

Incident, Injury, Trauma and Illness Policy

Published	February 2021
Review Date	August 2022
Sources	<p>Education and Care Services National Regulations, October 2020</p> <p>Education and Care Services National Law, February 2018</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Framework, January 2020</p> <p>Health and Safety in Family Day Care – Model Policies and Practices 2nd Edition 2003</p> <p>Anaphylaxis Guidelines for Early Childhood Education and Care Services, NSW Department of Education and Communities, August 2014</p>

Aim:

To ensure the health and safety of Educators, children and families throughout the operation of Family Day Care and In Home Care is maintained at a high level.

Responsibilities:

In the event of an accident or emergency situation occurring, to ensure that immediate action is taken, and appropriate services and care are provided.

In relation to Co-ordination Unit Staff:

- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the relevant National Quality Standard in relation to dealing with illness, accidents and emergency treatment
- Refer to the Serious Incidents, Change of Circumstances and Complaints to Notify Table, located in the Complaints Handling Policy
- The Approved Provider must notify the Regulatory Authority of certain circumstances and information, this includes any serious incident or complaint that occurs within the service. Notice must be provided within certain timeframes depending on the incident or complaint.
 - Within 24 Hours if:
 - There has been a serious incident
 - Death of a child
 - Complaints alleging that the safety, health or wellbeing of a child was or is compromised, or that the law has been breached
 - Within 7 Days if:
 - Any incident that requires the Approved Provider to close or reduce the number of children attending the service for a period
 - Any circumstances at the service that poses a significant risk to the health, safety or wellbeing of a child attending the service
- Support Educators with relevant forms for collecting authority and information
- Be familiar with the regulatory requirements in relation to dealing with emergency situations with children
- Provide training and/or information on appropriate practices when dealing with emergency situations with a child
- On enrolment of a child, ensure the parent has given written authorisation for any Educator or staff member of the service, to seek and/or carry out emergency ambulance, medical,

- hospital or dental advice or treatment if required
- Co-ordination Unit staff will notify the parents or emergency contacts under these circumstances as soon as it is possible to do so
- Have current First Aid, Emergency Asthma and Anaphylaxis qualifications
- Upon receiving notice of a serious accident involving a child attending Family Day Care where the accident results in the child receiving medical, dental or hospital treatment immediately notify the parent, Country Children's Early Learning Pty Ltd, the Department of Education and Communities (DECS) and the Department of Education
- Upon receiving notice of the death of a child while being provided with care, the Co-ordination Unit staff will immediately notify the child's parent, a police officer, the Department of Education and Communities (DECS), Department of Education and Country Children's Early Learning Pty Ltd
- Notify the Department of Education and Communities (DECS) through the NQAITS of any serious incident or circumstance that could have resulted in the occurrence of a serious incident within 24 hours
- Safely store confidential health and medical details on children until they reach the age of 25 years

In relation to Educators:

- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the relevant National Quality Standard in relation to dealing with illness, accidents and emergency treatment
- Refer to the Serious Incidents, Change of Circumstances and Complaints to Notify Table, located in the Complaints Handling Policy
- Have a current First Aid qualification
- Have current training on the use of Epi-Pens and Anapens
- Undertake training in Anaphylaxis Management
- Undertake training in Asthma Management
- Have a first aid kit that is suitably equipped, easily recognisable and readily accessible
- Discuss with the families of children in care, their responsibility in covering any expenses arising from emergency treatment, and their responsibility in providing adequate information on the child's:
 - Health
 - Past and current medical history and any allergies medications if relevant
 - Recommended medical and dental provider
 - Written action plans for medical conditions e.g. anaphylactic reactions and allergies, asthma management, haemophilia, diabetes, epilepsy, etc
- Maintain ongoing communication with the Co-ordination Unit staff of any relevant emergency plan for a child
- Administer First-Aid as appropriate and in accordance with the *First Aid Policy*
- In the event of any incident, illness, trauma or injury that the parent is notified as soon as is practicable, but not later than 24 hours after the occurrence
- In the event of an emergency, inform the parent or emergency contact as soon as possible so that they can take over the responsibility of their child and decide on further action to take if necessary
- Complete the Incident/Injury/Trauma/Illness Record form
- Record the Incident/Injury/Trauma/Illness on the Incident/Injury/Trauma Record or on the Illness Record in the back of the Programming Diary

- Forward all Incident/Injury/Trauma/Illness Record forms to the Co-ordination Unit once a child has finished care
- Inform the Co-ordination Unit staff of any injury to a child that requires medical attention
- Complete the appropriate Insurance Incident Report Form (for insurance purposes) for any accident where third party medical advice has been required (e.g. doctor, dentist). This form needs to be forwarded to the Educators Insurance Company, and a copy returned to Country Children's Early Learning Pty Ltd
- In the event of the death of a child while being provided with care, the Educator will immediately call an ambulance, the child's parents and Country Children's Early Learning Pty Ltd

In relation to Families:

- Provide up to date medical and contact information in case of an emergency
- Seek their own health insurance if they so desire
- Provide written emergency or health management plans if applicable to their child's health
- Take over the responsibility of their child as a matter of urgency if contacted by their Child's Educator to do so

Continual Monitoring and Improvement:

- Continual improvement and monitoring will occur in the following ways:
- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

Policy Review

Date Revised	Comments
November 2011	Responsibilities for Educators: added relevant regulations and quality standards in relation to new Education and Care Services National Regulations and National Quality Standard
January 2013	Added information for In Home Care
March 2013	Policy reviewed as per schedule, no changes made
November 2013	Added notification in writing within 24 hours to the department
April 2014	Added information regarding notification periods and type
September 2014	Scheduled Policy Review – Change DEEWR to Department of Education, added notification through the NQAITS, added a Guideline to filling in the Incident/Injury/Trauma & Illness Form, Added Anaphylaxis Guidelines for Early Childhood Education and Care Services to Sources
March 2016	Scheduled Policy Review – No changes made
June 2018	Update sources, added reference to Table found in Complaints Handling Policy
February 2021	Scheduled Policy Review – Updated sources, removed In-Home Care references

Guideline to Filling in an Incident/Injury/Trauma/Illness Record

- Incident/Injury/Trauma/Illness Records should be filled in for any child in your care who has injured themselves, had a trauma, been involved in a near miss (incident) or who has been sent home for an illness
- Care and thought should be given as to when and how you fill these records in, ensuring that anything written is written correctly, factually and sensitively
- These records are legal documents and must be filled in correctly, this includes ensuring:
 - The child's details are correct, including their first and last name
 - The time and date of the incident/injury/trauma/illness are correct
 - An accurate description/account of what happened
 - An accurate description of the first aid treatment (if required)
 - The record has been signed by yourself and the Parent/Carer
- All records must be sent to CCEL for archiving once completed, these records need to be kept until the child is 25 years of age – if you would like to keep a copy for your records you can do so, but the original paperwork must be sent to CCEL
- Once records have been completed ensure that you document the Incident, Injury, Trauma or Illness in the relevant section in the back of your Educator Diary
- Recording these details in the back of your diary helps you to keep track of how often injuries or incidents may be occurring, or how often certain illnesses amongst the children are occurring
- If you notice that a similar injury keeps happening or that you are having a high rate of injuries, it is a good idea to review your environment and practices
 - Are the injuries happening at the same time of the day – what happens at that time of day
 - Are the injuries happening in the same place – is there a piece of equipment or furniture that is causing the injuries or a catalyst for the injuries
- When reviewing your environment and practices look at ways that you can prevent accidents or incidents occurring
- If you are having a lot of children becoming ill, review your health and hygiene practices – are you following these practices as well as you should be
- When notifying parents/carers of any Incidents, Injury, Trauma or Illnesses, think about how you are going to tell them
 - Ensure that you are sensitive to the child's and parents needs
 - Let them know in an appropriate timeframe – if the child has grazed their knee notification on pick up is fine, however if the child has bumped their head a phone call once the child has been attended to is a good idea
 - Tell parents the facts about what happened, reassure them their child is okay