

SECTION 1 - INTRODUCTION

1.1 BACKGROUND

Under the National Regulations and the National Quality Standards, educators are required to implement an approved provider must ensure that policies and procedures are in place in the event a child is injured, becomes ill, or an incident occurs which can also be a traumatic experience whilst attending the service.

1.2 PURPOSE

Children and Family Services recognise that incident, injury, trauma and illness will occur in services, and as such also recognise the importance of managing these events appropriately for future prevention and consequent outcomes.

1.3 SCOPE

This policy and associated procedures outlines requirements for the effective prevention measures and management of injury, illness and trauma or potentially critical incidents within a service and to minimise any risk to health and safety and reduce unwanted outcomes on people. Having clear, familiar and well-practiced emergency procedures, plans and first aid qualifications will assist educators and staff to respond logically and appropriately in an emergency situation. Having expectations of children’s vaccination requirements as recognised by NSW Health and the requirements of up to date documentation.

1.4 DEFINITIONS

Word/Term	Definition
Incident	An instance of something happening; an event or occurrence
Injury	Physical harm or damage caused to a person’s body caused by an accident
Illness	A disease or period of sickness affecting the body or mind
Trauma	Is when a child feels intensely threatened by an event he or she is involved in or witnesses.
Responsible Person	Person in day-to-day charge of the service at the time of the incident, injury, illness or trauma. As defined in section 162(1)(a) to (c) of the Law.
Serious incident	Any incident reportable to the Regulatory Authority as prescribed by Regulation 12 (a) to (e). For the purposes of the definition of serious incident in section 5(1) of the Law, each of the following is prescribed as a serious incident— (a) the death of a child— (i) while that child is being educated and cared for by an education and care service; or (ii) following an incident occurring while that child was being educated and cared for by an education and care service; (b) 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. (c) any incident involving serious illness of a child occurring while that

	<p>child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital; Example. Severe asthma attack, seizure or anaphylaxis reaction.</p> <p>(d) any emergency for which emergency services attended;</p> <p>(e) any circumstance where a child being educated and cared for by an education and care service—</p> <p>(i) appears to be missing or cannot be accounted for; or</p> <p>(ii) appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or</p> <p>(iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.</p>
Notifiable incident	<p>Any incidents that seriously compromise the safety, health or wellbeing of children. The notification needs to be provided to the regulatory authority and also to parents within 24 hours of a serious incident. The regulatory authority can be notified online through the NQA IT System.</p>

1.5 LEGISLATIVE CONTEXT

Relevant National Regulations:

Part 4.2 – Children’s Health and Safety	
Division Two	Incidents, Injury, Trauma & Illness - Regulations 85-87
Part 4.7 – Leadership and Service Management	
Division Two	Policies and Procedures - Regulation 168
Subdivision Two	Prescribed Records - Regulation 177
Subdivision Four	Confidentiality and Storage of Records - Regulation 181-184

Relevant National Law:

Part 6 – Operating an Education and Care Service	
Section 174	Offence to fail to notify certain information to Regulatory Authority

Relevant National Quality Standards:

Standard 2.1	Each child’s health is promoted
Standard 2.3	Each child is protected

1.6 STAKEHOLDERS

This document applies to all Children and Family Services Managers and Coordinators, Centre Directors, Nominated Supervisors, Responsible Persons, Early Childhood Teachers, Child Care Workers, Child Care Assistants, volunteers, Students, Cooks, and Administrators. Stakeholders also encompass Family Members and their Child/ren, Community Professionals (Health and Safety), who attend services.

SECTION 2 - POLICY

2.1 OBJECTIVE AND GOALS

- All Staff at the service will adhere to the legislative requirements to ensure the overall health, safety and wellbeing of all people attending the childcare early learning environments.
- Maintain communication with families and Coordinator/Manager Children and Family Services to ensure that they are notified of suspected or confirmed incidents,

injury, illness and trauma. All necessary documentation is correctly completed as soon as practical and **prior** to the [reporting timeframes](#).

- To take all preventative measures and regularly document and review all critical event practices in consultation with personnel – staff and family/child.

2.2 POLICY STATEMENT

Staff recognises the need to ensure these incidents are dealt with and followed up appropriately to ensure stress is minimised for the child and family and to ensure that the child is cared for.

2.3 APPLICATION & IMPLEMENTATION

If a child is involved in an incident, illness, injury or trauma a [QMF-CS-010 Incident, Injury Illness and Trauma Report](#) needs to be completed by staff as soon as practical after first aid has been provided. If additional information is required a [QMF-CS-019 File Note](#) will be used. The [QMF-CS-010 Incident, Injury Illness and Trauma Report](#) is to be signed by the parent, guardian or authorised person, and a copy is to be provided. At the time of the incident a phone call should be made to the parent or carer so they are aware of the issue and can make decisions about any action or treatment they wish to take at that point.

- Any incident, injury, illness or trauma that meets the regulatory definition of a notifiable incident must be reported to management *immediately* so that a notification to the Regulatory Authority can be made within the 24 hours.

2.3.1 Managing an incident

- Not all incidents which occur at a centre needed to be formally documented in a report. Staff should use professional judgement about which incidents need to be documented and reported to management and the Regulatory Authority, and those which do not. An understanding of our regulatory requirements for [Notification types and timeframes](#) should guide the decision making of the Responsible Person. Generally, any incident that compromises the health, safety and wellbeing (physical, mental or emotional) of any child being educated and cared for at the service, or could be potentially seen as a regulatory breach should be documented and reported to management for action. Following the [QMPR-CS-006 Serious Incident Reporting Process](#) will support staff judgement of reporting.

All incidents which meet the threshold for serious should be reported to CFS Management without delay.

2.3.2 Managing an injury

- In the event a child is injured at the time they are being educated and cared for by the service, the wellbeing of the child should first and foremost be attended to before anything else. Staff should provide emotional support and reassurance to the child.
- Staff should administer First Aid strictly in accordance with their first aid training.
- Details of the injury should be documented on the [QMF-CS-010 Incident, Injury Illness and Trauma Report](#),
- The injured child should be monitored throughout the day in case the child presents with any changes. Monitoring of the child must be documented on the [QMF-CS-](#)

010 Incident, Injury Illness and Trauma Report, or QMF-CS-019 File Note until the child is collected from the service.

- The incident and documentation should be thoroughly reviewed by the Nominated Supervisor to determine the cause of the injury, and identify preventive steps to mitigate or eliminate the risk of reoccurrences. Any hazards identified in this process should be eliminated.
- Review supervision practices with the team and adjust the Supervision Plan if required.
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2.3.3 Managing an illness

- If a child presents with life threatening symptoms, call 000 immediately
- Staff will not diagnose a child with a particular illness, but will consult *Staying Healthy in Childcare, 5th Edition* to establish understanding about what a child may be suffering from and provide additional details to families. The information gained from this will determine whether their child can stay in care or is required to be collected.
- Staff will consider the best environment, how and where will the child be isolated, but adequately supervised, until the family can pick up the child
- If a child is considered too unwell to remain at the service the family will be notified to collect their child. If a parent / guardian of the child cannot be contacted then an emergency contact provided on the child's enrolment form in the Emergency Contacts section will be contacted and asked to collect the child.
- If parent/guardian and emergency contacts cannot be contacted then the Centre Director in consultation with the Coordinator will make a decision as to whether the signs and symptoms the child is presenting is dangerous enough for medical professionals to be contacted
- If a child's signs and symptoms are deemed to be serious or life threatening then staff will follow the Emergency Health Situations section of the [QMPOL-CS-018 Health and Safety Policy](#)
- Where there is a contagious illness present within the service, families will be notified via email and a notice consisting of a Face Sheet from *Staying Healthy in Childcare, 5th Edition* placed on the front door of the service
- Children Individual Immunisation History Statements will be collected as part of the required enrolment documentation and updates will be whilst the child is enrolled at the service. Where a vaccine preventable disease is present at the service, *Staying Healthy in Childcare, 5th Edition* will be reviewed to determine exclusion requirements/information for non-immunised children.
- The Nominated Supervisor in consultation with the service Coordinator will identify which illnesses are notifiable and to whom (e.g. regulatory authority, public health agency, etc.) and [QMPR-CS-006 Serious Incident Reporting Process](#) will be followed

2.3.4 Managing a traumatic event

- With good risk management processes embedded in practice, and sound policies and procedures in place, the likelihood of a traumatic event occurring at the centre is extremely low. However, if a child or children experience a traumatic event whilst being educated and cared for, staff should recognised the need to treat these differently to other incidents, injuries and illness as trauma. When handled poorly,

trauma has the potential to have longer term psychological impacts on the child, and their overall development.

- Trauma, which is different from every day stress, occurs when a child experiences an intense event that threatens or causes harm to his or her emotional and physical well-being. Trauma describes the impact of an event or a series of events during which a child feels helpless and pushed beyond their ability to cope. Some events are more likely to be traumatic than others and people can have very different responses to the same event.
- A calm safe place should be provided to the traumatised child, and regularly monitored

SECTION 3 – GOVERNANCE

3.1 RELATED POLICIES/PROCEDURES

Policy Number	QMPOL-CS-062 Dealing with Infectious Diseases Policy QMPOL-CS-056 Medical Conditions Policy QMPOL-CS-010 Health & Safety Policy QMF-CS-010 Incident, Injury Illness and Trauma Report QMF-CS-019 File Note QMF-CS-056 Monitoring and Illness Report WHS-10.1.1 Emergency Situations Guidelines
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3.2 RESPONSIBILITY

Policy Owner	Children and Family Services
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3.3 VERSION CONTROL AND CHANGE HISTORY

3.4

Version Number	Approval Date	Approved by	Amendment
3	September 2015	Children and Family Services Policy committee	Critical incident policy has been combined with injury, illness and trauma policy.
4	September 2018	Manager, Children and Family Services	Updated to reflect amended forms and processes
5	January 2019	Manager, Children and Family Services	New definitions added. Separated application and implementation into separate areas to reduce duplication of content in procedures.

3.5 REVIEW DATE

Every 2 years as required by quality assurance requirements or when a change to governing legislation occurs, of reflective practice warrants a change in policy and/or procedure, whichever sooner.