

OP35 Incident, Injury, Trauma and Illness Policy

Policy Title:	Incident, Injury, Trauma and Illness Policy
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1 Purpose

Petit ELJ is committed to ensuring the safety, health and wellbeing of children and adults attending their centres and to having clear and effective procedures to follow in the event that a child is injured, becomes ill, or an incident occurs while attending the service.

Petit ELJ is also committed to ensuring Educators understand and acknowledge that they have a duty of care to competently respond to and manage incidents, injuries, trauma and illnesses that may occur at the service to ensure the ongoing safety and wellbeing of children, educators and visitors.

2 Scope

The Approved Provider, Operations Managers, Nominated Supervisor/Centre Director, Educators, employees, and visitors are all responsible for maintaining safe environments for children and for responding calmly and competently if an incident occurs.

3 Definitions

Emergency An incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the service. For example, a flood, fire or a situation that requires the service premises to be locked down.

First Aid Is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers. First aid training should be delivered by approved first aid providers only.

Hazard A source of potential harm or a situation that could cause or lead to harm to people or property. Work hazards can be physical, chemical, biological, mechanical or psychological.

Injury Any physical damage to the body caused by violence or an incident.

Minor incident An incident that results in an injury that is small and does not require medical attention.

Notifiable incident Any incident that seriously compromises the health, safety or wellbeing of children.

Trauma Is when a child feels intensely threatened by an event he or she is involved in or witnesses.

Serious Incident in accordance with section 5(1) of the Law, each of the following is prescribed as a serious incident and must be reported as per the *Managing Reporting Requirements & Notifications Policy*

- (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 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.
- (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.

4 Policy principles

Petit ELJ is committed to ensuring the health and safety of all children families, educators and visitors by:

- Reducing the likelihood of incidents, illness, injuries and accidents through implementing risk management strategies, maintaining high levels of supervision at all times and implementing effective hygiene practices
- Ensuring that all educators are adequately equipped to undertake their role including holding current approved First Aid, CPR, Anaphylaxis and Asthma certificates and have relevant training to ensure they can adequately respond to incidents, injuries, trauma and illness
- Ensuring care is taken when assessing the seriousness of an incident and if there is a need for emergency services to be contacted
- Ensuring families are notified of any incident involving their child at a Petit ELJ service
- Ensuring families have provided authorisation for Petit ELJ to contact emergency services and for their child to be transported in an ambulance if required
- Ensuring a review is undertaken after any incident and taking appropriate action to minimise the risk, remove or rectify the cause if required
- Ensuring confidentiality is maintained at all times

5 Policy implementation

Petit ELJ's incident, injury, trauma and illness policies and procedures are based on current research and recommended practices by the Australian Government Department of Health and *Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services (Fifth Edition)*.

Risk Management and Supervision

- Educators check and assess the environment to ensure hazards are removed and reported to the Nominated Supervisor / Centre Director
- Supervision is essential to minimising risk and educators follow the *Supervision Policy* at all times
- High risk experiences and environments are subject to a [Risk Assessment and Management Plan](#).

- Educators follow and encourage children to follow effective hygiene practices

First Aid Qualifications

- The Nominated Supervisor / Centre Director maintains up-to-date records for the First Aid, CPR and Anaphylaxis and Asthma Management training qualifications of all educators in the Staff Schedule folder and Roster Template – Staff Schedule tab.
- The Nominated Supervisor / Centre Director ensures that at least one educator who holds a current approved First Aid, CPR, Anaphylaxis and Asthma Management training is in attendance at all times and immediately available in an emergency
- The Nominated Supervisor / Centre Director ensures that at least one educator who holds a current approved First Aid, CPR, Anaphylaxis and Asthma Management training is in attendance during an excursion and immediately available in an emergency.
- Educators must always know and stay within the skills, knowledge and limitations of their training and only manage injuries to a standard of care that is appropriate of their training and protect children from any foreseeable risk of harm, injury and infection.

First Aid Kits

- As per the *Administration of First Aid Policy*, the service has suitably equipped First Aid kits which are accessible at all times when children are present at the service and during excursions.
- First Aid kits are clearly labelled, easily identifiable and kept out of reach of children.
- The service maintains a First Aid Checklist and checks and replenishes the contents quarterly or more frequently if required.

Illness

- Educators understand how individual children behave when healthy and are therefore able to observe when they are unwell or behaving out of character.
- Educators are not medical practitioners but are attuned to the signs and symptoms that suggest a child may be ill or becoming ill. For example:
 - High fever
 - Drowsiness
 - Lethargy and decreased activity
 - Breathing difficulty
 - Poor circulation
 - Poor feeding
 - Poor urine output
 - Red or purple rash
 - A stiff neck or sensitivity to light
 - Pain
- In the event of a child displaying signs and symptoms of illness an Educator will:
 - Provide a safe and comfortable space for the child to rest. If possible, away from other children.
 - Administer First Aid as appropriate and monitor the condition closely
 - If a child appears very unwell, call an ambulance
 - Notify the parent / guardian and request the child is collected as soon as possible and seek medical attention if required
 - Complete an Incident, Injury, Trauma and Illness Record as soon as possible

- Record the child's name, studio and nature of illness in the Illness & Infectious Disease Register.
- If required, Educators are guided by and follow the *Medical Conditions Policy* and the *Managing Infectious Diseases Policy*.

High Temperatures in Children

- The normal temperature for a child is up to 38°C.
- A fever (temperature above 38°C) is common in children; is a normal response to many illnesses and is usually not harmful – in fact, it helps the body's immune system fight off infection.
- In the event of a child having a fever (temperature above 38°C), Educators will
 - If the child is less than 3 months old, contact the family and ask the child is taken to a doctor. If the parent is unable to collect, Educators are to immediately call an ambulance.
 - If the child is over 3 months old:
 - Remove any excess clothing and give clear fluids
 - Never use cold-water sponging or cold baths. If the child is comfortable with the use of a cloth on their body, a lukewarm cloth can be used on the child's forehead to assist in cooling the child down.
 - Notify the parents / guardians with a phone call and request the child is collected and seeks medical attention if required. Ask the parents for permission to administer one dose of Paracetamol as per the bottle's instructions and the *Administration of Medication Policy*.
 - Complete an Incident, Injury, Trauma and Illness Record and Medication Form – Authority to Administer Daily as soon as possible and share with parent / guardian for acknowledgment and signing.
 - Watch the child closely and continue to record the temperature reading every 15 minutes on the Incident, Injury, Trauma and Illness Record
- In the event of a child having a high fever (temperature above 40°C), Educators will
 - Immediately alert another Educator to assist them to call an ambulance. Follow the paramedics advice
 - Notify the parents / guardians with a phone call that an ambulance has been called.
 - Follow the steps above until paramedics arrive or advice otherwise.
- A rapid and sudden rise in body temperature may cause febrile convulsions, which are physical seizures caused by a fever. If a child experiences a febrile convulsion, Educators will:
 - Immediately alert another Educator to assist them to call an ambulance. Follow the paramedics advice
 - Notify the parents / guardians with a phone call that an ambulance has been called.
 - While the child is convulsing:
 - Place the child on the floor and remove any objects they could knock against
 - Lie the child on their side, not on their back
 - Check that the child does not breathe in vomit
 - Never force a cloth, sponge or other into the child's mouth
 - Never shake, slap or try to restrain the child
 - Once the convulsions have stopped
 - Place the child on their side with their face turned to the floor

- Note what time the convulsions started and stopped and record this in the Incident, Injury, Trauma and Illness Record.

Exclusion due to Illness

- Petit ELJ follows the National Health and Medical Research Council (NHMRC) [exclusion periods](#) and [Staying healthy: Preventing infectious diseases in early childhood education and care services](#) advice and recommended exclusions periods to minimise disease outbreaks.
- An unwell child may find it difficult to interact with other children and take part in daily routines at the service and therefore it is expected that unwell children will not attend the centre.
- It is at the discretion of the Nominated Supervisor / Centre Director, to exclude a child from care if they are too unwell to attend and participate in the program.
- An unwell child displaying symptoms of a contagious illness or virus (vomiting, diarrhoea, fever) will be excluded from the service for 24 hours from the last episode or for longer periods during an outbreak as per Public Health Unit advice.
- When an infectious disease is apparent or has been confirmed the service will:
 - Report to and follow Australian Government Department of Health Public Health Units and Regulatory Body advice
 - Communicate with families exclusion periods and any other requirements via formal correspondence and by displaying a notice of infectious illness at the entrance of the service.
- Educators may administer only one dose of Paracetamol while a child is in Petit ELJ's care. No other pain relief medications (Ibuprofen, Aspirin) are to be administered by Educators unless advised by a doctor and as per the *Administration of Medication Policy*.

COVID-19

- COVID-19 is classified as an infectious disease and therefore is notifiable to the Department of Education only when there is an outbreak as defined by the Department of Health and which is required to be reported to the relevant Public Health Unit in all States and Territories of Australia.
- An unwell child displaying COVID-19 symptoms including fever, flu-like symptoms such as coughing, sore throat, fatigue and/or shortness of breath will be isolated from other children until they can be collected by their parent / carer.
- Children who have tested positive for COVID-19 will be excluded from care until such time as any acute respiratory symptoms have substantially reduced AND they have gone for at least 24 hours without a fever without using fever-reducing medications such as paracetamol or ibuprofen. This period is usually 5-7 days.
- A medical clearance is no longer required to be provided prior to the child's return to the service.
- Any decision to close the service and other directions will be provided by the Australian Government Department of Health Public Health Units and regulatory body. In the absence of such direction, the Approved Provider will consider appropriate actions to avoid an outbreak or break the cycle of transmission.
- For further information regarding COVID-19 refer to each State and Territory COVID-19 website which provide the latest and most up to date information.

Injury

- In the event of an incident or accident that results in physical damage, Educators are to:
 - Remain calm and attend to the child in a reassuring manner
 - If necessary, seek support from other Educators to advise the Responsible Person, retrieve the First Aid Kit and support other children to transition to a different area.
 - Identify the child's injuries and assess the severity and degree of urgency.

- If required, contact 000 and request an ambulance.
- Administer First Aid within their skills, knowledge and limitations of their training. For example, Educators must stay within their ability and not attempt to remove splinters or items from a nose or ear canal if the extraction could result in infection.
- Follow DRS ABCD practices as per First Aid training and if required, follow paramedic instructions.
- Complete an Incident, Injury, Trauma and Illness Record as soon as possible and share with parent / guardian for acknowledgment and signing.
- Additionally, in the event of any injury that leaves a serious mark on the body or for any injuries above the shoulders, Educators are to notify the parents / guardians with a phone call

Serious Injury or Incident that requires urgent medical attention

- In the event of an incident or accident that requires urgent medical attention educators are to:
 - Remain calm and attend to the child in a reassuring manner
 - Contact 000 and request an ambulance.
 - Administer First Aid. Follow DRS ABCD practices as per First Aid training and follow paramedic instructions.
 - Notify the parent / guardian of the child
 - If a child is transported to hospital by ambulance, a familiar educator is to accompany the child. The Nominated Supervisor / Centre Director / Responsible Person must ensure ratio is maintained at the service. If time permits, a copy of the Incident, Injury, Trauma and Illness Record is to be taken with the child to assist the medical team when treating the child
- The Nominated Supervisor / Centre Director / Responsible Person is to advise the Operations Manager and prepare to complete, in consultation with the Operations Manager, a notification as per the *Managing Reporting Requirements & Notifications Policy*.
- The Operations Manager is responsible for notifying the Approved Provider.

Injury on Arrival

- When a child arrives at the service with an injury which appears to have happened within the last 24 hours and which did not occur at the service, educators will request that parent / guardians complete an Injury on Arrival Form.
- The completion of an Injury on Arrival Form support educators to appropriately care for children when they have been injured at a location other than the service.
- The Injury on Arrival Form is to be handed to the Centre Director / Nominated Supervisor to be kept on the child's file.
- When a child arrives at the service asleep, educators are to gently wake the child with the parent / guardian and ensure the child is well and responsive. No child is to be accepted into care asleep or non-responsive.

Non-Responsive Children

- If a child becomes non-responsive educators are to:
 - Remain calm
 - Seek support from other Educators to advise the Responsible Person and support other children to transition to a different area
 - Call 000 and request an ambulance
 - Follow DRS ABCD practices as per First Aid training and if required, follow paramedic instructions
 - If the child is breathing, place the child in recovery position until the ambulance arrives

- If the child is not breathing, check the airway and, if required, clear it. If the child is still not breathing, commence CPR and continue until the child resumes normal breathing or ambulance arrives.
- Follow the steps for incidents that require urgent medical attention

Trauma

- Trauma can be extremely complex and multidimensional. The result of experiencing an event that was immensely threatening or stressful can go on to affect a child in many different ways.
- If a child experiences trauma or an Educator suspects that a child may be experiencing trauma educators are to:
 - Remain calm and attend to the child in a reassuring manner
 - If necessary, seek support from other Educators to advise the Responsible Person, retrieve the First Aid Kit and support other children to transition to a different area
 - Notify the parent / guardian of the child
 - Complete an Incident, Injury, Trauma and Illness Record as soon as possible and share with parent / guardian for acknowledgment and signing.
- If required, the Nominated Supervisor / Centre Director / Responsible Person is to advise their Operations Manager and Approved Provider and prepare to complete a notification as per the *Managing Reporting Requirements & Notifications Policy*.

Staff Injury

- In the event that an Educator or staff member has an accident or is injured at work or on the way to/from work, they must complete a Incident, Injury, Trauma and Illness Record – STAFF and inform their Nominated Supervisor / Centre Director.
- If the injury requires medical advice, this information must be added to the Incident, Injury, Trauma and Illness Record – STAFF as soon as practicable.
- If the educator or staff member submits a WorkCover application, they must notify their Nominated Supervisor / Centre Director and keep them informed of their progress.
- If the educator or staff member provides a Certificate of Capacity indicating they are unfit for pre-injury duties for a period of time, this must be provided to the Centre Director / Nominated Supervisor as soon as it is received.
- The Nominated Supervisor / Centre Director must notify their Operations Manager and People & Culture Operations Manager (WorkCover Rep) as per the WorkCover Incident Reporting and Claim Procedure

Records and Notifications

- All incidents, injuries, trauma and illnesses a child suffers while at a Petit ELJ service must be recorded in the Incident, Injury, Trauma and Illness Record.
- An Incident, Injury, Trauma and Illness Record contains all the details necessary as per Regulation 87 Incident, injury, trauma and illness record
- Educators must complete an Incident, Injury, Trauma and Illness Record as soon as practicable but within 24 hours of the event.
- All incidents, injuries and traumas a child suffers while at Petit ELJ service must be recorded in the Injuries and Accidents Register.
- Due to confidentiality and privacy laws, only the name of the child injured is to be recorded in the Incident, Injury, Trauma and Illness Record. Any other children involved in the incident must not have their names recorded. If other children are injured or hurt a separate Incident, Injury, Trauma and Illness Record must be completed.
- All Incident, Injury, Trauma and Illness Record must be kept respecting children's confidentiality and privacy and must only be shared with the parents / guardians of the named child.

- All Incident, Injury, Trauma and Illness Record and Injury on Arrival Form must be kept and stored appropriately until the child is 25 years old.
- Educators and Nominated Supervisors / Centre Directors must ensure all notifications in relation to serious incidents are within the regulated timeframes and as per the *Managing Reporting Requirements & Notifications Policy*.

6 Responsibilities

Approved Provider:

It is the responsibility of the Approved Provider to:

- Take reasonable steps to ensure that Nominated Supervisors and staff members of, and volunteers at, the service follow policies and procedures.
- Ensure copies of all policies and procedures are readily accessible to nominated supervisors, educators, staff and volunteers, and available for inspection.
- Ensure all Petit ELJ employees are provided with relevant and up to date training to understand a duty of care exists to ensure children are provided with a high level of safety and every reasonable precaution is taken to protect them from harm and hazard.
- Ensure that at least one educator, staff member or nominated supervisor who holds a current approved First Aid and CPR qualification and has undertaken current approved Anaphylaxis management and emergency Asthma management training is in attendance at all times and immediately available in an emergency.
- Ensure any notification in relation to serious incidents is within the regulated timeframes as per the *Managing Reporting Requirements & Notifications Policy*.

Operations Managers:

It is the responsibility of the Operations Manager to:

- Keep the Approved Provider abreast of any legislative requirements that are not being met or that have changed.
- Monitor compliance at a centre and site level and ensuring staff and volunteers have completed the training on the policy and procedure.
- Notify the Approved Provider of any serious incident as per the *Managing Reporting Requirements & Notifications Policy*.

Nominated Supervisor/Centre Director

It is the responsibility of the Nominated Supervisor to:

- Ensure they and their staff members and volunteers are familiar with and follow all policies and procedures as developed by Petit ELJ. This includes ensuring compliance with all related policies and procedures.
- Investigate the cause of any incident, injury or illness and take appropriate action to remove the cause if required
- Contact emergency services in the first instance then notify parents/guardians immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable
- Ensure each child's enrolment record includes authorisation by a parent or person named in the record, for the approved provider, nominated supervisor or educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service
- Maintain confidentially and store all Incident, Injury, Trauma and Illness Record and Injury on Arrival Form until the child is 25 years old
- Ensure an Incident, Injury, Trauma and Illness Record is completed as soon as possible, and within 24 hours, of the incident, injury, trauma or illness

- Ensure that a parent/guardian of the child is notified as soon as is practicable, but no later than 24 hours after the incident, injury, trauma or illness
- Notify their Operations Manager as soon as is practicable, but no later than 24 hours after a serious incident, injury, trauma or illness
- Ensure any notification in relation to serious incidents is within the regulated timeframes as per the *Managing Reporting Requirements & Notifications Policy*.
- Ensure all incidents, injuries and traumas a child suffers while at Petit ELJ service are recorded in the Injuries and Accidents Register.
- Ensure all illnesses are recorded in the Illness & Infectious Disease Register.
- Ensure that at least one educator who holds a current approved first aid qualification and has undertaken current approved anaphylaxis management and emergency asthma management training is in attendance at all times and immediately available in an emergency
- Ensure up to date records of Educators qualifications are summarised in the Roster Template – Staff Schedule tab and that records are kept in the Staff Schedule folder and personnel files

Educators:

It is the responsibility of Educators to:

- Ensure they are familiar with and follow all policies and procedures as developed by Petit ELJ. This includes ensuring compliance with all related policies and procedures.
- Ensure that they ask for clarification if any information is unclear.
- Hold a current approved First Aid, CPR and Anaphylaxis and Asthma Management training qualifications
- Provide their Nominated Supervisor/Centre Director with copies of the certificates of attainment of their First Aid, CPR and Anaphylaxis and Asthma Management training qualifications
- Complete a Incident, Injury, Trauma and Illness Record as soon as possible, and within 24 hours, of the incident, injury, trauma or illness
- Ensure the completed Incident, Injury, Trauma and Illness Record is signed by a parent / guardian and that it is stored confidentially until the child is 25 years old
- Ensure that two people are present any time medication is administered to children
- Be aware of children with allergies and their attendance days, and apply this knowledge when attending to any incidents, injury, trauma or illness

Families:

It is the responsibility of parents to:

- Provide authorisation in their child's Enrolment Form for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service and agree to meet all the costs incurred by this treatment and/or transport
- Notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed
- Ensure any medical management plans at the service are kept up-to-date
- Collect the child as soon as possible when notified of an incident, injury, trauma or illness
- Notify the service of any infectious disease or illness that has been identified when their child has been absent from the service, that may impact the health and wellbeing of other children, educators, or visitors attending the service

- Upon arrival at the service, notify educators of any injuries obtained outside the service and complete an Injury on Arrival Form
- Ensure their contact details are always up to date and be contactable, either directly or through emergency contacts listed on the Enrolment Form, in the event of an incident requiring medical attention
- Notify Educators or the Nominated Supervisor / Centre Director if there has been a change in the condition of their child's health, or of recent accidents or incidents that may impact the child's care
- Notify the Nominated Supervisor / Centre Director when the child is ill and will be absent from their regular program.

7 Reporting and Compliance

Links to NQS and legislation:

- Education and Care Services National Law Act (2010)

Section 165	Offence to inadequately supervise children
Section 174	Offence to fail to notify certain information to Regulatory Authority
Section 167	Offence relating to protection of children from harm and hazards

- Education and Care Services National Regulations 2011

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
93	Administration of medication
95	Procedure for administration of medication
97	Emergency and evacuation procedures
103	Premises, furniture and equipment to be safe, clean and in good repair
104	Fencing
107	Glass
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
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
177	Prescribed enrolment and other documents to be kept by approved provider
183	Storage of records and other documents

- National Quality Standard

2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Each child is protected.
2.2.1	times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
3.1.2	Premises, furniture and equipment are safe, clean and well maintained
7.1.2	Systems are in place to manage risk and enable the effective management and operation of quality service.
7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

Links to related procedures and forms

- OP35-F001 Incident, Injury, Trauma and Illness Record
- OP35-F002 Injury on Arrival Form
- OP35-F003 Illness and Infectious Disease Register
- OP35-F004 Incident, Injury, Trauma and Illness Record - STAFF
- OP01 Acceptance and refusal of authorisations Policy
- OP03 Administration of Medication Policy
- OP21 Enrolment and Orientation Policy
- OP24 Excursion Policy
- OP26 Administration of First Aid Policy
- OP42 Medical Conditions Policy
- OP51 Safe Play Spaces Policy
- OP52 Risk Management Policy
- OP55 Supervision Policy
- Roster Template
- Staff Schedule Folder

Links to references and further reading

- ACECQA – [Notification types and timeframes](#)
- ACECQA – [Risk assessment and management](#)
- ACECQA – [What to do if a serious incident happens](#)
- Australian Government – [Staying healthy: Preventing infectious diseases in early childhood education and care services](#)
- CELA – [Trauma in early childhood](#)
- Queensland Health - [Disease prevention in education and care services](#)
- Queensland Health - [Time out: Keeping your child and other kids health](#)

8 Approval and review details

APPROVAL AND REVIEW	DETAILS
Approval Authority	COO
Administrator	Operations Managers
Next Review Date	12 months from date of acceptance