

# Incident, Injury, Trauma and Illness Procedures

Policy/Procedure Number: **QA2 - 4**

Policy/Procedure Requirement: National Quality Standards 2 & 7; Regulations 85, 86, 87 & 168

## Policy Statement

The health and wellbeing of children must be safeguarded by managing health and safety risks and seeking appropriate medical treatment in the event of an illness, accident or emergency. This and other related policies and procedures are put in place by the Service to comply with Regulation 85.

## Rationale

In the event of an accident or an emergency, the Educator has a 'duty of care' to take immediate action and provide appropriate services or care to those involved.

**In the case of serious injury or illness, the Educator is not required to diagnose or treat the condition apart from carrying out the appropriate first aid procedures.** Diagnosis and treatment are the responsibility of the ambulance officer or medical practitioner in attendance.

## Strategies and Practices

### Responsibilities of the Service:

The Service will:

- Ensure that educators receive relevant and up-to-date training to ensure they can effectively respond to incidents, injuries, trauma and illness
- Ensure that educators take care when assessing the seriousness of an incident and if there is a need for emergency services to be contacted
- Ensure that families are to be notified of any serious incident involving their child as soon as possible
- Ensure that in the event of an incident, injury, trauma or illness, undertake a review (including a risk assessment) and take any appropriate action to remove or rectify the cause as required
- Ensure that educators are provided with access to appropriate and up-to-date information
- Have clear steps and processes in place to ensure educators and coordinators understand and clearly communicate with each other in the event of an incident injury, trauma and illness
- Ensure that confidentiality is maintained at all times

### Responsibilities of the Coordinators:

The Coordinators will:

- Support Educators with relevant forms for collecting authority and information
- Ensure risk assessments are carried out and reviewed as required
- Regularly reflect on supervision plans and ratio checks
- Periodic WHS checks of the physical environment, furniture and resources
- Be familiar with regulatory requirements in dealing with emergency situations with children
- On enrolment of a child, ensure the family has given written authorisation for any Educators or Coordinator of the Service, to seek and/or carry out emergency ambulance, medical, hospital advice or treatment if required

- Notify the family or emergency contacts as soon as it is possible to do so
- Have current First Aid, Asthma and Anaphylaxis qualifications
- Upon receiving notification of a serious incident involving a child attending FDC where the incident results in the child receiving medical, dental or hospital treatment immediately notify the family and the ACT Children's Policy and Regulation Unit (within 24 hours)
- Upon receiving notice of a death of a child while being provided with care, the nominated supervisor will immediately notify the child's family, a police officer and the ACT Children's Policy and Regulation Unit (within 24 hours)
- Educators will call an ambulance then inform families in the case of an emergency or life-threatening situation (Ambulance coverage is beneficial to avoid full charge liability)
- **Keep accurate incident, injury, trauma and illness records** and store confidentially **until the child is 25 years old**
- Provide debriefing sessions and support to Educators who have supported a child through a trauma

### Responsibilities of the Educators:

The Educators will:

- Have current First Aid, Asthma and Anaphylaxis qualifications
- Regularly practice emergency procedures
- Take all necessary precautions to reduce the incidence of accidents and injuries that can occur
- Respond effectively by administering first aid or seeking medical attention, should any accidents or injuries occur - e.g. burns, convulsions, fractures, cuts
- Display contact numbers of emergency services, Coordinators and families near a telephone
- Maintain an **Incident, Injury, Trauma and Illness Record** in the system or in hard copy and forward an electronic copy to the Service
- **Contact the parent or the emergency contact as listed in the enrolment documentation if the child presents with or develops any of the following signs:**
  - Ear and/or eye discharge
  - Undiagnosed rash
  - Body temperature of 37.5 degree Celsius or higher
  - Persistent coughing episodes with difficulty in breathing
  - Open sore with discharge
  - Vomiting and/or continuous loose bowel episodes
- **In the event of an accident, injury, trauma or illness, inform the family or emergency contact** as soon as possible so that they can take over the responsibility of their child and decide on further action if necessary
- In the event of a chipped or knocked out tooth
  - Inform the parents
  - Do not reinsert the tooth
  - Gently rinse the tooth or tooth fragments in milk to remove blood and place in clean container or wrap in cling wrap to give to the parents or dentist

- Seek dental advice as soon as possible and ensure that the tooth or tooth fragments are taken to the dentist with the child
- Complete an accident/injury form
- In **the event of high fever**, implement the following procedures to lower the child's fever and discomfort:
  - Remove excess clothing to cool the child down
  - Offer fluids to the child
  - Encourage the child to rest
  - Provide a cool, damp cloth for the child's forehead
  - Monitor the child for any additional symptoms
- Remains with the child who is unwell, and minimises contact with other children
- **Inform Parents/guardians of any medical attention given**, medication administered to the child and any other matter concerning the child's health that comes to the notice of the Educator
- Complete a notice of incident, injury and trauma report immediately, obtain parent signatures and forward to the Coordinators as soon as possible
- **Inform the Coordinators of any injury to a child** that requires First Aid or medical treatment
- **Inform the Coordinators of any serious incident.** In the event of such an emergency occurring outside office hours, the Educator must contact the Coordinators to inform of the incident
- **Notify their insurance company of any injury** to a child that requires medical treatment
- In the event of the death of a child while being provided with care, the Educator will immediately call an ambulance, the child's family and the Coordinators
- If any child requires medical attention for an incident, injury, trauma or illness, the ACT Children's *Policy and Regulation Unit* is required to be notified by the Coordinators within 24 hours of the incident, injury, trauma or illness occurring

### Responsibilities of the Parents:

The Parents will:

- Ensure that they understand the responsibilities regarding the prevention, management and reporting of an incident, injury, trauma and illness, e.g. not sending their child if they are unwell
- Provide up to date medical and contact information in case of an emergency
- Provide up to date medical management plans if applicable to their child's health
- Review and update medical management plans annually
- Take over the responsibility of their child as a matter of urgency if contacted by the Educator to do so
- Be responsible for ambulance cover

### Resources and Further Readings

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- ACECQA National; Quality Framework Resource Kit [www.acecqa.gov.au](http://www.acecqa.gov.au)

## **Related FDC Policies, Procedures & Documents**

- Incident, Injury, Trauma and Illness Record
- Child Enrolment and Parent Agreement Form
- Providing a Child Safe Environment
- Excursions and Regular Outings
- Emergency & Evacuation
- Water Safety
- Sun Protection
- Transportation of Children
- Acceptance & Refusal of Authorisations
- Staying Healthy in Childcare (NHMRC)
- Home Safety Checklist

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Next Review: