

## Incident, Injury, Trauma and Illness Policy

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### NQS

QA2	2.3.3	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
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### National Regulations

Regs	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
	97	Emergency and evacuation procedures
	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
	174	Prescribed information to be notified to Regulatory Authority
	176	Time to notify certain information to Regulatory Authority

### Aim

The service and all educators can effectively respond to and manage accidents, illness and emergencies which occur at the service to ensure the safety and wellbeing of children, educators and visitors.

### Related Policies

- Death of a Child Policy
- Emergency Service Contact Policy
- Emergency Management and Evacuation Policy
- Enrolment Policy

Grievance Policy  
Infectious Diseases Policy  
Medical Conditions Policy

## Implementation

This policy and related policies and procedures at the service will be followed by nominated supervisors and educators of, and volunteers at, the service in the event that a child -

- (a) is injured or
- (b) becomes ill or
- (c) suffers a trauma or
- (d) is involved in an incident at the service

The Approved Provider/Nominated Supervisor will ensure that:

- a parent of a child is notified as soon as possible, preferably on the same day, and no later than 24 hours of the injury, illness, trauma or incident
- an Incident, Injury, Trauma and Illness Record is completed without delay
- the regulatory authority is notified within 24 hours of any serious incident (see heading 'Notification of serious incidents')
- the regulatory authority is notified within 24 hours of any serious complaint about the health, safety and welfare of a child, that regulations have been breached, children are being cared for in an emergency or incidents that require service to close or reduce attendance
- the regulatory authority is notified within 7 days of circumstances that pose a risk to the health, safety and wellbeing of a child
- at least one first aid qualified educator (with asthma and anaphylaxis training) is present at all times at the service
- first aid qualifications (including anaphylaxis and asthma management training) are current and updated at least every 3 years
- all components of first aid qualifications are current if some require an earlier revision (eg CPR)
- first aid qualified employees receive CPR refresher training annually
- first aid qualified educators never exceed their qualifications and competence when administering first aid

The Nominated Supervisor will also diarise to ensure the contents of first aid kits and their location are reviewed at least annually and after every use. Audits will ensure each Kit has the required quantities, items are within their expiry dates and sterile products are sealed. Consideration will also be given to whether the contents suit the injuries that have occurred, based on our incident, injury, trauma and illness records and action taken to obtain additional resources if required.

During our induction process for new educators and staff the Nominated Supervisor or delegated staff member will:

- advise which (other) educators and staff have first aid qualifications
- the location of the first aid kit(s)
- obtain information about any medical needs the new employee may have that could require specialist first aid during an incident or medical emergency. This information will only be shared with the employee's consent or in order to meet our duty of care to the employee.

The Nominated Supervisor will review the following matters in consultation with employees (eg at staff meetings) where appropriate, at least annually or when there are staff changes:

- our first aid procedure
- the location of our first aid kit(s)
- the nature of incidents occurring at the service

If children are injured or become ill at the service, educators or staff members will request parents or authorised nominees to collect children within one hour of the request.

We will also display appropriate first aid signage (eg CPR posters) in prominent locations.

Our service will use the Incident, Injury, Trauma and Illness Record template published by ACECQA

## **Administration of First Aid**

If there is an accident, illness or injury requiring first aid an educator with a current first aid qualification will:

- assess any further danger to the child, other children and any adults present and take steps to remove or mitigate the danger
- respond to the injury, illness or trauma needs of the child or adult in accordance with their current first aid, asthma and anaphylaxis training, and in accordance with the child's medical management plan and risk minimisation plan if relevant . As part of first aid response educator may if required:

- call an ambulance (or ask another staff member to call and co-ordinate the ambulance). The Nominated Supervisor or a familiar educator will accompany the child in the ambulance if parents/guardians are going directly to the hospital
- notify a parent or authorised nominee that the child requires medical attention from a medical practitioner
- contact a parent or authorised nominee to collect the child from the service if required within 60 minutes
- notify the nominated supervisor and parents of the incident, illness or injury the same day that it occurs
- complete an Incident, Injury, Trauma and Illness Record without delay

The Nominated Supervisor and educators will supervise and care for children in the vicinity of the incident, illness or injury as appropriate.

## Ticks

If a child is bitten by a tick educators will immediately advise the child's parents/guardians their child must be collected as soon as possible. (Educators will monitor the child's breathing and response and call 000 if necessary.) Educators will not attempt to remove the tick as incorrect removal, for example, squeezing the body of the tick, may cause more tick saliva to be injected. Educators will advise parents/guardians to follow the tick removal guidance from a recognised authority, and to take the child to a medical professional if they're unsure how to properly remove the tick or the child's symptoms worsen.

## First Aid Kit Guidelines

First aid kits will be easily recognised and readily available where children are present at the service and during excursions. They will be suitably equipped having regard to the hazards at the service, past and potential injuries and size and location of the service.

We will use the checklist in the VIC First Aid in the Workplace Compliance Code or Safe Work Australia First Aid in the Workplace Code of Practice as a guide on what to include in our first aid kits, and tailor the contents as necessary to meet our service needs (Tab B).

We will display a well recognised, first aid sign which complies with AS 1319:1994 – Safety Signs for the Occupational Environment to assist in easily locating first aid kits.

**Any First Aid kit at the service must -**

- not be locked
- not contain paracetamol (Panadol)
- have sufficient first aid resources for the number of employees and children
- have appropriate first aid resources for the immediate treatment of injuries at the service (including asthma and anaphylaxis)
- be accessible within two minutes of an incident (includes time required to access secure areas) and located where there is a risk of injury occurring if relevant
- be provided on each floor of a multi-level workplace
- be provided in each work vehicle
- be taken on excursions
- be constructed of resistant material, dustproof (can be sealed) and large enough to adequately store the required contents
- preferably be fitted with a carrying handle as well as internal compartments
- have a white cross on a green background with the words 'First Aid' prominently displayed on the outside
- contain a list of contents
- display emergency telephone numbers, and the phone number and location of the nearest first aid trained educators (including appropriate information for those employees who have mobile workplaces)
- display a photograph of the first aid trained educators along with contact details to assist in the identification process
- be maintained in proper condition and the contents replenished as necessary

## Notification of serious incidents

The Nominated Supervisor will notify the regulatory authority through the online NQA ITS within 24 hours of any serious incident at our service (s. 174). If our service only becomes aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

Serious incidents include:

- the death of a child at the service or following an incident at the Service
- any incident involving a serious injury or trauma to a child at the service which a reasonable person would say required urgent attention from a medical practitioner, or the child attended or should have attended a hospital eg broken limb
- any incident involving serious illness of a child at the service where the child attended, or should have attended, a hospital eg severe asthma attack, seizure or anaphylaxis.

This does not include treatment at a hospital for non-serious injury, illness or trauma in cases where a General Practitioner consults from a hospital eg in rural and remote areas

- any emergency where emergency services attended ie there was an imminent or severe risk to the health, safety or wellbeing of a person at the service. It does not include incidents where emergency services attended as a precaution
- a child is missing or cannot be accounted for at the service
- a child has been taken from the service by someone not authorised to do this
- a child is mistakenly locked in or locked out of the service .

A serious injury, illness or trauma includes:

- amputation
- anaphylactic reaction requiring urgent
- asthma requiring urgent hospitalisation
- Broken bone/fractures
- bronchiolitis
- burns
- diarrhoea requiring urgent hospitalisation
- epileptic seizures
- head injuries
- measles
- meningococcal infection
- sexual assault
- witnessing violence or a frightening event

## Notification of serious complaints and circumstances

The Nominated Supervisor will notify the regulatory authority through the online NQA ITS:

- within 24 hours of any complaints alleging that a serious incident has occurred or is occurring while a child was or is at the service
- within 24 hours of any complaints that the National Law or Regulations have been breached
- within 7 days of any circumstances arising at the Service that pose a risk to the health, safety and wellbeing of a child
- within 7 days of any incident, complaint or allegation that physical or sexual abuse of a child has occurred or is occurring while the child is at the service
- within 24 hours of any children being educated and care for in an emergency, including where there is a child protection order or the parent needs urgent health care. Emergency care can be no longer than two consecutive days of operation. The Nominated Supervisor will consider the safety, health and wellbeing of all children at the service before accepting the additional child/children, and will advise the regulatory authority about the emergency
- within 24 hours of any incidents that require the Service to close or reduce attendance.

## Notification of Work Health and Safety incidents

*Under the national laws* serious injury or illness is a “notifiable incident” under the work, health and safety legislation. Serious injury or illness means a person requires:

- immediate treatment as an in-patient in a hospital or
- immediate treatment for:
  - the amputation of any part of the body
  - a serious head injury
  - a serious eye injury
  - a serious burn
  - the separation of skin from an underlying tissue (such as degloving or scalping)
  - a spinal injury
  - the loss of a bodily function
  - serious lacerations or
- medical treatment within 48 hours of exposure to a substance.

A serious illness includes any infection which the carrying out of work contributed to significantly, example an infection that can be linked to providing treatment to a person or coming into contact with human blood or body substances.

A dangerous incident is also notifiable under the legislation and includes:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel.

The Nominated Supervisor will notify WorkCover by telephone or in writing (including by facsimile or email) as soon as possible after the injury, illness or incident. Records of the incident must be kept for at least 5 years from the date that the incident is notified. The Nominated Supervisor must ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by WorkCover.

## Sources

Education and Care Services National Regulations 2011

National Quality Standard

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2007

Your Health and Safety Guide to Workplace amenities and first Aid June 2007: Worksafe Victoria

First Aid for low risk Micro Businesses May 2009: WorkSafe Victoria

Children's services occupational health and safety compliance kit: WorkSafe Victoria

Compliance Code First Aid in the Workplace 2008: Worksafe Victoria Safe Work Australia

Legislative Fact Sheets First Aiders

Safe Work Australia First Aid in the Workplace Code of Practice

Work Health and Safety Act and Regulations 2011 (national)

## Review


The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties
- **Last reviewed: 1<sup>st</sup> May 2022    Date for next review: 1<sup>st</sup> May 2023**





**TAB A**

<b>Incident, Injury, Trauma and Illness Record</b>		 Team
Nominated Supervisor's Name:	Date:	
Nominated Supervisor's Signature:		

**FORM DECLARATION**

By signing this form, I declare that this Record has been completed as soon as practicably possible and no later than 24 hours after any incident, injury, trauma or illness has occurred while the child is being educated and cared for by the service.

Name of Person Completing Form \_\_\_\_\_

Signature of Person Completing Form \_\_\_\_\_

Time and Date Form Completed \_\_\_\_\_

**PLEASE TRACK ANY ADDITIONAL CHANGES TO THE FORM BY WRITING THE TIME AND DATE NEXT TO ANY AREAS THAT ARE DIFFERENT FROM THE TIME AND DATE LISTED ABOVE. THE SIGNATURE OF THE PARENT AND SIGNATURE OF PERSON MAKING THE CHANGES IS ALSO REQUIRED NEXT TO EACH CHANGE.**

Child's full name \_\_\_\_\_

DOB and Age in Years/Months \_\_\_\_\_

Time and Date child subjected to **Trauma or Incident** Occurred or Injury Received  
\_\_\_\_\_

Time and Date of Apparent Onset of **Illness**  
\_\_\_\_\_

Circumstances leading to the **Incident, Injury or Trauma**  
\_\_\_\_\_  
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**Nature of injury** sustained:

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Circumstances and symptoms surrounding any **Illness** which became apparent

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Details of any person who **witnessed** an Incident, Injury, Trauma or Illness

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**Notifications (including attempted notifications)**



**Details of people contacted** by the service in relation to any accident, injury, trauma or illness

	Full Name	Time and date	Successfully contacted Y or N
Parent/Authorised Nominees			
Supervisor			
Regulatory Authority officer (if applicable)			
Person who made contact			

**Details of any action taken** by the service in relation to any accident, injury, trauma or illness  
Include the names of any individuals taking action

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**Details of any medication administered** or first aid provided by the service  
Include the names of any individuals administering medication or providing first aid

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Time and Date that any Medical Personnel contacted

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Name(s) and contact number of any Medical Personnel or Service contacted

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Was the child transported by ambulance?

Yes                      No

If known, details of any medication administered or first aid provided by any Medical Personnel or Service

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Did the illness/incident require notification of Health Dpt/other recognised authorities?

Yes                      No

If Yes, Please provide details of notification:

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Does the illness/incident require the child to be excluded from care?

Yes                      No

If Yes, please outline the recommended minimum exclusion period: \_\_\_\_\_

*Please note that children requiring an exclusion period will not be allowed to resume their place at the service until a medical certificate is produced stating the child is fit to return.*

Were all appropriate and relating policies and procedures followed when dealing with the illness/injury?

Yes                      No

Name and details of policies and procedures followed

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**Parent's acknowledgement and comments**



Parent's Name(s):	
I acknowledge I have been notified of my child's incident/injury/trauma/illness.  (Please circle)	
Parent's Signature(s):	

Date:

Were you satisfied with our treatment of your child's Incident, Injury, Trauma and Illness?

Yes                      No

Are you satisfied that all policies and procedures at the service have been appropriately followed?

Yes                      No

Is there any additional information or support you need?

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If you feel our practices could be improved, please outline any suggestions below/any further comments

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**TAB B**

**First Aid Kit Checklist**

Safe Work Australia First Aid in the Workplace Code of Practice

Item	Quantity	QUANTITY AND EXPIRY DATE MET Yes / No
Instructions for providing first aid – including Cardio-Pulmonary Resuscitation (CPR) flow chart	<b>1</b>	
Note book and pen	<b>1</b>	
Resuscitation face mask or face shield	<b>1</b>	
Disposable nitrile examination gloves	<b>5 pairs</b>	
Gauze pieces 7.5 x 7.5 cm, sterile (3 per pack)	<b>5 packs</b>	
Saline (15 ml) <b>8</b>	<b>8</b>	
Wound cleaning wipe (single 1% Cetrimide BP)	<b>10</b>	
Adhesive dressing strips – plastic or fabric (packet of 50)	<b>1</b>	
Splinter probes (single use, disposable)	<b>10</b>	
Tweezers/forceps	<b>1</b>	
Antiseptic liquid/spray (50 ml)	<b>1</b>	
Non-adherent wound dressing/pad 5 x 5 cm (small)	<b>6</b>	
Non-adherent wound dressing/pad 7.5 x 10 cm (medium)	<b>3</b>	
Non-adherent wound dressing/pad 10 x 10 cm (large)	<b>1</b>	
Conforming cotton bandage, 5 cm width	<b>3</b>	
Conforming cotton bandage, 7.5 cm width	<b>3</b>	
Crepe bandage 10 cm (for serious bleeding and pressure application)	<b>1</b>	
Scissors	<b>1</b>	
Non-stretch, hypoallergenic adhesive tape – 2.5 cm wide roll	<b>1</b>	
Safety pins (packet of 6)	<b>1</b>	
BPC wound dressings No. 14, medium <b>1</b>	<b>1</b>	
BPC wound dressings No. 15, large <b>1</b>	<b>1</b>	
Dressing – Combine Pad 9 x 20 cm	<b>1</b>	

Plastic bags - clip seal	<b>1</b>	
Triangular bandage (calico or cotton minimum width 90 cm)	<b>2</b>	
Emergency rescue blanket (for shock or hypothermia)	<b>1</b>	
Eye pad (single use)	<b>4</b>	
Access to 20 minutes of clean running water or (if this is not available) hydro gel(3.5 gm sachets)	<b>5</b>	
Instant ice pack (e.g. for treatment of soft tissue injuries and some stings).	<b>1</b>	

**VIC First Aid in the Workplace Compliance Code**

<b>Product Name</b>	<b>Qty</b>	<b>QUANTITY AND EXPIRY DATE MET Yes / No</b>
basic first aid notes		
disposable gloves		
resuscitation mask		
individually wrapped sterile adhesive dressings		
sterile eye pads (packet)		
Sterile coverings for serious wounds		
triangular bandages		
safety pins		
small sterile unmedicated wound dressings		
medium sterile unmedicated wound dressings		
large sterile unmedicated wound dressings		
non-allergenic tape		
rubber thread or crepe bandage		



scissors		
tweezers		
suitable book for recording details of first aid provided		
sterile saline solution		
plastic bags for disposal.		
basic first aid notes		
disposable gloves		
resuscitation mask		
individually wrapped sterile adhesive dressings		
sterile eye pads (packet)		
sterile coverings for serious wounds		
triangular bandages		
safety pins		
small sterile unmedicated wound dressings		
medium sterile unmedicated wound dressings		
large sterile unmedicated wound dressings		
non-allergenic tape		
rubber thread or crepe bandage		
scissors		
tweezers		
suitable book for recording details of first aid provided		
sterile saline solution		
plastic bags for disposal.		





basic first aid notes		
disposable gloves		
resuscitation mask		
individually wrapped sterile adhesive dressings		
sterile eye pads (packet)		
sterile coverings for serious wounds		
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