



Incident, Injury, Trauma & Illness

Quality Area 2: Children's health & safety

Relevant Legislation

Children (Education and Care Services National Law Application) ACT 2010: 167
Education and Care Services National Regulation 2011: Section 165, 174, 174A, 167, Regulations 85- 87, 89, 95, 97, 103-104, 117, 161, 168-172, 177, 183
National Quality Standard for Early Childhood Education and Care: Element: 2.1.1, 2.1.2, 2.2.1, 2.2.2, 3.1.1, 3.1.2

Aim / Rationale

This policy has been established to ensure clear lines of action are identified to effectively manage an event involving a child becoming injured, ill, or involved in an incident.

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in the event that a child is injured, becomes ill, or an incident occurs while attending the service.

Policy Goals

- ✧ The safety, health and wellbeing of children is a paramount consideration for our Pre-School.
- ✧ Educators and staff members will receive relevant and up-to-date training to ensure they can effectively respond to incidents, injuries, trauma and illness.
- ✧ Care will be taken when assessing the seriousness of an incident and if there is a need for emergency services to be contacted.
- ✧ Keeping families informed is paramount: families will be notified of any serious incident involving their child at our Pre-School as soon as possible.
- ✧ In the event of an incident, injury, trauma or illness, we will undertake a review (including a risk assessment) and take any appropriate action to remove or rectify the cause if required.
- ✧ High levels of supervision will be maintained, and ratios will be met at all times and supervision plans will be regularly reviewed.
- ✧ Educators and staff will be provided with access to appropriate and up-to-date information and regular professional development on the management of incidents. •
- ✧ All educators and staff will be provided with the necessary resources to respond to incidents and injuries.
- ✧ Confidentiality is important and will be maintained at all times.

Strategies / Procedures: What will we do?

The Approved Provider, Nominated Supervisor and staff will consider the development of children's wellbeing as paramount to the educational philosophy of the Pre-School. All staff will be aware of the development of wellbeing and children's emerging capabilities and plan the program accordingly.

Approved Provider will:

- ✧ Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- ✧ Ensure that an enrolment record is kept for each child which contains all the prescribed information.
- ✧ Confidentially storing an incident, injury, trauma and illness record until the child is 25 years old.
- ✧ Record information as soon as possible, and within 24 hours, after 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 the regulatory authority of a serious incident online using the NQAITS - SI01 Notification of Serious Incident record.
- ✧ Ensure that at least one educator, staff member or nominated supervisor 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.
- ✧ Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the policy and procedures.
- ✧ Ensure copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff and volunteers, and available for inspection.
- ✧ Notify families at least 14 days before changing the policy or procedures if the changes will:
 - affect the fees charged or the way they are collected or
 - significantly impact the service's education and care of children or
 - significantly impact the family's ability to utilise the service.

Nominated Supervisor / Administrator will:

- ✧ implement the Incident, injury, trauma and illness policy 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.

- ✧ Ensure the service holds the correct number of first aid kits required, suitably equipped, and maintained.
- ✧ Ensure that all staff are aware of the completion of appropriate records (**Attachment 1 – Injury, Incident Trauma and Illness record**) in the event of any incident, injury, trauma or illness to children whilst in the care of the service, that this information is completed no later than 24 hours after the incident occurred. Staff must ensure that parents/carers have sighted the incident, injury, trauma or illness record and signed it to acknowledge that they have been informed.
- ✧ Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements.
- ✧ Give staff access to appropriate up to date information, or professional development on the management of incidents.
- ✧ Make certain that all staff have access to the Regulations and Law and are aware of their responsibilities under these ensuring that this occurs as part of staff induction or orientation to the service and that position descriptions reflect this responsibility.
- ✧ Seek further medical attention for a child if required.
- ✧ Be aware of the signs and symptoms of illness/trauma and update their understanding as part of their ongoing professional development.
- ✧ Be aware of individual children’s allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness.
- ✧ Respond to children showing signs of illness and begin monitoring the symptoms of the child and recording as appropriate. Educators will contact the child’s authorised person to inform them of the illness signs, or to request the collection of the child.
- ✧ In response to a child registering a high temperature, follow procedures for temperatures, and complete the incident, injury, trauma and illness record as required.
- ✧ Maintain appropriate work health and safety standards when attending to children’s injuries and applying first aid.
- ✧ Develop partnerships with families and use this understanding to guide the development of practice in relation to individual children’s emerging capabilities.
- ✧ Check that the equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired (conduct safety audit of the indoor and outdoor areas of the Pre-School regularly).
- ✧ Ensure that hazardous items are inaccessible to children.
- ✧ Be involved in regularly reviewing and discuss policy and procedure and consider any improvements that need to be made to this policy.
- ✧ Ensure the Accident Injury Register is completed at the end of each year

Educators will:

- ✧ Record information as soon as possible, and within 24 hours after the incident, injury, trauma or illness.
- ✧ Seek further medical attention if required after the incident, injury, trauma or illness.
- ✧ 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.
- ✧ Complete an Incident, Injury, Trauma and Illness Record.

Families will:

- ✧ Provide authorisation in the 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.
- ✧ Notify the Pre-School 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 the child has been absent from the Pre-School, that may impact the health and wellbeing of other children, educators, staff or others attending the Pre-School.
- ✧ 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 staff if there has been a change in the condition of the child's health, or of recent accidents or incidents that may impact the child's care.
- ✧ Notify educators or staff when the child is ill and will be absent from their regular program.

Procedure: Prevention of Incident or Injury

Staff should be aware of hazards and take all precautions necessary to prevent accidents.

- ✧ Hot water from any outlet used by children at the Pre-School must be regulated to keep the temperature of water below 43.5c.
- ✧ Medication procedures must always be followed.
- ✧ Never drink hot liquids near children, use a covered mug in a child – free area.
- ✧ Avoid water on floors, mop up any spills immediately, in particular in the bathroom area.
- ✧ Place out the 'slippery floor' sign to warn of a wet floor area.
- ✧ All water play areas must always be supervised by a staff member.
- ✧ Check equipment regularly, and repair or discard equipment that is broken.

All playground equipment must be checked for:

- ✧ Safety rails on platforms and equipment over 1.5 metres.
- ✧ Provision of clear landing places at the base of slides and climbing equipment.
- ✧ Timber top edges should be rounded, and logs checked for splinters.
- ✧ Ensure there are no projections on sliding surfaces.
- ✧ Bolts should be counter-sunk.

- ✧ Check equipment for stability and wear.
- ✧ All climbing equipment must have a staff member supervising the equipment when in use.
- ✧ Any vertical railings in the centre are to be no less than 7cm and no more than 12.5cm apart.
- ✧ All playground equipment must be used with the child's ability in mind.
- ✧ Refer to recent safety standards when purchasing equipment.
- ✧ Display Emergency Exit plan and complete quarterly emergency drills.
- ✧ Check centre fire extinguishers every six months and instruct all staff in their use.

Emergency/Accident Procedures:

The following procedures are to be followed if a serious injury or illness occurs which requires urgent hospital treatment. Yass Montessori Pre-School will display emergency procedures including the following:

- ✧ A staff member experienced in first aid should take charge of treatment.
- ✧ Simultaneously, another staff member will call an ambulance – state the precise problem when calling the ambulance.
- ✧ Contact parents/guardians and inform them of the situation as soon as possible.
- ✧ A copy of the child's enrolment form should be taken with the child to the place of treatment.
- ✧ Staff are to ensure that all children are adequately always supervised – if the child has to be transported to hospital, they must be accompanied by their parent/guardian, a staff member, or another authorised emergency contact person. It is the Director's responsibility to ensure Pre-School ratios are covered in the case of a staff member leaving the Pre-School to accompany a sick or injured child to hospital.
- ✧ After the incident is under control, complete the injury and illness report forms.

For specific emergencies/accidents:

- ✧ If the child is unconscious/bleeding/convulsing, move other children to another area, calmly and quietly – a sick child can be frightening to others – do not pick up a convulsing child, or a child with suspected spinal injuries.
- ✧ In the event that the child has stopped breathing, emergency resuscitation should be attempted by one or two trained first aiders and call an intensive care ambulance.
- ✧ If the child has had a tooth knocked out do not re-implant it as this may harm the permanent tooth. Do not rinse the tooth in anything other than the patient's saliva or milk – if no alternative is available, water may be used – contact Yass Valley Dental on 6226 1015.
- ✧ In the case where a limb has been severed, such as a finger caught in a slammed door, staff are to immediately pack the limb in accordance with the recognised first aid practice.

Ambulance/transportation of children:

Under no circumstances are staff to transport children by car. If there is an accident or serious illness requiring medical attention staff must ring for an ambulance to transport the child to hospital for treatment.

Children are to be accompanied by a trained staff member in the ambulance if a parent/guardian or an emergency contact person is unable to be contacted.

Serious Accident Illness and Incident Reports:

An accident or illness is deemed to be serious where a child is injured at the Pre-School and requires medical, dental or hospital treatment.

Serious accident, illness or incident reports must be completed as soon as possible after the event. There are two reports that may be required in each of these three circumstances:

- ✧ In the case of a serious accident where a child is seriously injured two forms are required (Both of these forms should be completed in consultation with the Approved Provider). In this situation the Pre-School forms should be shown to the parent/guardian for their information and signature. However, any request from parents/guardians for a copy of the report and accompanying documentation should be referred to the Approved Provider. The Pre-School Injury/illness reports must be kept in the centre for at least two years, and then placed in approved storage until the time when the children reaches the age of 25years.
- ✧ In the case of a serious incident that may have led to serious injury of a staff member or visitor at the Pre-School a WHS incident form should be completed in consultation with the Approved Provider and Director.

A review of any accident should be conducted in consultation with the Director and Approved Provider to determine what can be learned from the experience and any strategies to be implemented to prevent a similar incident in the future. The details listed may be used to identify emerging patterns of accidents which should be reviewed in relation to the grounds, equipment, and programming.

Sick Children:

The Director will not accept a child into care if they are not well enough to participate in normal activities or if they have been vomiting or had episodes of diarrhoea before arriving at the Pre-School.

- ✧ **Children who have been vomiting or have had diarrhoea will not be permitted to return to the Pre-School until 48 hours after the last vomiting episode or last loose bowel movement**
- ✧ If a child becomes ill while attending the Pre-School the child will be made comfortable and kept under adult supervision until they are collected from the service.
- ✧ The parent/guardian will be contacted if the child requires medical aid or medication.
- ✧ If a child who suffers from Asthma does not recover within a reasonable time of the administration of Asthma medication given according to their Asthma action plan, the parent/guardian will be contacted and required to collect their child as soon as practicable.
- ✧ **Gastro outbreak** – sick children and staff should be excluded from attending the facility for at least 48 hours after symptoms have ceased.

Children with Acute Fever:

Fever may be generated in a child as the body attempts to produce a defensive response to a viral infection.

- ✧ To take a child's temperature, use only a temple thermometer.
- ✧ Do not use a glass thermometer as they are a safety risk and thermometers used in the external ear canal (tympanic) are inaccurate in children.
- ✧ It is important to ensure that a child with acute fever (over 38 Celsius) does not become dehydrated.

Frequently encourage the child to drink small amounts of water.

- ✧ Attempt to reduce the child's temperature by removing the child's clothing, but do not allow the child to become cold. Remove excess clothing, lukewarm sponge bathing, and giving fluids.
- ✧ Contact the parent/guardian to collect the child as soon as possible and advise them to take the child to their doctor.
- ✧ Continue to record the child's temperature every 10 minutes until they are collected by the parents, guardian, or authorised persons.

Important: If staff are unable to contact the parents/guardian or other contacts for the child and the child's temperature is above 38 degrees celsius, with attempts to decrease the child's temperature not successful an ambulance must be called to attend as the child is at risk of suffering a fever induced convulsion.

The Pre-School does not administer paracetamol nor is paracetamol kept on the premises.

Sources

ACECQA – Guide to the National Quality Framework
ACECQA – Incident, injury, trauma and illness record
ACECQA – Medication record
ACECQA – Notification types and timeframes
ACECQA – What to do if a serious incident happens at your service
Australian Government – Staying healthy: Preventing infectious diseases in early childhood education and care services
Infectious Diseases, NSW Department of Education
Australian Immunisation Handbook, NSW Department of Health – www.immunisationhandbook.health.gov.au
Australian Standard Vaccination Schedule
Gastro Pack for Childcare Centres website: www.health.nsw.gov.au
NSW Regulatory authority

Links to other Policies

Enrolment	Medication, Administration of
Infectious Diseases	Child Safe Environment
Medical Conditions	Emergency and Evacuation
WHS Policies	Excursions
Acceptance and Refusal of Authorisations	

**Procedures
and Forms**

Enrolment
Accident Injury Acute Illness
Accident Injury Register

Policy Reviewed	Modifications	Next Review Date
October 2013	Reviewed	October 2015
November 2016	Reviewed	
October 2021	Reviewed – Guild Insurance initiated	2020
September 2023	Updated to include procedures and align with ACECQA fact sheet	2025 or when procedure, practice, or legislation changes