



# Incident, Injury, Trauma and Illness Policy

## Covers

- Serious Incident Procedure
- Administration of First Aid Procedure
- Dental Emergency Procedure
- First Aid Kit Guidelines
- Work, Health and Safety (OHS) Requirements

## Intention

Nurturing Family Day Care Scheme and all adults will take appropriate and effective action in the event of an injury, illness or traumatic incident that may occur at any registered residence, approved venue or while on an excursion in the community, to ensure the safety and wellbeing of children, educators and visitors at all times.

## Overview

This policy, and all policies and procedures that are associated with the Incident, Injury, Trauma and Illness Policy, are implemented at all registered residences and approved venues by all who are allied with the scheme.

In the event that a child -

- Is injured
- Becomes ill
- Suffers a trauma or
- Experiences an incident

The approved provider will ensure -

- That the educator will notify the parent/guardian whose child was connected to the event as soon as possible.
- The educator will complete the scheme's Minor Incident, Injury, Trauma and Illness form, which is available within the OneDrive folder or on Fully Booked.



- A parent or guardian will sign the Minor Incident, Injury, Trauma and Illness form and upon completion the family day care educator is to forward this form to the approved provider within 24 hours of the event occurring.
- The approved provider will securely store this document according to the Collection and Storage of Confidential Documents Policy, until the child turns 25.
- Examine all Minor Incident, Injury, Trauma and Illness forms and Notification of Serious Incident forms to review contributing environmental factors and ascertain if there are preventable measures that can be enacted.
- That a current and fully stocked First Aid kit will remain in the registered residence or venue, and with an educator when leaving, including evacuations.
- That all educators will understand the Work, Health and Safety requirements, implementing them to the best of their ability.

## Serious Incident Procedure

In the event that the incident falls within the criteria of a Serious Incident a SI01 Notification of Serious Incident form will be completed in partnership by the educator and the approved provider and lodged on the National Quality Agenda IT System within 24 hours of the incident occurring. If the approved provider only becomes aware that the incident was serious after the fact, then the regulatory authority will be notified within 24 hours of the approved provider becoming aware that the incident was now defined as a Serious Incident.

### **The definition of a Serious Incident as listed by the regulatory authority is -**

(a) 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.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:

- (i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or
- (ii) for which the child attended a hospital, or ought to have attended under reasonable circumstances.  
e.g. reduced breathing ability, broken limb, anaphylaxis reaction.

(c) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought (not as a precautionary reason).

(d) 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 these regulations or
- (iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.



(e) any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the service.

(f) any allegation that sexual or physical abuse of a child has occurred or is occurring while the child is being educated and cared for in a service.

**If a serious incident occurs, the manner in which it happened will be addressed by the approved provider to ensure that the circumstances surrounding a serious incident are prevented in the future.**

## Administration of First Aid Procedure

The approved provider understands that, despite the risk assessment and management processes in place that accidents, injuries and illness can occur at the registered residence or approved venue and while on excursions. All educators will remain calm and use their First Aid, Asthma and Anaphylaxis and CPR training according to the procedures they have been taught and given the individual situation that has occurred.

### **Nurturing Family Day Care Scheme requires all educators to have -**

- As set out within regulation 136 – First Aid Qualifications (early education and care), a current First Aid and Asthma and Anaphylaxis certificate that is approved by the National Authority. Current certificates will be held on OneDrive and will be required to be on file for the educator's family day care business to remain open.
- A current CPR certificate, these will be stored on OneDrive and will be required to be on file for the educator's family day care business to remain open.

### **If there is an accident, illness or injury requiring first aid, the following procedure will be implemented -**

- A responsible adult or the educator in charge will ensure all children in the vicinity of the incident, illness or injury are to be guided to a safe location and supervised to the best of their ability while the event is being managed.
- If required, an educator will notify and coordinate with emergency services before informing the parent/guardian and the approved provider that the affected child will be escorted by paramedics to the nearest available hospital. This is noted as a Serious Incident.
- If required, an educator will notify the parent or guardian and the approved provider that the affected child requires urgent medical attention from a medical practitioner. This is noted as a Serious Incident.
- If the accident, illness or injury is minor, first aid will be administered by the educator and if required, they will contact the parent/guardian or an emergency contact who is also an authorised to collect individual to retrieve the affected child from the registered residence or venue.
- The educator will ensure the Minor Incident, Injury, Trauma and Illness Form is completed in full and without delay and a parent or guardian will sign the form; educators are to forward this form to the approved provider within 24 hours of the form being signed.

All educators will be made aware during induction that contacting a parent or guardian or an emergency contact who is also an authorised to collect individual to retrieve a child due to illness while at the registered residence or venue, requires a Minor Incident, Injury, Trauma and Illness Form to be completed and forwarded to the approved providers within 24 hours.



Healthdirect Australia provides additional information on action that can be taken in the event of an incident and can be found at [www.healthdirect.org.au](http://www.healthdirect.org.au)

## Dental Emergency Procedure

**If a dental emergency was to occur at the registered residence, venue or while on an excursion, the following procedure is to be followed -**

- The tooth will not be reinserted into the socket, but gently rinsed in clean water or clean milk to remove any blood and will be placed in a clean container or wrapped in cling wrap to give to the child's parent or dentist.
- A parent, guardian or emergency contact of the child will be notified of the situation.
- Dental advice will be sought as soon as possible by whomever is in the best position to do so, educator, parent, etc. with this individual to take the tooth/tooth fragment to the dentist with the child.
- The event will be treated as any situation requiring first aid with the appropriate Incident, Injury, Trauma and Illness form to be completed.

## First Aid Kit Guidelines

**Any First Aid kit at the registered residence or venue must -**

- Be easily available to all adults while remaining out of children's reach.
- Must not contain paracetamol or any other medication, with the exception of an Epipen or Asthma medication.
- Be appropriate for the number of adults and children that attend the registered residence or venue and be adequate for the immediate treatment of injuries.
- Be restocked as required and to ensure that any items have not deteriorated or have expired.
- Contain masks, gloves, band aids and saline.
- Have a 'First Aid' sign displayed if the kit is concealed.
- Have the position of the First Aid kit noted on the Evacuation House Plan.
- Contact numbers of emergency services and of parents or guardians are to be located in the educator's phone directory or on a list within the First Aid kit.
- A current Health Management plan and communication plan for any child or adult who attends the registered residence or venue with a listed medical condition (consent to be obtained and documented).
- A First Aid kit must be taken when leaving the registered residence or venue, including on evacuations.

## Work, Health and Safety (OHS) Requirements

**Work, Health and Safety legislation requires that the following serious injuries be listed as a notifiable incident and be reported if they occur to a Nurturing Family Day Care Scheme employee -**



- 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 notifiable incident is also that of a serious illness and includes any infection that resulted because of, or the work was 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 while an employee.

**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 approved provider must notify Workplace Health and Safety Queensland (WHSQ) by telephone, or in writing (online portal 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 approved provider must ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by Work Cover.

## Sources

**Education and Care Services National Law and National Regulations 2011 (Updated October 2023)**

- Section 3, Objectives and guiding principles.
- Section 165, Offence to inadequately supervise children.
- Section 167, Offence relating to protection of children from harm and hazards.
- Section 174, Offence to fail to notify certain information to Regulatory Authority.
- Section 175, Offence relating to requirement to keep enrolment and other documents.
- Reg 12, Meaning of a Serious Incident



- Reg 85, Incident, injury, trauma and illness policies and procedures.
- Reg 86, Notification to parents of incident, injury, trauma and illness.
- Reg 87, Incident, injury, trauma and illness record.
- Reg 88, Infectious diseases.
- Reg 89, First Aid kits.
- Reg 106, Laundry and hygiene facilities.
- Reg 109, Toilet and hygiene facilities.
- Reg 136, First aid qualifications
- Reg 161, Authorisations to be kept in enrolment record
- Reg 162, Health information to be kept in enrolment record
- Reg 168, Education and care services must have policies and procedures.
- Reg 177, Prescribed enrolment and other documents to be kept by approved provider.
- Reg 178, Prescribed enrolment and other documents to be kept by family day care educator.
- Reg 183, Storage of records and other documents

#### National Quality Standard (Updated February 2018)

- 2.1, Each child's health and physical activity is supported and promoted
- 2.1.2, Effective illness and injury management and hygiene practices are promoted and implemented.
- 2.2, Each child is protected.
- 2.2.1, At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- 2.2.2, Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
- 2.2.3, Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
- 3.1.2, Premises, furniture and equipment are safe, clean and well maintained.
- 6.2, Collaborative partnerships enhance children's inclusion, learning and wellbeing.
- 7.1, Governance supports the operation of a quality service.
- 7.1.2, Systems are in place to manage risk and enable the effective management and operation of a quality service.

Caring for Children - Birth to 5 years (Food, Nutrition and Learning Experiences) 5<sup>th</sup> Edition, 2014

Dental Association Australia

Early Years Learning Framework

Healthdirect Australia – [www.healthdirect.org.au](http://www.healthdirect.org.au)

Safe Work Australia - First Aid in the Workplace Code of Practice

Staying Healthy in Child Care - Preventing Infectious Diseases in Early Childhood Education and Care (5th Edition) 2013

QLD Health

Work Health and Safety Act 2011

Work Health & Safety Regulation 2011

## Review

The policy will be reviewed annually.

The review will be conducted by:



- Approved Provider
- Employees
- Educators
- Families
- Interested Parties

Created: May 2017

Reviewed: October 2017

March 2018

March 2019

February 2020

February 2021

February 2022

February 2023

February 2024

Next review: February 2025