

# INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURES

## PRINCIPLE

Greater Shepparton City Council recognises that the health and safety for all children and staff, and responding to incidents and the needs of an injured, ill or traumatised person at the service is a priority.

## DEFINITIONS

### Serious Incident

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;
- (c) any incident involving serious illness of a child occurring while that 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;
- (d) any emergency for which emergency services attended;
- (e) 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.

## **GUIDELINES**

### **Children' Services will ensure:**

1. The following guidelines outline procedures to be followed by educators/staff in the event that a child is injured, becomes ill or suffers a trauma whilst attending the service. (*Education and Care Services National Regulation 85*).
2. Every reasonable precaution is taken to protect children at the service from harm and hazards that are likely to cause injury (*Education and Care Services National Law – section 167*) (*Children's Services Act 1996 – 107 Occasional Care only*).
3. There is a minimum of one educator who holds a current approved first aid qualification, anaphylaxis and emergency asthma training on the services premises at all times (*Education and Care Services National Regulation 136*).
4. There is an appropriate number of first aid kits kept at the service having regards to the number of children being educated and cared for, suitably equipped, easily recognisable and readily accessible where children are present at the service and during excursions (*Education and Care Services National Regulation 89*).
5. Children's enrolment records provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance and transportation of the child by an ambulance service (*Education and Care Services National Regulation 161(a)(i)(ii)*).
6. The induction and orientation of all new educators/staff includes an overview of their responsibilities in the event of a child who is injured, becomes ill or suffers a trauma, whilst attending the service.
7. Educators/staff respond in a timely manner to a child if they are involved in an incident, are injured, suffer a trauma or shows signs/symptoms of illness while at the service (*Education and Care Services National Regulation 87, 177(1)(b)*); and are to complete correctly an *Incident Record* via Hubworks software; or (*Appendix 9.1 – Incident, injury, trauma and illness record*) is to be completed by services who don't have access to Hubworks.
8. Children's emotional and physical wellbeing is paramount at all times. Educators/staff are to reassure and continue to monitor the child after the time of the incident, injury, trauma or identified signs/symptoms of illness.
9. A parent/guardian of a child is notified as soon as practicable, but no later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or shows signs/symptoms of illness whilst attending the service (*Education and Care Services National Regulation 86*).
10. Other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable are notified if the child is involved in any incident, injury, trauma or illness whilst attending the service.
11. In the event of any injury to a child's head, first aid procedures are to be followed and the **parent/guardian must be notified on the day the incident occurred**.

12. Management of Early Years Services are notified as soon as practicable of becoming aware of a serious incident that has occurred at the service.
13. The Regulatory Authority is notified within 24 hours of becoming aware of a serious incident that has occurred at the service (*Education and Care Services National Law - section 174(2)(a), 174A and Education and Care Services National Regulation 12, 176(2)(a)*), via the NQAIT System at [www.acecqa.gov.au](http://www.acecqa.gov.au).
14. Serious incidents involving any persons whilst at a children's service are most likely required to be reported to Worksafe as a 'Notifiable Incident', for further advice the service is required to contact Greater Shepparton City Council OHS Adviser.
15. The Regulatory Authority is notified within 24 hours of any complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened (*Education and Care Services National Law - section 174(2)(b)*).
16. If a staff member has been involved in an incident, injured or suffered trauma within employed hours, they are to lodge an *OHS Incident Report* online electronically to Greater Shepparton City Council and notify Children's Services Team Leader.
17. Educators/staff review the cause of any incident, injury, or illness and take appropriate action to remove the cause if required.
18. All *Incident, Injury, Trauma and Illness* records must be kept confidential and until the child is aged 25 years (*Education and Care Services Regulation 183*).

### **Related Policies**

- Administration of First Aid
- Concerns and Complaints
- Emergency Situations
- Dealing with Infectious Diseases
- Governance and Management of Services
- Medical Conditions
- Providing a Child Safe Environment
- Student, Volunteers and Visitors

### **National Quality Standards – 2.1.2, 2.2.2; 7.1.2; 7.1.3**

**Education and Care Services National Regulations – 12, 85, 86, 87, 89, 136, 161, 168(2)(b), 174, 176, 183**

**Education and Care Services National Law – section 167, 174(2)(a), 174A**

**Children's Services Act 1996 – 107 (OCC only)**

## **Sources and Reference Tools**

- *Education and Care Services National Regulations 2011*
- *Education and Care Services National Law 2010*
- *Children's Services Act 1996*
- *OHS Act 2004*
- *Guide to the National Quality Framework – ACECQA*

Reviewed: March 2023

Next Review: March 2025

Updated 09/2023 - removing reference to Family Day Care due to cease of Family Day Care operations

Updated 12/2023 – removing reference to Aquamoves due to cease of operation