

## 7. Incident, Injury, Trauma and Illness



### Introduction

The National Regulations require an accurate Incident, Injury, Trauma and Illness Report 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 Report 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 and an illness that becomes apparent.

### Purpose

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

### Goals – What are we going to do?

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 service. 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.

### Strategies – How will it be done?

In the event of an Incident, injury, trauma or illness, to either children or staff, the following procedure will be followed:

- Staff will assess the situation for seriousness and or danger
- First aid will be administered to the child/person by a staff person with a current First Aid Certificate
- In the event of a child needing further care, the Nominated Supervisor or person in day to day charge will then assess the situation and if necessary, contact the child's caregiver. If the caregiver is unavailable the Nominated Supervisor will contact the persons listed as emergency contacts.
- The person in day to day charge must ensure that the child is kept under adult supervision until the child recovers or until a parent of the child or some other responsible person takes charge of the child.
- An Incident, injury, trauma or illness report will be completed, and a copy will be given to the person collecting the child.
- In the event of an adult or staff member needing treatment, the adult will if able, advise the Person in day to day charge of a contact person to notify. If unable to do so, every effort will be made to contact a member of that person's family. Staff personnel files will be used in the case of a staff person needing Medical assistance.

If the situation is assessed as needing: emergency medical, dental, hospital treatment or an ambulance then 000 will be called, followed by the parent/guardian/next of kin or emergency contact being notified.

- The Nominated Supervisor must ensure that if the child requires urgent medical or dental treatment, immediate steps are taken to secure that treatment, and the child is returned as soon as practicable to the care of a parent and a Incident Notification is made to Regulatory Authority via the NQAITS Portal.
- If the child/adult/staff person's injuries require removal from the centre by Ambulance or other means and the parent/next of kin/emergency contact is unable to be contacted, a member of staff will accompany the person. The Child's Enrolment form will be taken with the child as well as the accident report (if possible) and the Hospital transfer form.
- All efforts will be taken to contact the child's parents/emergency contacts or next of kin before the child or adult is taken for emergency treatment and will continue after they have left the centre.
- If a staff member is in need of emergency medical assistance and needs to be removed from the centre or if a staff member needs to accompany a child to receive emergency assistance, then all efforts will be made to employ replacement staff.
- If a child swallows a poisonous substance, the Poisons information centre will need to be contacted for assistance. Staff are required to identify the substance before contact, if possible.
- In the event of a medical emergency occurring whilst on an excursion, the same procedure will be followed as above.
- Emergency numbers will be displayed above the telephone in the main office and staff will be made aware of their location.
- The approved provider must be notified immediately of any incident, injury, trauma or illness that requires a child to receive medical, dental or hospital treatment and the Regulatory Authority to be notified.

### Procedure for calling an ambulance

When calling an ambulance, you will need to provide the following information:

- your name, the name of the centre, address and phone number
- the name of the ill or injured person
- whether they are an infant, child or an adult
- the name of the next of kin, parent or guardian
- the nature of the illness, injury or emergency
- if the person is unconscious, whether they are breathing or have a pulse,
- if the person is bleeding severely, or appears to have a major injury, or has a head injury, or is cyanosed (a "blue" colour)
- what first aid or CPR action is being taken

### Incident, Injury, Trauma and Illness Report

Details entered in the Incident, Injury, Trauma and Illness Record include the following:

- 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; and
- signature of a parent/guardian to verify that they have been informed of the occurrence.

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

### Caring for a sick child

- Staff will determine if a child is unwell and or it is necessary for the child to leave the centre and will consult with the Nominated Supervisor/person in day to day charge.
- If the Nominated Supervisor or person in day to day charge deems it necessary for the child to go home the following will occur:
  - Parent of the child will be contacted and given information about the child and advised to collect the child.
  - In the event that the parent is unable to be contacted then the emergency contact persons on the child's enrolment form will be contacted.
  - The child will be cared for at the centre and if necessary, away from the other children but in view of a staff member until the parent or authorised person arrives to collect the child.
  - An illness report will be completed, and a copy of the Illness report will be given to the person collecting the child.
  - Exclusion periods will be given as per Staying healthy in Childcare.
- All children who are sick or ill with an infectious disease or who are deemed to be infectious by staff are required to be removed from the centre as soon as practicable, at the nominated supervisors or person in day to day charge discretion. Children who are infectious shall be excluded from the centre for such a period as per Staying Healthy in Childcare exclusion periods and/or until a Doctor's certificate stating the child is fit to return to the centre.
- If a child is present at the centre with head lice the parent/guardian of the child will be advised that their child has Head Lice and that the child's hair must be treated effectively with a Head Lice solution or conditioning and combing technique before the child returns to the centre, it is not necessary to send a children home when head lice is first discovered. An Effective Treatment is when all lice are dead. If live lice are found after treatment, then the treatment has not been effective, and children will need to be excluded until treatment is effective.

### Preventative Strategies

To effectively plan and respond to any incident, injury or illness centres should:

- 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.
- Regularly check equipment in both indoor and outdoor areas for hazards and taking the appropriate action to ensure the safety of the children when a hazard is identified.
- Review the cause of any incident, injury or illness and taking appropriate action to remove the cause if required.
- Provide staff with access to appropriate up to date information, or professional development on the management of incidents.
- Maintain high levels of supervision at all times

### Personal Accident Claim for Children

The centre has a personal accident policy for children which can be accessed by families in the event a child in care suffers a bodily injury caused by an accident. To make a claim, parents/guardians need to contact their centre director to receive and complete a claim form. The claim form then needs to be returned by the parent, along with any receipts for expenses they are claiming, to the centres nominated insurance company. As per any Personal Accident policy, cover is not provided for any medical expenses that are covered by Medicare or a Private Fund as this contravenes the Private Health Insurance Act, 2007. For more information please refer to our Insurance Policy.

### Roles and Responsibilities

Approved Provider will:

- Ensure the service operates in line with the Education and Care Services National Law and National Regulation.
- Ensure that the premises are kept clean and in good repair.
- Ensure that completed medication records are kept until the end of 3 years after the child's last attendance (regulation 92, 183).
- Ensure that a parent/guardian of the child is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service (regulation 86).
- Ensure that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old (regulations 87, 183).

- Ensure that there is a minimum of one educator with a current approved first aid qualification on the premises at all times.
- Ensure that children's enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service.
- Ensure that an incident, injury, trauma report is completed, and a copy forwarded to the regulatory authority via NQAITS Portal as soon as is practicable but not later than 24 hours after the occurrence.
- Ensure centres have accessible First Aid Kits in accordance with the workplace Health and Safety Act 2011.

### Nominated Supervisor will:

- Notify parents/guardians immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable.
- Request the parents/guardians make arrangements for the child or children involved in an incident or medical emergency to be collected from the service or informing parents/guardians if an ambulance has been called.
- Notify other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable.
- Ensure that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency.
- Maintain all enrolment and other medical records in a confidential manner.
- Regularly check equipment in both indoor and outdoor areas for hazards and taking the appropriate action to ensure the safety of the children when a hazard is identified.
- Ensure up to date CPR charts are displayed in all playgrounds and rooms
- Review the cause of any incident, injury or illness and taking appropriate action to remove the cause if required.
- Check first aid kits monthly to ensure fully stocked and in date. Replace as needed.
- Check all medications kept at the centre monthly to ensure in date and replace as needed.

### Educators will:

- Record details of any incident, injury or illness on the Incident, Injury, Trauma and Illness Report as soon as is practicable but not later than 24 hours after the occurrence.
- Seek further medical attention for a child if required.
- Be aware of the signs and symptoms of illness/trauma.
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury 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.

### 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, health plans, allergies 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.
- Be provided access to information on children's development, the service program, and relevant health and wellbeing resources from the service.

### Related Legislation

- Education and Care Services National Law Act: Section 174(2)
- Education and Care Services National Regulations: Regulations 77, 85-87, 103, 177, 183
- Work Health and Safety Act 2011
- Australian Standards AS3745-2002, Emergency control procedures for buildings, structures and workplaces
- Children and Young persons (Care and Protection) Act 1998

Links to Education and Care Services National Regulations: 77, 85-87, 103, 177, 183

Links to National Quality Standards/Elements: 2.1, 3.1, 7.1

### Links to other policies and documents

- The administration of First Aid
- Medical Conditions
- Administering Medication
- Contact with and safely dealing with blood and bodily spills.
- Hospital transfer form
- Incident, injury, trauma or illness reports
- Medication form
- Enrolment form
- Staying Healthy in Childcare

### Sources

- Staying Healthy in Childcare
- Australian Children's Education and Care Quality Authority (ACECQA) [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Community Early Learning Australia - CELA

## Procedure for receiving follow up phone call from serious incident from a medical professional

Medical professionals may include a dentist, doctor, nurse, physiotherapist, chiropractor etc from a medical or dental facility.

### Step One:

- Unless the medical professional is a paramedic providing immediate first aid or a doctor providing emergency treatment to a child - a parent/ contact with medical permissions must give verbal permission over the phone before an educator can answer any questions or provide any further information. An educator must have a witness to this permission and wherever possible a witness to information given over the phone to the medical professional.

### Step Two:

- The educators who administered first aid are the people who need to take any phone call.
- If an educator who administered first aid is not present in the building, the call needs to be taken by the responsible person on duty.

### Step Three:

- The responsible person on duty can only answer questions using information from the incident, injury, trauma, illness report unless they were also a direct witness to the injury/ illness/ incident/trauma.
- No personal opinion or thoughts can be shared. Only the facts as witnessed or documented on the accident report can be given.
- If the medical professional requires more information or is not satisfied with the information given, take their phone number and contact the educator who witnessed the event and administered first aid and ask them to contact the professional on the number given.

### Step Four:

- Any person taking a phone call must write a statement of what occurred during the phone conversation. This must be attached to the incident, injury, trauma, illness report. The witness must declare and sign that the information recorded in the statement is correct.

### Step Five:

- The Nominated Supervisor must be contacted to be informed that the phone call has occurred.