

## Incident, Injury, Trauma and Illness Policy

### **Aim:**

To ensure immediate action, appropriate services and care are provided in a medical, dental emergency or accident involving a centre staff member, child, other staff member, volunteer or visitor to prevent further injury or death.

### **Introduction:**

The health and safety of children in education and care services is the responsibility of all approved providers and educators. Policies and procedures (including documented records) must be in place to effectively manage the event of any incident, injury, trauma and illness that occurs in the program by law. Young children's innate desire to explore and test their growing capabilities is essential in developing wellbeing. Educators must consider the understanding of all of 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:**

Our care and education service will:

- Develop program goals that promote the wellbeing of each child;
- Establish procedures and practice that minimise the risk of harm to children;
- Maintain communication with families to ensure that they are informed of any incidents, injury trauma and illness to their child/ren as required;
- Ensure that records of any incident, injury, trauma and illness are documented, transmitted to the Department of Education and Communities as required and kept in storage according to regulatory requirements; and
- Ensure that this policy is implemented in conjunction with our Emergency and evacuation policy.

### **Strategies**

The approved provider, nominated supervisor and educators will consider the development of children's wellbeing as paramount to the educational philosophy of the service. All educators will be aware of the development of wellbeing, and children's emerging capabilities, and plan the program accordingly.

The procedures of the service will include the following:

### **Approved Providers/Nominated Supervisors will:**

- Notify the Regulatory Authority through the online NQA ITS within 24 hours of any serious incident at the education and care service, the death of a child, or complaints alleging that the safety, health or wellbeing of a child was, or is being compromised.

- Notify the regulatory authority within 7 days of circumstances that pose a risk to the health, safety and wellbeing of a child.
- Ensure that educators are rostered so that at least one educator who holds a current approved first aid qualification is present at all times that the children are being educated and cared for by the service;
- Ensure the service holds the correct number of first aid kits required, suitably equipped, and maintained;
- Ensure that all staff are aware of the completion of appropriate records (injury, incident, trauma and illness record) in the event of any incident, injury, trauma or illness to children whilst in the care of the service, and that this information is completed no later than 24 hours after the incident occurred);
- Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements;
- Complete an audit of the Injury, incident, trauma and illness reports to reflect on the effectiveness of the procedures in place at the service;
- Give staff access to appropriate up to date information, or professional development on the management of incidents; and
- Make certain that all staff have access to the Regulations and Law and are aware of their responsibilities under these ensuring that this occurs as part of staff induction or orientation to the service and that position descriptions reflect this responsibility.

#### **Educators will:**

- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate;
- 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 paramount at all times;
- Seek further medical attention for a child if required;
- Be aware of the signs and symptoms of illness/trauma, and update their understanding as part of their ongoing professional development;
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending /responding to any incident, injury, trauma or illness;
- Respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or to request the collection of the child;
- In response to a child registering a high temperature, follow procedures for temperatures, and complete the incident, injury, trauma and illness record as required;
- Maintain appropriate work health and safety standards when attending to children's injuries and applying first aid;
- Develop partnerships with families and use this understanding to guide the development of practice in relation to individual children's emerging capabilities;

- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired.
- Ensure that hazardous items are inaccessible to children; and
- Be involved in regularly reviewing and discussing policy and procedure and consider any improvements that need to be made to this policy.

#### **Families will:**

- Be informed of policies and procedures upon enrolment with regards to first aid, illness whilst at the service, and exclusion practices, including immunisation status and illnesses at the service;
- Inform the service of their child's particular requirements, and provide any relevant paperwork to the service, such as immunisation status, letters from a medical professional etc;
- Be notified of any incident, injury, trauma or illness as soon as is practicable, but no later than 24 hours after the noted incident, and will be provided with a copy of the report.
- Receive access to this policy and notification of its existence;
- Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service via various methods;
- Be provided access to information on children's development, the service program and relevant resources (such as Kidsafe, SIDs and Kids for example) from the service.

#### **Implementation:**

- On enrolment, parents will be required to provide written consent on the child's enrolment form for any centre staff member, centre manager or other staff member to seek urgent medical, dental, hospital treatment, ambulance service, urgent assistance from another person nominated by the parent (emergency contacts) if the child is ill or injured while in the care of the centre.
- Parents will be made aware of their responsibility in covering any expenses arising from emergency treatment through the centres parent handbook.
- On enrolment parents will be made aware of their responsibility in providing adequate information on:
  - their child's health
  - past and current medical history
  - any allergies their child may have
  - any medications they are taking
  - recommended medical and dental emergency or action plans
 This information will be recorded on the child's enrolment form.
- If any emergency treatment has been sought the parents or family will be informed as soon as possible, so they can take over responsibility or care of the child and decide on further action to take.

- At all times at least one person with an Apply First Aid Certificate and Asthma and Anaphylaxis Training will be on the centre premises at all times.

When the child becomes ill or is injured when in the care of the centre, staff will:

- Notify the family as soon as practically possible and request that they or a nominated emergency contact pick up and take charge of the child and take to the child's doctor.
- Keep the child under adult supervision until the child's family or emergency contact arrives.
- Provide appropriate first aid as required.
- If medication is required in an emergency ensure that every attempt is made to secure consent from a parent or legal guardian. Ensure that the medication given is recorded on an accident/illness/sickness form and that the parents or nominated emergency contacts are notified of any medication given in an emergency.
- Ensure that a record of the illness, injury or accident is made using an Accident/Injury/Sickness form and that a copy is given to the child's family.
- In the event of serious injury, hospitalisation or death of a child while in the care of the centre ensure that the Centre Director/Nominated Supervisor, parent of the child, Approved Provider of the Centre and the Education and Care Directorate are notified. In the event of the death of a child in the centre the police must also be informed (see HSPOL23 Death of a Child, Staff or Parent at the Centre policy).
- A record of any illness within the centre will be recorded on the sickness register.
- Accidents/injuries will be recorded on an Accident/Injury/Sickness(S16) form and kept in the Accident/Injury/Sickness folder.

#### **First Aid:**

All precautions will be taken to reduce the incidence of accidents and injuries within the centre. However in the event of an accident/injury staff will:

- Ensure that at all times at least one staff member with a senior first aid certificate is on the premises.
- Follow appropriate first aid treatment for managing accidents/injuries.
- Ensure that up-to-date emergency procedures and CPR charts are on display throughout the centre.
- Ensure that emergency contact phone numbers are on display near all phones in the centre.
- In the event that an ambulance is called to the centre for a child, ensure that an appropriate person accompanies the injured child to the hospital (see Procedure 8 Emergency replacement of Staff). Notify family as outlined previously.
- Ensure first aid kit is fully stocked and supplies (including expiry dates) are checked monthly using the first aid checklist (Procedure 7).

- In the event that first aid treatment is required, remain calm, assess injury, ensure child is comfortable, reassure other children. If minor injury - provide appropriate first aid treatment, if required refer to doctor or hospital. If serious injury - do not move except for safety, provide appropriate first aid treatment, if required provide CPR, call ambulance and parents.
- Write up a report of all accidents/injuries on accident/injury/sickness form. In the event of serious injury ensure centre Director/Nominated Supervisor, Approved Provider, parent of the child and the Education and Care Directorate are informed.

### **Evaluation**

Educators respond in a timely manner to any incident, and documentation is completed, shared and stored as appropriate. Regular reviews of procedures and policy are implemented.

Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, and are practised and implemented.

**Source:** Health and Safety in Children's Centre: Model Policies & Practices 2<sup>nd</sup> Ed. revised 2003  
 National Quality Standard  
 Education and Care Services National Law and the Education and Care Services National Regulations (2011)  
 EYLF - Belonging Being Becoming (2009)  
 The Manual - Managing a Children's Service - Community Child Care Co-operative (2009)  
 Community Child Care Co-operative Ltd NSW

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