




# Health and Safety - Incident, Injury, Trauma & Illness Procedure

## Council Early Years Services

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| <b>Procedure Number:</b>    | D21-56265                              | <b>Directorate:</b>                           | Connected Communities   |
| <b>Approval by:</b>         | Manager Family and Children’s Services | <b>Responsible Officer:</b>                   | Team Leader Policy, Learning and Quality  |
| <b>Approval Date:</b>       | March 2021                             | <b>Version Number:</b>                        | 2   |
| <b>Review Date:</b>         | 3 Years from Approval Date             | <b>Service Type</b>                           |    |
| <b>ACECQA Quality Area:</b> | ACECQA                                 | Quality Area 2 - Children’s Health and Safety |   |

### 1. Purpose

This procedure will guide the practice of all Council educators and staff in the event of a child becoming injured, ill or suffering a trauma whilst at a Council Approved Early Years’ Service. All services will meet the requirements of the Education and Care Services National Regulations (2011) and National Law Act (2010). The procedure also supports that safety, wellbeing and duty of care for all children, educators, staff and visitors are met, according to Child Safe Standards during service operation.

This procedure will assist the service to:

- Meet children’s needs when they are unwell.
- Notify families or emergency contact when a symptom of an infectious illness, disease, medical condition or accident has occurred.
- Assess when an illness/accident is an emergency/and or requires immediate medical advice.

### 2. Scope

This procedure applies to all educators, staff and families using a Council Early Years Services.

### 3. Procedure and Responsibilities

#### 3.1 Dealing with Incident, Injury, Trauma and/or Illness

- It is a requirement of the National Law and Regulations that educator/staff record the incident/injury/trauma and illness and who they have notified (the name of the parent) and the time and date of the notification in the Incident/Injury, Trauma and Illness Record.
- Once First Aid and/or the immediate needs of the child and/or the situation have been attended to (including notification of emergency services, if required, and the parent), educator/staff must complete the relevant documentation and notify the appropriate authorities including Family and Children’s Services leadership.
- Educators should be particularly aware that if an injury has occurred to the head of a child, then this might develop into a serious incident/injury/trauma.
- Where a child has received an injury to the head and face or genitalia, educators or staff will contact and notify the parents as soon as possible, to decide whether they will collect their child or leave the child at the service to be monitored. This will require a record to be made of this injury/ condition. Should a child remain at the service,

the educators must monitor the child for signs of concussion, and contact emergency services if required.

- Make further contact with the parent as deemed necessary. All incident, injuries, traumas, illnesses are required to be recorded in the Incident and Illness Record, regardless of whether they are “serious” or not.

### 3.2 Notification and/or Recording an Incident, Injury, Trauma, Illness or Serious Incident

- As a regulatory requirement, Council is required to notify the Department of Education and Training (DET) of any serious incident.
- In line with Education and Care Services National Regulations 2011 requirements for record keeping, educators and management staff will record and keep information about any incident, injury, trauma and/or illness that occurs to a child.
- As soon as practicable and **on the day** of a serious incident, injury, trauma and/or illness occurring educators will notify one of the following people on the Family and Children’s Services leadership team by phone:
  - Team Leader
  - Senior Team Leader or,
  - Senior Coordinator.
- The leadership team member will ensure that **on the day** of the serious incident, injury, trauma and/or illness, it is reported to the relevant Family and Children’s Service Executive Leadership team member (Head of Integrated Services, Head of Strategy, Learning and Evaluation, Manager Family and Children’s Services).
- If staff cannot reach the Team Leader, Senior Team Leader or Senior Coordinator directly, they will call Council F&CS Emergency Phone on 0418208290 and notify them that it is an emergency to contact a Senior Team Member within Family and Children’s Services.
- The Family and Children’s Services Leadership team member will then work with the service to notify the Regulatory Authority, the Department of Education and Training (DET), in writing, within 24 hours and complete required documentation as soon as practicable.
- Team Leaders for Child Care Services and Kindergartens will complete an online notification form to report a serious incident (SI01-Notification of Serious Incident) found on the [National Quality Agenda IT System \(NQA ITS\)](#).

### 3.3 Role of the Team Leader/Senior Team Leader

The Team Leader/ Senior Team Leader will:

- Contact the relevant Senior Coordinator **on the day** and advise of the serious incident, injury, trauma and/or illness who will in turn contact the Family and Children’s Service Executive Leadership team member (Head of Integrated Services, Head of Strategy, Learning and Evaluation, Manager Family and Children’s Services). If the Senior Coordinator cannot be contacted, the Team Leader/Senior Team Leader should contact the F&CS Executive Leadership team member directly.
- Contact the Senior Safety & Risk Advisor at Knox Civic Centre on 9298 8000 following any serious incident that causes:
  - Injury or trauma to a child, staff member, contractor or visitor, which required medical attention from a registered medical practitioner or a hospital.
  - An incident at the service premises where the attendance of emergency services was sought or ought to have been sought.
  - Structural damage to a building which either injured or had the potential to injure someone.
  - Spillage or leakage of any dangerous substance.
  - Complete an online form [National Quality Agenda IT System](#) for ‘Notification of Serious Incidents’ to report an incident which includes:
    - Any circumstance which poses a significant risk to the health, safety or wellbeing of a child attending the service, including injury, trauma, or illness of a child while being educated and cared for by an education and care service Incident, Injury, Trauma and Illness Record.
- Complete an online notification form to report a serious incident (SI01-Notification of Serious Incident) found on the [National Quality Agenda IT System \(NQA ITS\)](#).

### 3.4 Role of the Educator and Approved Provider

- Educators are expected to be fully aware of the reporting requirements associated with both the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011 (and any superseding legislation related to licensed children's services) as well as the Occupational Health and Safety Act.
- All required information is to be recorded as soon as possible in the Incident, Injury, Trauma and illness record by the person who witnessed or has been notified of the incident, injury, trauma or illness. There may be circumstances when educators may not necessarily witness the incident at the time that it has occurred, but should still record as many details as possible as soon as they become aware of the incident, injury, trauma or illness.
- Reports must be signed off by the Nominated Supervisor or Responsible Person or and/ or a second educator/staff person.
- The parent will be informed and the time and date of this notification will be recorded by the educator. When the child is collected, either the parent or person authorised by parent in enrolment record will acknowledge this with a signature in the Incident, Injury, Trauma and Illness Record.
- Records are to be recorded accurately by the Approved Provider, and remain confidentially stored by Council as per 'Regulation 183. Storage of records and other documents' and the 'Public Records of Victoria' Act.

### 3.5 If a Child Becomes Unwell

The following procedures are in place for a child who appears/becomes unwell while attending Council Early Years services.

If a child seems unwell and is not able to participate in activities, educators should do the following:

- Contact other educators or your Team Leader, and advise them of your concerns about the child's condition (level of activity and engagement, skin tone, symptoms of concern) for a team approach to supporting the child.
- Contact the parent and advise them that their child seems unwell and monitor the child. In these cases, the parent should be contacted as soon as possible and the parent should be asked to collect the child from the service.
- Allow the child to rest comfortably away from other children, if the parent is unable to collect their child quickly.
- Actively monitor the child's health and wellbeing, as well as following all first aid procedures. Write notes within the 'Illness, Injury & Accident' record about their general state (i.e. How does their skin temperature feel when you touch it? Do their eyes look dull or bright? Are they responsive? Are there any other symptoms such as rashes, vomiting or diarrhea?).
- If there are further concerns about the child's illness contact emergency services and follow the directions of the emergency services.
- Note that sometimes a parent will be unable to collect the child immediately. In this case, refer to the 'Emergency Contacts' section of the enrolment record, who should be contacted to assist. Discuss this with the parent.
- While waiting for the parent to arrive provide the child with a mat or cushion where they can rest and still be supervised by educators. Make the child as comfortable as possible. This may include:
  - Removing excess clothing if they are hot.
  - Providing them with a blanket or comfort item.
  - Offering them a drink of water if appropriate.
- After the child leaves, clean the mat or cushion to minimise the spread of infection. In addition, follow-up with child's parent to check if any further action is required post the initial incident occurring particularly if related to infectious disease situation. If this is the case, follow the procedure for dealing with 'Hygiene and Infectious Diseases'.

## 4. References

### 4.1 Community & Council Plan 2017-2021

- We have confidence in decision-making

### 4.2 Relevant Legislation & References

- ACECQA Guide to the National Law and Regulations 2018
- Education and Care Services National Law 2010
- Education and Care Services Regulations 2011, Regulations 85,86 & 87
- National Quality Standard, including Quality Area 2: Health and Safety
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007
- Staying Healthy in Early Childhood Education and Care, Preventing Infectious Diseases in Education and Care Services, Fifth Edition 2012
- [http://www.rch.org.au/kidsinfo/fact\\_sheets/Head\\_injury](http://www.rch.org.au/kidsinfo/fact_sheets/Head_injury)
- [http://www.rch.org.au/kidsinfo/fact\\_sheets/Head\\_injury-return\\_to\\_sport](http://www.rch.org.au/kidsinfo/fact_sheets/Head_injury-return_to_sport)

### 4.3 Charter of Human Rights

- This policy has been assessed against and complies with the charter of Human Rights.

### 4.4 Related Council Policies & Procedures

- Nil

### 4.5 Related Family and Children Services Procedures

In addition to responding to an incident, injury, trauma and/or illness, there is also a requirement of the Education and Care Services National Regulations (2011) that ECEs will follow procedures that are related to managing the needs of a child when they become unwell or have a fever and these are described later, within this document.

In addition, this procedure may also be relevant to the following KCC Early Years procedures:

- Administration of First Aid
- Administration of Medication
- Anaphylaxis Management
- Asthma Management
- Child Protection
- Dealing with Infectious Diseases
- Diabetes Management
- Emergency and Evacuation
- Medical Conditions
- Sun Protection
- Water Safety

### 4.6 Related Forms

- Incident, Injury, Trauma and Illness Form

## 5. Definitions

**Approved Provider:** Individual, organisation or company with management or control to operate the education and care service/s, through the Education and Care Services National Law and Regulations.

**Educator** A broad term to describe an individual who is employed to provide education and care for children as part of an education and care service. This term encompasses all roles and qualifications.

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| <b>Council</b> | Refers to Knox City Council whether constituted before or after the commencement of this policy/ procedure/factsheet etc.  |
| <b>Parent</b>  | The term 'parent' includes a child's legal guardian. It does not include a parent who is prohibited by a court order from having contact with the child.   |
| <b>Staff</b>   | Refers to staff inclusive of but not limited to: Maternal and Child Health Nurses, Mental Health Nurses, parenting support workers, Supported Playgroup Facilitators, Early Years Consultants, Cooks and Early Years Support Officers. |

## 6. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this procedure. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.

Refer to D19-275224 (Quality System Document Control Register) for further clarification regarding the review and amendment of this document.