Child Care Sessions).

If there is a serious incident, injury, trauma illness or emergency requiring first aid, the following response procedure will be implemented:

- Educators have access to the child's medical information on file, including any medical information disclosed on the child's enrolment form, and will be aware of any medical condition that requires a medical management plan or medical risk minimisation plan before First Aid is applied. If the incident involves asthma or anaphylaxis, Educators will apply asthma or anaphylaxis first aid management.
- Educators will assess the child's state of health in accordance with First Aid training and seek the help of other people, if necessary, to help carry out First Aid procedures (eg.CPR) and to call an ambulance if required.
- Educators will contact the child's parent/carer/emergency contact as soon as practical.
- Educators will maintain the dignity and wellbeing of the child whilst providing First Aid.
- An Educator is to stay with the child until medical/ambulance/parent/carer or emergency contact person arrives.
- An Educator (this should be the Educator who administered the first aid) to give details of first aid provided, to the child's family, ambulance, or medical personnel.
- Staff to inform the Nominated Supervisor/Director of the situation. The Nominated Supervisor is responsible for ensuring that, in the event of a serious incident, the Regulatory Authority and the DESE NSW Funding Manager (for Child Care Sessions only) are advised, as well as the Approved Provider (e.g. Management Committee).
- The incident is to be documented on an incident, injury, trauma, or illness form (Appendix A) and on the NSW Department of Education and Communities 'Notification of Serious Accident at an Approved Service (Appendix C) and the CCCFR Services Notification of Serious Incident Form (Appendix D), for Child Care Sessions only, as soon as possible but no later 24 hours after the incident.
- Educators are to ensure that the child's parent/carer signs the form and is given a copy.
- Staff will adhere to privacy and confidentiality regarding the casualty's health and personal details and ensure that all health records or injury related documentation and records are filed in a confidential and secure manner and in accordance with Regulation 183.
- In some circumstances it may not be until sometime after the incident that it becomes apparent that it was serious. If this occurs, the Nominated Supervisor must notify the Regulatory

Authority and the DESE NSW Funding Manager (for Child Care Sessions only) within 24 hours of becoming aware that the incident was serious.

- Notice of serious incident forms are to be completed and emailed to ececd@det.nsw.edu.au and also to CCCFRestricted@dese.gov.au (for Child Care Sessions only), within 24 hours of the incident.
- Retain the child's Incident, injury, trauma and illness record and any associated documentation, such as departmental notifications, until the child is 25 years of age.

Reporting

All incident, injury, trauma, and illness records will be signed off by a Responsible Person and sighted by the Director/Nominated Supervisor. A comprehensive record of all incidents, injuries, traumas, and illnesses will be compiled and tabled at Management Committee meetings on a quarterly basis. Records will also be provided to other organisations, such as schools where necessary (see section on Reporting of Serious Incident, Injury, Trauma, and Illness).

In the case of where the illness is an infectious disease such as COVID-19, gastroenteritis, whooping cough etc. the Public Health Department will also be notified (refer to COVID-19 Policy and Infectious Diseases Policy).

Additional Implementation for Management of Injuries and Illnesses

In case of an injury or illness at a session, where parents/guardians are not present, and where the child needs to be taken to a hospital or doctor, the following will apply:

Children as Casualties

- Notify the parents/guardians/emergency contact that an ambulance is on its way to the Service. If a parent/carer or emergency contact is unable to reach the Service to meet the ambulance, then ask them to meet the ambulance at the hospital (indicate the expected hospital). In this instance an Educator will accompany the child.
- If there is not sufficient Educators to maintain ratios, and a relief staff person may take some time to get to the venue, the remaining Educator/s will gather the children into one area indoors, to enable closer supervision and, where possible enlist the assistance of another adult as soon as possible.

Staff as Casualties

- If a staff member becomes injured or unwell at sessions, the Director/Nominated Supervisor should be advised immediately. The Director/Nominated Supervisor will arrange for a relief staff member if there is not sufficient staff to maintain ratios and, where possible, the injured/unwell person should remain on the premises until the relief staff person arrives. In circumstances where it is an emergency and the staff member must be transported to hospital by ambulance, and the relief staff person may take some time to get to the venue, the remaining staff member/s will gather the children into one area indoors, to enable closer supervision and, where possible enlist the assistance of another adult as soon as possible.

In the event of the staff member needing transportation to hospital, that staff member's emergency contact person will be notified by the Director/Nominated Supervisor as soon as

possible. Staff information is kept in the Staff Information Folder at the office base and each venue.

Children returning to the Service after sustaining a serious injury

- 1) If a child has sustained an injury the morning prior to coming to Preschool/Care, on arrival the parent/carer must inform the Responsible Person so that an informed decision can be made about the appropriateness of the child remaining for the day. For example, if a child has been given Paracetamol for pain management this information **MUST BE** provided by the parent/carer,
- 2) The Service has a duty of care to provide a safe environment for all children. In circumstances where a child has sustained a serious injury, eg. broken bone, concussion, outside of the care environment, that required treatment in a hospital or other medical service, the parent/carer will be required to provide a medical certificate of clearance before the child can return to the Service.

Related Policies & Documents

- Acceptance and Refusal of Authorisations Policy
- Administration of Medication Policy
- Child Protection Policy
- Chronic Illness Management Policy
- COVID-19 Policy
- Enrolment Policy
- First Aid Policy
- Infectious Diseases Policy
- Providing a Child Safe Environment Policy
- Daily Safety and Start of Term checklists
- Emergency contact lists
- First aid kit checklists
- Service Information Booklets

Monitoring

The Service will continue to monitor this Policy to identify areas of concern early, address problems immediately and to ensure compliance with legislative requirements. Unless deemed necessary through identification of practice gaps, this Policy will be reviewed every two years. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Appendices

- Appendix A Community Child Care Fund Restricted 'Factsheet: Notification of Serious Incidents'
- Appendix B Incident, injury, trauma, and illness record
- Appendix C NSW Government Education & Communities Notification of Serious Accident Approved Service
- Appendix D CCCFR Services Notification of Serious Incident Form

Links to National Quality Standards

QA 2 Children's health and safety		
2.1	Health	Each child's health and physical activity is supported and promoted
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child protection	Management, educators, and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
QA 5 Relationships with children		
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained
QA 6 Collaborative partnerships with families and communities		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
QA 7 Governance and management		
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

References

- Australian Children's Education and Care Quality Authority (ACECQA)
<https://www.acecqa.gov.au/>
- Centre Support Pty Ltd. (n.d.) Incident Injury Trauma and Illness. Retrieved June 29, 2017, from <http://www.centresupport.com.au/wp-content/uploads/2012/10/Incident-Injury-Trauma-and-Illness-Policy-NQF-FDC-NSW.pdf>

- Children (Education & Care Services) Supplementary Provisions Regulation 2019.
- Community Early Learning Australia (CELA)
<https://www.cela.org.au/publications/member-resources/sample-required-policies/incident.-injury.-trauma-and-illness>
- ECEC (Early Childhood Education & Care)
<https://education.nsw.gov.au/early-childhood-education>
- Education and Care Services National Regulations (NSW) current version 1 October 2021.
- NSW Government Health <http://www.health.nsw.gov.au/phact/pages/default.aspx>

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