Incident, Injury, Trauma and Illness Policy

Policy first issued	25th July 2016
Current review date	18th September 2024
Personnel responsible	Childcare Operations

NQS 2 Children's Health and Safety

NQS

QA2	2.1.2	Health practices and procedures - Effective illness and injury management and hygiene practices are promoted and implemented.
	2.2.2	Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QA4	4.1.1	Organisation of educators - The organisation of educators across the service supports children's learning and development
QA7	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.
	7.2.3	Development of professionals - Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

National Law

Section	167	Offence relating to protection of children from harm and hazards
	174	Offence to fail to notify certain information to Regulatory Authority

National Regulations

Regs	12	Meaning of serious incident
	85	Incident, injury, trauma and illness policies and procedures
	86	Notification to parents of incident, injury, trauma and illness
	87	Incident, injury, trauma and illness record
	88	Infectious disease
	89	First aid kits
	97	Emergency and evacuation procedures
	136	First aid qualifications
	161	Authorisations to be kept in enrolment record
	162	Health information to be kept in enrolment record
	168	Education and care service must have policies and procedures
	174	Prescribed information to be notified to Regulatory Authority
	176	Time to notify certain information to Regulatory Authority

Aim

The Centre and all educators can effectively respond to and manage accidents, illness and emergencies which occur at the Centre to ensure the safety and wellbeing of children, educators and visitors.

Related Policies

Death of a Child Policy
Emergency Service Contact Policy
Emergency Management and Evacuation Policy

Enrolment and Orientation Policy
Excursion and Special Events Policy
Food, Nutrition, Beverage and Dietary Requirements Policy
Health, Hygiene and Safe Food Policy
Dealing with Infectious Diseases Policy
Dealing with Medical Conditions Policy
Physical Environment Policy
Transport Policy

Implementation

This policy and related policies and procedures at the Centre will be followed by Nominated Supervisors and educators of, and volunteers at, the centre in the event that a child:

a) Is injured; or
b) Becomes ill; or
c) Suffers a trauma; or
d) Is involved in an incident at the Centre

The Nominated Supervisor of the Centre will ensure that a parent of a child is notified as soon as practicably possible and without undue delay. Parents will be notified no later than 24 hours of the injury, illness or trauma. An Incident, Injury, Trauma and Illness Record will be completed without delay.

The Nominated Supervisor of the Centre will ensure the Regulatory Authority is notified within 24 hours of any serious incident or serious complaint about the health, safety and welfare of a child, where regulations have been breached, children are being cared for in an emergency or incidents that require Centre to close or reduce attendance. The Regulatory Authority will be notified within 7 days of circumstances that pose a risk to the health, safety and wellbeing of a child.

First aid kits will be easily recognised and readily available where children are present at the Centre and during excursions. They will be suitably equipped having regard to the hazards at the Centre, past and potential injuries and size and location of the Centre.

We will ensure first aid, CPR, anaphylaxis management training and asthma management training is current and updated at least every year, and that all components of the first aid certificate are current if some require an earlier revision.

We will display these qualifications and expiry date where they can be easily viewed by all educators and staff, together with a photograph of the first aid trained educators and their contact details to assist in the identification process. All educators / staff within the Centre will be First Aid trained.

First aid qualified educators will be present at all times on the roster and in the Centre. They will never exceed their qualifications and competence when administering first aid.

The Nominated Supervisor will also document to ensure the contents of first aid kits and their location are reviewed every 3 months and after each use. Audits will ensure each kit has the required quantities, items are within their expiry dates and sterile products are sealed. Consideration will also be given to whether the contents suit the injuries that have occurred, based on our incident, injury, trauma and illness records and action taken to obtain additional resources if required.

During induction training for new educators and staff the Nominated Supervisor will:

- Advise which educators have first aid qualifications, and asthma and anaphylaxis management training and the location of the first aid kit.

- Obtain information about any first aid needs the educator may have that could require specific treatment in a medical emergency. This information will only be provided to first aid qualified educators with the employees consent.

We will review our first aid response plan, the location of the first aid kit and who our first aid trained educators are at least annually or when there are any changes during staff meetings or through newsletters, emails or memos.

We will display photos of all educators and staff, together with their qualifications, in a prominent position where they can be easily viewed by families and team members. We will also display appropriate first aid signage (e.g. CPR posters) in prominent locations.

If children are injured or become ill at the Centre, educators or staff members will request parents or authorised nominees to collect children within one hour of the request.

We will display photos of all educators and staff, together with their qualifications, in a prominent position where they can be easily viewed by families and team members.

We will also display appropriate first aid signage (eg CPR posters) in prominent locations.

Administration of First Aid

If there is an accident, illness or injury requiring first aid, the following response procedure will be implemented:

- Educator or staff member notifies Nominated Supervisor and a first aid qualified educator of the incident, illness or injury.
- Assess any further danger to the child, other children and any adults present and take steps to remove or mitigate the danger.
- Respond to the injury, illness or trauma needs of the child or adult in accordance with their current first aid, asthma and anaphylaxis training, and in accordance with the child's medical management plan and risk minimisation plan if relevant. As part of first aid response, educators may if required:
    - Call an ambulance (or ask another staff member to call and co-ordinate the ambulance).
    - Notify a parent or authorised nominee that the child requires medical attention from medical practitioner.
    - Contact a parent or authorised nominee to collect the child from the Centre if required within 60 minutes.
- Nominated Supervisor or first aid qualified educator reviews child's medical information including any medical information disclosed on the child's enrolment form, medical management plan or medical risk minimisation plan before the first aid qualified educator attends to the injured or ill child or adult.
    - If the illness or incident involves asthma or anaphylaxis, an educator with approved asthma or anaphylaxis training will attend to the child or adult.
- Nominated Supervisor and educators will supervise and care for children in the vicinity of the incident, illness or injury as appropriate.
- Nominated Supervisor ensures Incident, Injury, Trauma and Illness Record is completed in full and without delay and parent or authorised nominee is notified as soon as possible and within 24 hours of the injury, illness or trauma.
- after each incident advise Nominated Supervisor of first aid products used so they may be reordered.
- Educator will notify Nominated Supervisor and parents of the incident, illness or injury the same day that it occurs.

Ticks

If a child is bitten by a tick, educators will immediately advise the child's parents/guardians their child must be collected as soon as possible. (Educators will monitor the child's breathing and response and call 000 if necessary.) Educators will not attempt to remove the tick as incorrect removal, for example, squeezing the body of the tick, may cause more tick saliva to be injected. Educators will advise parents/guardians to follow the tick removal guidance from a recognised authority, and to take the child to a medical professional if they're unsure how to properly remove the tick or the child's symptoms worsen.

First Aid Kit Guidelines

First aid kits will be easily recognised and readily available where children are present at the Centre and during excursions. They will be suitably equipped having regard to the hazards at the Centre, past and potential injuries and size and location of the Centre.
We will use the checklist in the VIC First Aid in the Workplace Compliance Code or Safe Work Australia First Aid in the Workplace Code of Practices as a guide on what to include in our first aid kits, and tailor the contents as necessary to meet our Centre's needs.
We will display a well recognised, first aid sign which complies with AS 1319:1994 – Safety Signs for the Occupational Environment to assist in easily locating first aid kits.

Any First Aid Kit at the Centre must:

- Not be locked.
- Not contain paracetamol.
- Be sufficient for the number of employees and children and adequate for the immediate treatment of injuries at the Centre.
- Have appropriate first aid resources for the immediate treatment of injuries at the Centre (including asthma and anaphylaxis).
- Be in a place that takes an employee no longer than two minutes to reach, including time required to access secure areas.
- Be constructed of resistant material, be dustproof and of sufficient size to adequately store the required contents.
- Be capable of being sealed and preferably be fitted with a carrying handle as well as have internal compartments.
- Contain a list of the contents of the kit.
- Be regularly checked using the First Aid Kit Checklist to ensure the contents are as listed and have not deteriorated or expired.
- Have a white cross on a green background with the words 'First Aid' prominently displayed on the outside.
- Be easy to access and if applicable, located where there is a risk of injury occurring.
- Display emergency telephone numbers, the phone number and location of the nearest first aid trained educators (including appropriate information for those employees who have mobile workplaces).
- Display a photograph of the first aid trained educators along with contact details to assist in the identification process.
- Be provided on each floor of a multi-level workplace.
- Be provided in each work vehicle.
- Consideration should be given to preventative measures such as sunscreen protection and portable water if working outdoors.
- First Aid kits must be taken on excursions and be attended by First Aid qualified educators.
- Be maintained in proper condition and the contents replenished as necessary.
- Our First Aid delegated individual responsible for maintaining all First Aid kits at the Centre is:

Name: _____ Role: _____

Number of First Aid Kits Responsible for in the Centre: _____

- Our back-up First Aid delegated individual responsible for maintaining all First Aid kits when the person listed above is away is:

  Name: _____ Role: _____

  Number of First Aid Kits Responsible for in the Centre: _____

  These individuals are responsible for using the First Aid Checklist and ensuring each Kit has the required quantities, items are within their expiry dates and sterile products are sealed. This will occur after each use or if unused, at least annually. They will also consider whether the First Aid Kits and modules suit the Centre's hazards and the injuries that have occurred. If the kit requires additional resources, these individuals will advise and follow up with the Nominated Supervisor.
- We will display a well recognised, standardised first aid sign to assist in easily locating first aid kits. Signage will comply with AS 1319:1994 – Safety Signs for the Occupational Environment.

First Aid Kit Guidelines

Our Centre will use the following checklist from the Victorian Compliance Code / First Aid in the Workplace http://www.worksafe.vic.gov.au, along with the Centre's First Aid Stock Check checklist.

We will determine whether we need additional items to those in the checklist, or whether some items are unnecessary, after considering the number of children at our Centre and what injuries children or adults may incur. We will check our incident, injury, trauma and illness records to help us make an informed decision about what to include. Educators may wish to provide additional items or modules, for example burns modules and eye wound modules. We will also include appropriate resources to deal with a child at risk of anaphylaxis and other medical conditions.

Nominated Supervisor will also conduct First Aid and Medication Register Audits in March, June, September and December of each year to ensure First Aid Kits are adequately stocked.

Victorian Compliance Code / First Aid in the Workplace

Product Name	Quantity	Quantity and Expiry Date Met YES / NO
Basic first aid notes		
Disposable gloves		
Resuscitation mask		
Individually wrapped sterile adhesive dressings		
Sterile eye pads (packet)		
Sterile coverings for serious wounds		
Triangular bandages		
Safety pins		
Small sterile non-medicated wound dressings		
Medium sterile non-medicated wound dressings		
Large sterile non-medicated wound dressings		
Non-allergenic tape		
Rubber thread or crepe bandage		
Scissors		

Tweezers		
Suitable book for recording details of first aid provided		
Sterile saline solution		
Plastic bags for disposal		

Incident, Injury, Trauma and Illness Record

All information will be included in the Incident, Injury, Trauma and Illness Records as soon as is practicable, but no later than 24 hours after the incident, injury or trauma, or the onset of the illness.

Record Templates

Our Centre will use the following Incident, Injury, Trauma and Illness records:

- **Incident / Injury / Trauma form**
  This form will be used in the circumstance that a child incurs an injury, been involved in an incident or trauma whilst in the care of the Centre. This form should be completed on each occasion that a child requires first aid. The child may be required to be collected from the Centre depending on the severity of the circumstance.
- **Temperature form**
  This form will be used in the event where a child displays a temperature whilst in the care of the Centre. Temperatures will be monitored and documented on this form and the child must be collected by the parent.
- **Illness form**
  The illness record will be completed in the event where a child displays signs of illness or being generally unwell and unable to engage in the educational program provided by the Centre. The child must be collected by the parent.
- **Head Injury form**
  The head injury form will be completed in the circumstance of a child receiving an injury to any part of the face or head. Head injuries will be closely monitored. The parent will be contacted as soon as practical after the injury by phone call. The family will be encouraged to seek medical attention where a child has hit or been hit on their head and if the child develops a haematoma. Scratches and cuts to the face will be monitored, any deep cuts / lacerations will be first aided immediately and the parent will be asked to seek medical attention. The child may be required to be collected from the Centre depending on the severity of the circumstances.

- **Medication form**
  The medication form will need to be completed by the parent to authorise administration of medication to their child. Please refer to administration of medication procedures.
- **Prolonged Medication form**
  This form will be used for all ongoing medications required by a child. This form is reviewed every 3 months. Parents are required to provide relevant documentation supporting the medication requirement. This form will not be completed for Asthmatic procedures – the Asthma Action Plan is a sufficient medical document.
- **Medication Register**
  All medication that enters the Centre must be signed in and out of the medication register.

Form Procedures

- **Storage of forms**
  All templates will be located in each room in a template folder.
- **Completed forms**
  All completed forms will be placed on the room whiteboard until they have been signed by the parent. Should the child be collected at family grouping time the forms will be kept in a family grouping parent authorisation folder. The leading educator should ensure that the parent is informed of the incident and that the form is signed by the parent.
- **Authorisation of forms**

All forms need to be authorised by the Nominated Supervisor or Certified Supervisor prior to the parent signing the document. All forms that have been authorised by the parent and the Nominated Supervisor should be placed in the Office / Reception for filing to the child's electronic and hard file.

Notification of Serious Incidents and Complaints

The Representative of the Approved Provider or delegate will notify the regulatory authority through the online NQA ITS within 24 hours of any serious incident at our Centre (s. 174). This includes any serious injury or trauma to, or illness of a child which a reasonable person would consider required urgent medical attention from a medical practitioner or for which the child attended, or ought reasonably to have attended, a hospital. Serious injuries, traumas and illnesses include:

- Head injuries
- Broken bones / fractures
- Burns
- Amputation
- Meningococcal infection
- Anaphylactic reaction requiring urgent medical attention
- Witnessing violence or a frightening event
- Epileptic seizures
- Bronchiolitis
- Whooping cough
- Measles
- Diarrhoea requiring urgent medical attention
- Asthma requiring urgent medical attention
- Sexual assault

A serious incident includes:

- The death of a child at the Centre or following an incident at the Centre.
- An incident involving a serious injury or trauma to a child at the Centre, which a reasonable person would say required urgent attention from a medical practitioner, or the child attended or should have attended a hospital e.g. broken limb.
- Any incident involving serious illness of a child at the Centre where the child attended, or should have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis.
- Any incident involving the physical or sexual abuse of a child that has occurred or is occurring at the Centre.
- Any emergency where emergency services attended, e.g. there was an imminent or severe risk to the health, safety and wellbeing of a person at the Centre.
- A child is missing and cannot be accounted for at the Centre.
- A child has been taken from the Centre without the authorisations required under the regulations.
- A child is mistakenly locked in or out of the Centre.

If our Centre only becomes aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

Notification of Serious Complaints and Circumstances

The Representative of the Approved Provider or delegate, will also notify the regulatory authority through the online NQA ITS:

- Within 24 hours of any complaints alleging that the safety, health or wellbeing of a child is being compromised at the Centre.
- Within 24 hours of any complaints alleging that a serious incident has occurred or is occurring while a child was or is at the Centre.
- Within 7 days of any incident, complaint or allegation that physical or sexual abuse of a child has occurred or is occurring while the child is at the Centre.
- Within 24 hours of any complaints that the National Law or Regulations have been breached.

- Within 7 days of any circumstances arising at the Centre that pose a risk to the health, safety and wellbeing of a child.
- Within 24 hours of the attendance of any children being educated and cared for in an emergency. This includes where the child needs protection under a child protection order or the parent of the child needs urgent health care. The emergency care can be for no more than two consecutive days the Centre operates. We will advise the Regulatory Authority what the emergency is and make a statement that the Approved Provider has taken into account the safety, health and wellbeing of all the children attending the Centre before deciding to accept the additional child / children.
- Within 24 hours of any incident that requires the Centre to close or reduce attendance.

Notification of Work Health and Safety Incidents

Under the National Laws serious injury or illness is a 'notifiable incident' under the work, health and safety legislation. Serious injury or illness means a person requires:

- Immediate treatment as an in-patient in a hospital, or
- Immediate treatment for:
  - The amputation of any part of the body
  - A serious head injury
  - A serious eye injury
  - A serious burn
  - The separation of skin from an underlying tissue (such as degloving or scalping).
  - A spinal injury
  - The loss of a bodily function
  - Serious lacerations or
- Medical treatment within 48 hours of exposure to a substance

A serious illness includes any infection to which the carrying out of work is a significant contributing factor, for example an infection that can be linked to providing treatment to a person or coming into contact with human blood or body substances.

A dangerous incident is also notifiable under the legislation. Dangerous incidents include:

- An uncontrolled escape, spillage or leakage of a substance
- An uncontrolled implosion, explosion or fire.
- An uncontrolled escape of gas or steam.
- An uncontrolled escape of a pressurised substance.
- Electric shock
- The fall or release from a height of any plant, substance or thing.
- The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations.
- The collapse or partial collapse of a structure.
- The collapse or failure of an excavation or of any shoring supporting an excavation.
- The inrush of water, mud or gas in workings, in an underground excavation or tunnel.

The Representative of the Approved Provider or Nominated Supervisor must notify WorkCover by telephone or in writing (including by facsimile or email) as soon as possible after the injury, illness or incident. Records of the incident must be kept for at least 5 years from the date that the incident is notified. The Representative of the Approved Provider / Nominated Supervisor must ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by WorkCover.

Sources

Education and Care Services National Regulations 2011
National Quality Standard
Occupational Health and Safety Act 2004
Occupational Health and Safety Regulations 2007
Your Health and Safety Guide to Workplace Amenities and First Aid June 2007: Worksafe Victoria
Firs Aid for low risk Micro Businesses May 2009: WorkSafe Victoria
Children's Services occupational Health and Safety compliance kit: WorkSafe Victoria
Compliance Code First Aid in the Workplace 2008: Worksafe Victoria Safe Work Australia Legislative Fact
Legislative Fact Sheets First Aiders
Safe Work Australia First Aid in the Workplace Code of Practice
Work Health and Safety Act and Regulations 2011 (national)

Review

The policy will be reviewed annually. The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: 18.09.2024
Date for next review: September 2025