



7.1 Incidents, Illness, Injury and Trauma Policy

Policy number: 7.1
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Reviewed by: Child Care Team

This policy relates to	
National Quality Standards Early Childhood Education & Care	2.1.2 Effective illness and injury management and hygiene practices are promoted and implemented. 2.2 Each child is protected 2.2.2 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented. 3.1 The design of the facilities is appropriate for the operation of a service. 7.1.2 Systems are in place to manage risk and enable the effective management and operation of a quality service. 7.1.3 Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

Purpose

Educators will follow procedures to minimise the impact of incidents and injuries to children in care, and if injuries, illness, trauma or illness occurs.

Policy

In the event of an emergency an ambulance will be called. The educator must ensure that the service and parents of all children are contacted when an ambulance has been called.

For all incidents that occur at the educator’s home, the educator must contact the coordination office by phone to advise of the incident or injury. If the office is unattended, a brief message should be left on the answering machine and, depending on the severity of the incident, the after-hours number must be called. In accordance with Regulation 86, the parent must be notified of any incident, injury, trauma or illness as soon as practicable, but no later than 24 hours after the occurrence. Copies of the original Incident Forms must be received by the office within 24 hours for reporting procedures to occur, with the original to be received as soon as practicable.

Parents must make immediate plans for their child to be collected if requested by the educator or office if there is a serious incident, head injury or illness.

Steps for an educator to take if an incident, injury, trauma or illness occurs

If an incident or injury occurs that requires medical attention and is deemed to be minor (other than to the head) while a child attends the service, all reasonable steps must be taken:

- (1) First provide immediate medical aid (e.g. administering first aid, calling an ambulance or doctor or seeking hospital treatment); **then**
- (2) Contact (or attempt to contact) the child's parent to advise of the nature of the incident or illness and the medical attention provided. If the parent cannot be contacted, the educator or coordinator will notify the emergency contact person listed on the enrolment form; **and**
- (3) Contact the coordination office by phone to advise of the incident or injury. If the office is unattended, a brief message should be left on the answering machine and, depending on the severity of the incident, the after-hours number must be called. Original Incident forms must be received by the office within 24 hours for reporting procedures to occur.
- (4) In the event that an ambulance is called to the home the educator needs to remain with the Family Day Care children. The educator is only able to leave if there is an assistant educator or coordinator at the home or all children have been collected. If an approved assistant educator is at the home, they must meet all requirements according to the Education and Care Services National Regulations 144,163,136. If the emergency is low the ambulance may choose to wait for the parent to arrive. In high-risk situations, the ambulance is able to take the child without an adult attending if there is no adult available to attend.
- (5) In the interests of preventing incidents or injuries, educators and coordinators will review the events prior to the incident to ensure precautionary measures are in place to lessen the likelihood of further incidents.

Head Injuries

Children with any sort of head injury are required to be collected from care as there can be further complications. Parents are to be contacted immediately and requested to make arrangements for the child to be collected as soon as possible. The educator needs to ask the parent how long it will take them to collect the child. If a child shows any further symptoms after a head injury an ambulance is to be called. The office is to be advised immediately after the injury and again after the child has been collected. If there is a delay in the parent collecting the child, the parent or educator is to contact the nominated emergency contact person on the family enrolment to collect the child.

A clearance letter may be requested by the educator or the service if a child has an injury or illness that may pose further risk to themselves or other children, or if the child is observed by the educator to not be well enough to attend care. If the clearance letter does not provide enough information and there is still concern that the child is not well, or it is not safe for the child to return to care, further information will be sought from the doctor with the parent's permission prior to returning to care.

If there is more than one child presenting with a similar illness that could be contagious clearance letters will be requested from doctors to ensure the well-being of all children. In situations where there are multiple children with the same symptoms there will be consultation with the Public Health Unit for recommended practice to reduce the spread of the illness. All families will be advised in

this occurrence. In some situations where there is concern of a contagious illness families may be asked to remain absent from care until the situation is investigated further with consultation with the Public Health Unit or an exclusion period has been followed to prevent ongoing illness in the service.

In addition, Service policy requires a child be excluded from care for at least 24 hours after the last episode of vomiting or diarrhoea.

Children presenting with rashes, vomiting, diarrhoea, high temperatures, coughing (coughing that is of concern) will be excluded from care unless cleared by a doctor. A child may have a rash or temperature and appear well, but these are signs that the child may have a virus and could have the potential to be contagious, the service will require for the child to be free of the rash or temperature before returning to care.

Coughs have the potential to be contagious and can have serious consequences, educators will discuss concerns with the parents and may require clearance letters before children return to ensure the well-being of all children.

The educator is required to notify parents of children being educated and cared for at the service when there is an infectious disease. This should be done only by advising families of the illness without identifying the child that was ill.

Documentation

The educator is required to complete a service incident form for **any** incident or injury to a child in care. Educators should also complete a service incident form to record incidences such as biting or scratching, providing a formal written mechanism for informing parents and the coordinators. Educators are responsible for having printed copies of incident forms accessible when care is taking place.

- A person involved in an incident requires third party medical treatment, e.g. doctor, dentist, ambulance, hospital.
- A child suffers a convulsion or fit.
- A claim or notice of intent to claim from a third party e.g. a parent is received, either verbally or in writing.

The National Law requires the service to notify the Regulatory Authority of any serious incident at the service. Notification of Serious Incident form is to be forwarded by the service to the Office for Early Childhood Education and Care.

A serious incident includes:

- The death of a child while attending a service or following an incident while attending a service.

- Any incident involving injury, trauma or illness of a child where **medical attention** was sought or should have been sought.
- An incident at the service premises where the attendance of emergency services was sought or should have been sought.
- If a child:
 - Appears to be missing or cannot be accounted for.
 - Appears to have been taken or removed from the service premises in a way that breaches the National Regulations; or
 - Is mistakenly locked in or locked out of any part of the service premises.

The National Regulations require that an incident, injury, trauma and illness record be kept and that the record be accurate and remain confidentially stored until the child is 25 years old. Information should be recorded as soon as possible, and within 24 hours after the incident, injury, trauma or illness.

The completed form should be forwarded to the service at the end of the day. A copy of the form will be held on file by the service until the child has turned 25 years of age, unless a claim has been brought and disposed of in the meantime. A copy will be returned to the educator for their records. The original of the Public Liability Incident Form will be sent to the educator's Insurance Company.

A child would probably not need to see a doctor for a common cold and therefore such an event would not need to be reported. However, if a child had a very high temperature and was convulsing then a serious incident form would need to be completed as medical attention would probably or ought to reasonably need to have been sought. It is a matter of judgement focusing on the intent of the law which clearly only requires **serious** incidents to be notified rather than the usual run of the mill childhood illness. (OECEC).

The serious incidents definition means services only need to notify their regulatory authority of serious injury, trauma or illness which a reasonable person would consider requiring medical attention from a medical practitioner or hospital treatment. Examples of serious incidents include whooping cough, broken limb or anaphylaxis.

Notification

The service will complete a Notification of Serious Incident form as required in Education and Care Services National Law Act 2010 (S174) for any incident or serious injury where medical attention has been sought.

If the Approved service provider becomes aware or reasonably suspects that harm has been caused to a child while care was being provided to a child, or a child suffers a serious injury or dies, the service must immediately report the death, serious injury, harm or suspected harm to the Office for Early Childhood and Education and Care. "Serious injury" means an injury for which treatment from a doctor has been sought or thought reasonably to have been sought. Regulations require that records should be kept for 6 years after the child's death. (Refer Child Protection Policy 7.3).

Serious Injury or Death

If an incident or injury necessitates the admission of the child to hospital or the child dies, then the service emergency after-hours number listed on the answering machine should always be called. The service will acknowledge the feelings of the parents of the child, the other children in care, the educator and all those directly involved. Support and referral to appropriate agencies will be offered. (Refer Critical Incident & Media Policy 4.10)

The service has an action plan for situations where a child may have a serious condition that could lead to death, this form is completed with the family and based on the referral information from the specialist or doctor involved with the family.

Relevant Legislation

Education and Care Services National Law Act 2010 Section 174

Education and Care Services National Regulations 2011

51(1)(a) conditions on service approval (safety, health and wellbeing of children)

Section 165	Offence to inadequately supervise children
Section 174	Offence to fail to notify certain information to Regulatory Authority
Section 174A	Family day care educator to notify certain information to approved provider
Reg 77	Health, hygiene and safe food practices
Reg 85	Incident, injury, trauma and illness policies and procedures
Reg 86	Notification to parents of incident, injury, trauma and illness
Reg 87	Incident, injury, trauma and illness record
Reg 88	Infectious diseases
Reg 89	First aid kits
Reg 93	Administration of medication
Reg 94	Exception to authorisation requirement – anaphylaxis or asthma emergency
Reg 95	Procedure for administration of medication
Reg 97	Emergency and evacuation procedures
Reg 103	Premises, furniture and equipment to be safe, clean and in good repair
Reg 104	Fencing
Reg 117	Glass
Reg 161	Authorisations to be kept in enrolment record
Reg 162	Health information to be kept in enrolment record
Reg 167	Offence relating to protection of children from harm and hazards
Reg 168	Education and care services must have policies and procedures
Reg 169	Additional policies and procedures – family day care service



Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures
Reg 177	Prescribed enrolment and other documents to be kept by approved provider
Reg 183	Storage of records and other documents

National Quality Standard 2.1

Key Resource

Staying Healthy: Preventing infectious diseases in early childhood education and care services, Family Day Care Australia

www.fdca.com.au

Guide to the National Quality Framework – <https://www.acecqa.gov.au/nqf/about/guide>

- Incident, injury, trauma and illness record – <https://www.acecqa.gov.au/resources/applications/sample-forms-and-templates>
- Notification types and timeframes – <https://www.acecqa.gov.au/resources/applications/notification-types-and-timeframes>
- Managing emergency situations in education and care services – <https://www.echr.edu.au/docs/default-source/resources/ipsp/managingn-emergency-situations-in-education-and-care-services.pdf?sfvrsn=8>
- Medication record – <https://www.acecqa.gov.au/resources/applications/sample-forms-and-templates>
- Notify the regulatory authority (Queensland) – <https://earlychildhood.qld.gov.au/legislation-and-guidelines/health-and-safety/incident-and-emergency-management/notify-the-regulatory-authority>
- Risk assessment and management – <https://www.acecqa.gov.au/media/29421>
- Staying healthy: Preventing infectious diseases in early childhood education and care services – <https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>
- What to do if a serious incident happens at your service – <https://www.acecqa.gov.au/newsletters/acecqa-newsletter-issue-11-2015>

Related Policies

[Appendix H Safe Work Practices](#)

[Appendix I Child Protection](#)