



## Incident, Injury, Trauma and Illness Policy

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### NQS

QA2	2.1.2	Health practices and procedures - Effective illness and injury management and hygiene practices are promoted and implemented.
	2.2.2	Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

### National Law

Section	174	Offence to fail to notify certain information to Regulatory Authority
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### National Regulations

Regs	12	Meaning of serious incident
	85	Incident, injury, trauma and illness policies and procedures
	86	Notification to parents of incident, injury, trauma and illness
	87	Incident, injury, trauma and illness record
	88	Infectious diseases
	89	First aid kits
	97	Emergency and evacuation procedures
	161	Authorisations to be kept in enrolment record
	162	Health information to be kept in enrolment record
	168	Education and care service must have policies and procedures
	175	Prescribed information to be notified to Regulatory Authority
	176	Time to notify certain information to Regulatory Authority

### Aim

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.

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## Related Policies

Death of a Child Policy  
Emergency Service Contact Policy  
Emergency Management and Evacuation Policy  
Enrolment Policy  
Food Nutrition and Beverage Policy  
Health, Hygiene and Safe Food Policy  
Infectious Diseases Policy  
Medical Conditions Policy

## Implementation

This policy and related policies and procedures at the service will be followed by nominated supervisors and educators of, and volunteers at, the service in the event that a child -

- (a) is injured; or
- (b) becomes ill; or
- (c) suffers a trauma.

The approved provider of the service will ensure that a parent of a child is notified as soon as practicably possible and without undue delay. Parents will be notified no later than 24 hours of the injury, illness or trauma. An Incident, Injury, Trauma and Illness Record will be completed without delay.

First aid kits will be easily recognised and readily available where children are present at the service and during excursions. They will be suitably equipped having regard to the hazards at the service, past and potential injuries and size and location of the service.

We will ensure first aid, anaphylaxis management training and asthma management training is current and updated at least every 3 years, and that all components of the first aid certificate are current if some require an earlier revision.

We will display these qualifications and expiry date where they can be easily viewed by all educators and staff, together with a photograph of the first aid trained educators and their contact details to assist in the identification process.

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First aid qualified educators will be present at all times on the roster and in the service. They will never exceed their qualifications and competence when administering first aid.

During induction training for new educators and staff we will:

- advise which educators have first aid qualifications, and asthma and anaphylaxis management training and the location of the first aid kit
- obtain information about any first aid needs the educator may have that could require specific treatment in a medical emergency. This information will only be provided to first aid qualified educators with the employee's consent.

We will review our first aid response plan, the location of the first aid kit and who our first aid trained educators are at least annually or when there are any changes during staff meetings or through newsletters, emails or memos.

## Administration of First Aid

If there is an accident, illness or injury requiring first aid, the following response procedure will be implemented:

- Educator notifies Certified Supervisor and a first aid qualified educator of the incident, illness or injury
- Certified Supervisor or first aid qualified educator reviews child's medical information including any medical information disclosed on the child's enrolment form, medical management plan or medical risk minimisation plan before the first aid qualified educator attends to the injured or ill child or adult.
- Educators to supervise and care for children in the vicinity of the incident, illness or injury
- If required, first aid qualified educator notifies and co-ordinates ambulance
- If required, first aid qualified educator notifies parent or authorised nominee that child requires medical attention from a medical practitioner
- If required, educator or nominated supervisor contacts parent or authorised nominee to collect child from service
- **If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, staff will phone emergency contacts.**
- **If a child requires immediate medical aid, the service staff will provide that aid and notify the parent.**

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- Nominated supervisor ensures Incident, Injury, Trauma and Illness Record is completed in full and without delay and parent or authorised nominee is notified as soon as possible and within 24 hours of the injury, illness or trauma.

## First Aid Kit Guidelines

### Any First Aid kit at the service must -

- Not be locked.
- Not contain paracetamol.
- Be appropriate for the number of employees and children and adequate for the immediate treatment of injuries at the service.
- Be in a place that takes an employee no longer than two minutes to reach, including time required to access secure areas.
- Be constructed of resistant material, be dustproof and of sufficient size to adequately store the required contents
- Be capable of being sealed and preferably be fitted with a carrying handle as well as have internal compartments.
- Contain a list of the contents of the kit.
- Be regularly checked using the First Aid Kit Checklist to ensure the contents are as listed and have not deteriorated or expired.
- Have a white cross on a green background with the words 'First Aid' prominently displayed on the outside.
- Be easy to access and if applicable, located where there is a risk of injury occurring.
- Display emergency telephone numbers, the phone number and location of the nearest first aid trained educators (including appropriate information for those employees who have mobile workplaces).
- Display a photograph of the first aid trained educators along with contact details to assist in the identification process.
- Be provided on each floor of a multi-level workplace.

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- Be provided in each work vehicle.
- Consideration should be given to preventative measures such as sunscreen protection and portable water if working outdoors.
- First Aid kits must be taken on excursions and be attended by First Aid qualified educators.
- Be maintained in proper condition and the contents replenished as necessary.
- Our First Aid delegated individual responsible for maintaining all First Aid kits at the service is:

Name Jan Von Der Borch                      Role    OSHC Educator

Number of First Aid Kits Responsible for, In the Service

1x First Aid Kit, 1x First Aid Belt Bag & 1x First Aid Asthma Bag

- Our back-up First Aid delegated individual responsible for maintaining all First Aid kits when the person listed above is away is:

Name Joanne Allen    Role    OSHC Co-Ordinator

**These individuals are responsible for using the First Aid Checklist and ensuring each Kit has the required quantities, items are within their expiry dates and sterile products are sealed. This will occur after each use or if unused, at least annually. They will also consider whether the first aid kits and modules suit the service’s hazards and the injuries that have occurred. If the kit requires additional resources, these individuals will advise and follow up with the nominated supervisor.**

- We will display a well recognised, standardised first aid sign to assist in easily locating first aid kits. Signage will comply with AS 1319:1994 – Safety Signs for the Occupational Environment.

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## First Aid Kit Checklist

Our Service will use the Checklist in Safe Work Australia's First Aid in the Workplace Code of Practice as a guide to what to include in our First Aid Kit.

<http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/693/first-aid-in-workplace.pdf>

Our service will have the First Aid kits serviced regularly by School Provider who will check and restock kits when needed.

We will determine whether we need additional items to those in the checklist, or whether some items are unnecessary, after considering the number of children at our Service and what injuries children or adults may incur. We will check our incident, injury, trauma and illness records to help us make an informed decision about what to include. Educators may wish to provide additional items or modules, for example burns modules and eye wound modules. We will also include appropriate resources to deal with a child at risk of anaphylaxis and other medical conditions.

## Incident, Injury, Trauma and Illness Record

Our service will use the Incident, Injury, Trauma and Illness Record template published by the national authority ACECQA at

<http://files.acecqa.gov.au/files/Templates/1-Incident,%20injury,%20trauma%20and%20illness%20record%20word%20version.pdf>

OR

Our service will use the following Incident, Injury, Trauma and Illness Record

Commented [RN1]: Which form is used?

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## Incident, Injury, Trauma and Illness Record



Team

Nominated Supervisor's Name:

Date:

Nominated Supervisor's Signature:

### FORM DECLARATION

By signing this form, I declare that this Record has been completed as soon as practicably possible and no later than 24 hours after any incident, injury, trauma or illness has occurred while the child is being educated and cared for by the service.

Name of Person Completing Form \_\_\_\_\_  
 Signature of Person Completing Form \_\_\_\_\_  
 Time and Date Form Completed \_\_\_\_\_

**PLEASE TRACK ANY ADDITIONAL CHANGES TO THE FORM BY WRITING THE TIME AND DATE NEXT TO ANY AREAS THAT ARE DIFFERENT FROM THE TIME AND DATE LISTED ABOVE. THE SIGNATURE OF THE PARENT AND SIGNATURE OF PERSON MAKING THE CHANGES IS ALSO REQUIRED NEXT TO EACH CHANGE.**

Child's full name \_\_\_\_\_

DOB and Age in Years/Months \_\_\_\_\_

Time and Date child subjected to **Trauma or Incident** Occurred or Injury Received  
 \_\_\_\_\_

Time and Date of Apparent Onset of **illness**  
 \_\_\_\_\_

Circumstances leading to the **Incident, Injury or Trauma**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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**Nature of injury** sustained:

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Circumstances and symptoms surrounding any **Illness** which became apparent

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Details of any person who **witnessed** an Incident, Injury, Trauma or Illness

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**Notifications (including attempted notifications)**

**Details of people contacted** by the service in relation to any accident, injury, trauma or illness

	Full Name	Time and date	Successfully contacted Y or N
Parent/Authorised Nominees			
Supervisor			
Regulatory Authority officer (if applicable)			
Person who made contact			

**Details of any action taken** by the service in relation to any accident, injury, trauma or illness

Include the names of any individuals taking action

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**Details of any medication administered** or first aid provided by the service

Include the names of any individuals administering medication or providing first aid

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Time and Date that any Medical Personnel contacted

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Name(s) and contact number of any Medical Personnel or Service contacted

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Was the child transported by ambulance?

Yes No

If known, details of any medication administered or first aid provided by any Medical Personnel or Service

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Did the illness/incident require notification of Health Dpt/other recognised authorities?

Yes No

If Yes, Please provide details of notification:

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Does the illness/incident require the child to be excluded from care?

Yes No

If Yes, please outline the recommended minimum exclusion period: \_\_\_\_\_  
*Please note that children requiring an exclusion period will not be allowed to resume their place at the service until a medical certificate is produced stating the child is fit to return.*

Were all appropriate and relating policies and procedures followed when dealing with the illness/injury?

Yes No

Name and details of policies and procedures followed

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**Parent's acknowledgement and comments**

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Parent's Name(s):	
I acknowledge I have been notified of my child's incident/injury/trauma/illness. (Please circle)	
Parent's Signature(s):	Date:

Were you satisfied with our treatment of your child's Incident, Injury, Trauma and Illness?

Yes                  No

Are you satisfied that all policies and procedures at the service have been appropriately followed?

Yes                  No

Is there any additional information or support you need?

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If you feel our practices could be improved, please outline any suggestions below/any further comments

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## Notification of serious incidents

The **Approved Provider or Nominated Supervisor** will notify the regulatory authority through the online NQA ITS within 24 hours of any serious incident at our service (s. 174). If our service only becomes aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

Serious incidents include:

- the death of a child at the service or following an incident at the Service
- any incident involving a serious injury or trauma to a child at the service which a reasonable person would say required urgent attention from a medical practitioner, or the child attended or should have attended a hospital eg broken limb
- any incident involving serious illness of a child at the service where the child attended, or should have attended, a hospital eg severe asthma attack, seizure or anaphylaxis.  
This does not include treatment at a hospital for non-serious injury, illness or trauma in cases where a General Practitioner consults from a hospital eg in rural and remote areas
- any emergency where emergency services attended ie there was an imminent or severe risk to the health, safety or wellbeing of a person at the service. It does not include incidents where emergency services attended as a precaution
- a child is missing or cannot be accounted for at the service
- a child has been taken from the service by someone not authorised to do this
- a child is mistakenly locked in or locked out of the service .

A serious injury, illness or trauma includes:

- amputation
- anaphylactic reaction requiring urgent
- asthma requiring urgent hospitalisation
- Broken bone/fractures
- bronchiolitis
- burns
- diarrhoea requiring urgent hospitalisation
- epileptic seizures
- head injuries
- measles
- meningococcal infection
- sexual assault
- witnessing violence or a frightening event

## Notification of serious complaints and circumstances

The **Approved Provider or Nominated Supervisor** will notify the regulatory authority through the online NQA ITS:

- within 24 hours of any complaints alleging that a serious incident has occurred or is occurring while a child was or is at the service

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- within 24 hours of any complaints that the National Law or Regulations have been breached
- within 7 days of any circumstances arising at the Service that pose a risk to the health, safety and wellbeing of a child
- within 7 days of any incident, complaint or allegation that physical or sexual abuse of a child has occurred or is occurring while the child is at the service
- within 24 hours of any children being educated and care for in an emergency, including where there is a child protection order or the parent needs urgent health care. Emergency care can be no longer than two consecutive days of operation. The **Approved Provider or Nominated Supervisor** will consider the safety, health and wellbeing of all children at the service before accepting the additional child/children, and will advise the regulatory authority about the emergency
- within 24 hours of any incidents that require the Service to close or reduce attendance.

## Notification of Work Health and Safety incidents

Serious injury or illness is a “notifiable incident” under the work, health and safety legislation.

Serious injury or illness means a person requires:

- 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 serious illness includes any infection which the carrying out of work contributed to significantly, example an infection that can be linked to providing treatment to a person or coming into contact with human blood or body substances.

A dangerous incident is also notifiable under the legislation and includes:

- 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

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- 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 under 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 or Nominated Supervisor** will notify SafeWorkSA by telephone or in writing (including by facsimile 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 Provide or Nominated Supervisor** must ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by SafeWorkSA.

## Sources

**Education and Care Services National Regulations 2011**

**National Quality Standard**

**Work Health and Safety Act 2012**

**Work Health and Safety Regulations 2012**

**Safe Work Australia Legislative Fact Sheets First Aiders**

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

## Review

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

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