

Quality Area 2.2.2 Incident and emergency management: Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

Quality Area 2.2.3 Child Protection: Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

Quality Area 7.1.2 Management Systems: Systems are in place to manage risk and enable the effective management and operation of a quality service.

**BERALA JACK & JILL
PRE-SCHOOL**



Incidents, Injury, Trauma & Illness

Policy Reviewed: February 2025

Next Review: July 2026

Aim:

To develop and implement policies and procedures to effectively manage incidents and to make accident prevention, management and investigation easier, with a view to reducing accident rates and severity. In the event of illness, to prevent the spread of disease and for the comfort and well-being of the affected child, other children, staff and visitors to our service. We will promote the health and well-being of each child in our service.

Implementation:

- The National Regulations require an accurate Incident, injury, trauma and illness record to be kept and stored confidentially until the child is 25 years old. Under the national legislation, our service must record details in the Incident, injury, trauma and illness record for the following occurrences:
 - an incident in relation to a child
 - an injury received by a child
 - trauma to which a child has been subjected
 - an illness that becomes apparent
- The incident, injury, trauma and illness record must include the following:
 - the name and age of the child
 - the circumstances leading to the incident, injury or trauma, or relevant circumstances surrounding the child becoming ill (including any symptoms)
 - the time and date the incident occurred, the injury was received or the child was subjected to the trauma, or the apparent onset of the illness
 - the action taken by the service, including any medication administered, first aid provided or medical personnel contacted
 - details of any person who witnessed the incident, injury or trauma, or the apparent onset of illness
 - the name of any person the service notified, or attempted to notify, of any incident, injury, trauma or illness that a child suffered while being educated and cared for by the service, and the time and date of the notifications/attempted notification

- the name and signature of the person making an entry in the record, and the time and date that the entry was made
- signature of a parent/guardian to verify that they have been informed of the occurrence.

All information will be included in the Incident, injury, trauma and illness record as soon as is practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness.

Preventative strategies

- On enrolment families/carers give our service written consent to seek urgent medical, dental or hospital treatment or ambulance service, including authorization for travel in an ambulance, if required in the event of an illness or injury at the Service.
- A suitably equipped first aid kit will be easily identified and accessible to adults.
- In collaboration with all interested parties we will develop and implement risk-assessments for managing incident, injury, trauma and illness and to minimize the risk of harm or injury.
- Reviewing the cause of any incident, injury or illness, and taking appropriate action to remove the cause if required.
- 75% of educators and the Director will have approved current first aid qualifications. We have an up to date, equipped first aid kit, asthma pack and 2 EpiPens in the event of such an emergency. An equipped and portable first aid kit is available for excursions (includes 1 EpiPen and Ventolin).
- All staff are aware of their responsibilities including completing appropriate documents and passing on information.
- High levels of supervision is provided by educators both indoor and outdoor at all times. Potential risks are managed effectively to ensure well-being.
- Review supervision plans regularly.
- In response to a child with a temperature or are otherwise feeling unwell, families will be contacted to collect the child. Educators will provide comfort and care away from the other children.

If a child is injured or falls ill at the Service and **does not** need emergency medical/dental care, the Nominated Supervisor must:

- Step 1- Ensure the child is comforted and calmed and first-aid is administered ensuring that the child is under adult supervision at all times.
- Step 2- Contact the parent/carer of the child immediately – depending on the severity of the accident or illness.
- Step 3- Fill in the accident and incident report form and give a copy to the parent – if the severity of the accident or illness warrants such action.
- Inform the President/Licensee of the Management Committee – depending on the severity of the accident or illness.

- The Nominated Supervisor shall be responsible for determining if the severity of the accident or illness warrants steps 1, 2 and 3.
- Minor accidents or illness can be dealt with efficiently and with minimum fuss at the Service and parents informed when they collect the child.

If a child is injured or falls ill at the Service and **does** need immediate emergency medical care the Nominated Supervisor must:

- Ensure the child is comforted and calmed and first-aid is administered ensuring that the child is under adult supervision at all times.
- Arrange for the child to be taken immediately to a medical/dental treatment centre with a staff member, by ambulance.
- Contact the parent/guardian of the child immediately.
- Ensure that the child is returned, as soon as possible, to the care of the parent/guardian.
- Fill in the accident report form and give a copy to the parents.
- Inform the President/Licensee of the Management Committee.
- Inform the Director General of the Department of Education and Communities within 24 hours by completing the Notification of Serious Incident Form (S101). If not practicable to notify the regulatory authority within 24 hours using this form, notification can be made initially in whatever way is best in the circumstances.
- Survey play areas and be aware of accident-prone areas. Manage, remove or repair, any risk if identified.

In the event of the death of a child while attending the Service the Nominated Supervisor must immediately cause notice of that fact to:

- a police officer, and
- the Director-General of the Department of Education and Communities, and
- the President/Licensee of the service

No parent/guardian will be notified of the death of a child over the telephone. The parent is to be contacted immediately and told to meet the nominated staff member at the relevant hospital.

Serious incidents

The Nominated Supervisor must notify the [regulatory authority](#) within **24 hours** of becoming aware of a serious incident (Section 174(2)(a) and Regulation 176(2)(a)).

A serious incident (regulation 12) is defined as any of the following:

- the **death of a child** while being educated and cared for by the service or following an incident while being educated and cared for by the service
- any **incident involving a serious injury or trauma to a child** while that child is being educated and cared for, which:

- a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - the child attended or ought reasonably to have attended a hospital e.g. broken limb*
 - any **incident involving serious illness of a child** while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a **hospital** e.g. severe asthma attack, seizure or anaphylaxis*
- any emergency for which **emergency services** attended
NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution.
 - a child appears to be **missing or cannot be accounted for** at the service
 - a child appears to have been **taken or removed** from the service in a manner that contravenes the National Regulations
 - a child is mistakenly **locked in or locked out of the service** premises or any part of the premises.

Roles and Responsibilities

The Approved Provider and Nominated Supervisor:

- Ensuring that completed medication records are kept until the end of 3 years after the child's last attendance (regulation 92, 183).
- Ensuring that a parent/guardian of the child is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service (regulation 86).
- Ensuring that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old (regulations 87, 183).
- Ensuring that there is a minimum of one staff member or one Nominated Supervisor at the service with a current approved first aid, asthma and anaphylaxis management qualification on the premises at all times.
- Ensuring that children's enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service and transportation of the child by an ambulance service.
- Notifying parents or guardians immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable.
- Requesting the parents or guardians make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, or informing parents/guardians if an ambulance has been called.

- Notifying other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable.
- Ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury, trauma or illness.
- Maintaining all enrolment and other medical records in a confidential manner.
- Regularly checking equipment in both indoor and outdoor areas for hazards, and taking appropriate action to ensure the safety of the children when a hazard is identified.
- Reviewing the cause of any incident, injury, trauma or illness and taking appropriate action to remove the cause if required.
- Notifying families of the existence of this policy and providing them with access to it.
- Allowing input from parents or guardians upon the review of this policy.

Educators:

- Recording details of any incident, injury or illness in the Incident, injury, trauma and illness record as soon as is practicable but not later than 24 hours after the occurrence.
- Seeking further medical attention for a child if required.
- Being aware of the signs and symptoms of illness, injury or trauma.
- Being aware of individual children's allergies and immunisation status and use this knowledge when attending or responding to any incident, injury or illness.
- Responding to children showing signs of illness and begin monitoring the symptoms of the child and recording as appropriate. Educators will ask the Nominated Supervisor/Responsible Person to contact the child's authorised person to inform them of the illness signs, or to request the collection of the child.
- Responding to any incident, injury or illness by following their duty of care and service policies and procedures.
- Responding to children in a timely manner. Provide reassurance and prioritise children's emotional and physical wellbeing.
- Regularly check equipment in both indoor and outdoor areas for hazards and take the appropriate action to ensure the safety of the children when a hazard is identified.
- Consider health and safety aspects in the environment when programming, including the physical space. This will ensure we have safe spaces for play and learning.

Families

- Being informed of policies and procedures upon enrolment with regards to first aid, illness whilst at the service, and exclusion practices, including immunisation status and illnesses at the service.
- Informing the service of their child's particular requirements, and provide any relevant paperwork to the service, such as immunisation status, health plans, allergies etc.

Sources:

Education and Care Services National Law
Education and Care Services National Regulations
NQF Resource Kit. Standard 2.1,
Community Early Learning Australia - CELA
ACECQA – www.acecqa.gov.au

Please refer to these policies:

- First Aid
- Child Safe Environment
- Infectious Disease and Health Related Exclusion
- Medical Conditions
- WHS
- Allergic Reactions and Anaphylaxis