



# INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY P4.0325.3

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# INCIDENT, INJURY, TRAUMA, AND ILLNESS POLICY

**DIVISION:** Sport, Community and Activation

**BRANCH:** Community Outcomes - Family Day Care

**CATEGORY:** 3

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## PART 1 – INTRODUCTION

### 1. BACKGROUND

- 1.1 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.
- 1.2 The health, safety and wellbeing of children is the highest priority for the Camden FDC Service, and we aim to ensure that these priorities are at the forefront of everything we do to prevent incidents injury trauma and illness and to know how to effectively manage these situations as they arise.

### 2. OBJECTIVE

- 2.1 For educators to have an understanding of potential risks and hazards that could cause incidents, injury, trauma or illness within their FDC service and adopt a risk management approach to preventing or minimising these situations. In addition, for educators to have best practice procedures in place to manage these situations when they do occur, ensuring the health safety and wellbeing of children and protecting them from potential harm.

### 3. SCOPE

- 3.1 This policy applies to:
  - Camden Council FDC Service
  - Staff
  - Educators
  - Children enrolled in an FDC Service and their families
  - Residents.

### 4. DEFINITIONS

- 4.1 **Approved Provider** means a person who holds a provider approval (*Children (Education and Care) Services National Law*). A provider approval authorises a person to apply for one or more education and care service approvals and is valid in all jurisdictions. The Approved Provider for the purposes of this policy is Camden Council.

- 4.2 **Australian Children’s Education and Care Quality Authority (ACECQA)** means the independent national authority that assists governments in administering the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children.
- 4.3 **Co-ordination Unit** means the Camden Council FDC principal office and main faculty for running the Service from which staff work.
- 4.4 **Dietary Requirement** means the regulation of food or drink intake and includes the exclusion of certain foods. Dietary requirements may be attributed to the developmental, cultural, religious or health care needs or choices of an individual child or their family.
- 4.5 **Educator** means an individual suitably qualified and registered by Camden Council FDC to provide education and care and refers to the educator as the business owner, educator assistant or relief educator.
- 4.6 **Family Day Care (FDC)** means a type of education and care service that is run from the educator’s own residence or an approved venue for the purpose of educating and caring for small groups of children aged 0-12 years.
- 4.7 **FDC Service** means the FDC education and care business of each individual educator or refers to Camden Council FDC service.
- 4.8 **Infectious disease** means a disease or illness that is designated under a law of a relevant jurisdiction or by a health authority as a contagious disease that would require a person with the disease to be excluded from an education and care service.
- 4.9 **Minor incident** means an incident that results in an injury that is small and does not require medical attention.
- 4.10 **Nominated Supervisor** means a person appointed by the Approved Provider and who has given consent to be appointed to be in day to day charge of a service and must be contactable during the hours educators are providing education and care.
- 4.11 **Notifiable incident** means any incidents that seriously compromise the safety, health or wellbeing of children. The notification needs to be provided to the Regulatory Authority and to parents within 24 hours of a serious incident.
- 4.12 **Resident** means any person aged 18 years or over who resides, or intends to reside permanently, or temporarily resides for more than three weeks, at the educator’s FDC Residence.
- 4.13 **Serious incident** means:
- Any incident involving serious injury or trauma to a child whilst being educated and cared for or following
  - Any incident that occurred while they were being educated and cared for that results in death, or the need for urgent medical attention from a registered medical practitioner, or attendance to a hospital, or required the attendance of emergency services.

- Any circumstance where a child being educated and cared for appears to be missing or cannot be accounted for, or appears to have been taken or removed from the education and care service premises in a manner that contravenes the regulations, or is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

4.14 **Staff** means employees of Camden Council FDC.

4.15 **Trauma** means the response of an individual to a deeply distressing or disturbing event they have been involved in or witnessed which overwhelms their ability to cope or causes feelings of helplessness and effects their emotional state.

## **PART 2 - POLICY STATEMENT**

### **5. PRINCIPLES**

- 5.1 The safety, health and wellbeing of children is a paramount consideration for our service, and clear procedures are in place for the assessment and ongoing monitoring of educators, their environments, and practices.
- 5.2 The service recognises the importance of educators being competent in the administration of first aid for injuries and illness, especially among young children. Educators and staff are required to have, and keep up to date, ACECQA approved First Aid qualifications and emergency response training.
- 5.3 Children with medical conditions are required to have documentation in place prior to starting in care, or as soon as possible for a newly diagnosed condition of an already enrolled child, that outline how the educator will manage the child's condition while they are at the service, including administration and storage of medication as required.
- 5.4 Processes are in place for managing serious incidents, including assessing the seriousness of each incident and determining the need to contact emergency services.
- 5.5 Families will be notified of any incident involving their child at our service within 24 hours, and serious incidents will be notified as soon as practicably possible after the event.
- 5.6 Educators must complete a record form for every incident, injury, trauma, and illness that occurs whilst a child is in care at their service. The signature of a parent/guardian or authorised nominee is required and the signed record must be forwarded to the Co-ordination Unit and retained on the child's file.
- 5.7 Incident, injury, trauma, or illness events will be reviewed, and risk assessed to determine any appropriate action required to remove or rectify the cause and prevent repeat occurrences.
- 5.8 Educators must ensure adequate supervision is maintained at all times and are required to risk assess their environments, equipment and risky activities and determine management strategies that include managing supervision to ensure the safety, health and wellbeing of children. Risk assessments are to be reviewed annually or as required.

- 5.9 Educators and staff will be provided with access to appropriate and up-to-date information and regular professional development on the management of incidents.
- 5.10 To ensure educators have access to provisions for the treatment of incidents, injury, trauma and illness, a fully stocked First Aid Kit must be available and accessible at every service and taken on all excursions, outings or when transporting children. The provisions in each kit must be maintained including regular replacement of items used and monitoring expiry dates.

## 6. CONSIDERATIONS

### 6.1 Considerations for children's health and safety:

- 6.1.1 Each FDC educator and service environment is assessed prior to an educator registering with Camden FDC, and reviewed annually as a part of the re-registration process and as required, to ensure environments and equipment are safe and strategies for managing the health, safety and wellbeing of children including supervision are implemented.
- 6.1.2 Educators must develop a daily safety checklist and complete this prior to operating each day to ensure their service environments are free from hazards.
- 6.1.3 Enrolment processes are comprehensive and include discussion about each child's medical and developmental needs. Documentation from professionals is required where a child has a diagnosed medical condition. A Risk Minimisation and Communication Plan is developed in consultation with the family and educator to ensure strategies are in place for managing the child's condition whilst they are in care.

### 6.2 Considerations for documented records:

- 6.2.1 In the event of an incident, injury, or trauma an *Incident, Injury or Trauma Record* will be completed as soon as practicable, but not later than 24 hours after the event.
- 6.2.2 In the event of an illness, an *Illness Record* will be completed as soon as practicable, but not later than 24 hours after the event.
- 6.2.3 All incident, injury, trauma, and illness records must be signed by the child's parent/guardian or an authorised nominee authorised to sign on their behalf and a copy sent to the Co-ordination Unit within 24 hours.
- 6.2.4 Serious incidents and outbreaks of a notifiable disease are required to be reported to the Regulatory Authority. In relation to these occurrences the incident or illness must be reported to the Co-ordination Unit as soon as practicably possible, and within 24 hours the Co-ordination Unit will make the report to the Regulatory Authority as outlined in the *Notification of Serious Incidents* procedure.

## 7. ROLES AND RESPONSIBILITIES

### 7.1 Approved Provider

- Ensure that obligations under the National Quality Framework are met.

- Ensure the service has policies and procedures in place for the prevention of and response to an incident, injury, trauma or illness, and that these are accessible to educators, staff, students, and families.
- Ensure that enrolment records are developed requiring all prescribed information and a record is kept for each child.
- Ensure the service has processes in place for confidentially storing incident, injury, trauma and illness records until the child is 25 years old.
- Ensure educators are aware of their responsibility to accurately record information, as soon as possible and within 24 hours after the incident, injury, trauma or illness.
- Ensure that educators notify a child's parent/guardian as soon as practicable, but no later than 24 hours after an incident, injury, trauma, or illness.
- Ensure the Regulatory Authority is notified of a serious incident online within the prescribed timeframe.
- Ensure the Nominated Supervisor, all educators and relevant staff hold current approved first aid qualifications and have undertaken current approved anaphylaxis management and emergency asthma management training.
- Ensure the service maintains a register of educator and staff qualifications and emergency response training.
- Take reasonable steps to ensure that Nominated Supervisors, educators, staff and students follow the policy and procedures.
- Ensure copies of the policy and procedures are readily accessible to Nominated Supervisors, educators, staff and students, and are available for inspection.
- Notify families at least 14 days before changing the policy or procedures if the changes will affect the fees and charges and/or significantly impact the service's education and care of children or the family's ability to utilise the service.

## 7.2 Nominated Supervisor

- Implement this policy and related procedures.
- In the absence of the Approved Provider, act as the person with responsibility for the day-to-day management of the approved service.
- Ensure regulatory obligations are met in relation to incidents, injury, trauma and illness.
- Complete responsibilities as delegated by the approved provider.
- Investigate the cause of any incident, injury or illness and take appropriate action to remove the cause if required.

- Ensure educators 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.
- Maintain up to date Medical Management Plans and Risk Minimisation and Communication Plans for children with identified medical conditions.
- Ensure that all educators have first aid kits suitably equipped and maintained at their residences or venues that are easily accessible, and that all educators take first aid kits with them on excursions/outings and keep first aid kits in their vehicles if they are using vehicles for transportation of children while they are being educated and care for.
- Ensure all staff and educators complete incident, injury, trauma and illness records in the event of any incident, injury, trauma or illness no later than 24 hours after incident occurred, or they became aware of the incident.
- Ensure educators send copies of illness, injury, trauma and illness records to the Co-ordination Unit in a timely manner and that the Co-ordination Unit has a process for confidentially saving these for each child until the child turns 25 years of age.
- Provide professional development and information on appropriate steps to be taken when dealing with incidents, injury, trauma and illness and emergency situations with children.
- Upon receiving notice of a serious incident involving a child attending FDC, where the incident results in the child receiving medical treatment, immediately notify the family and the Approved Provider of the service.
- Notify the Regulatory Authority of serious incidents, injury, trauma or illness within the required timeframe.
- Upon receiving notice of the death of a child while attending FDC, immediately notify the Approved Provider of the service and the police.
- Implement systems to ensure all details on each child's enrolment records is regularly reviewed and current.
- Ensure educators display emergency procedures and emergency telephone numbers.

### 7.3 Coordination Unit Staff

- Ensure they follow Camden Council FDC policy and procedures and implement and maintain all requirements under these and as directed by the nominated supervisor.
- Implement this policy and related procedures

- Monitor and ensure educators practices align with this policy and procedures.
- Follow up with educators on the completion and submission of incident, injury, trauma and illness records to the Co-ordination Unit, ensuring these are completed correctly and, in enough detail, and families are notified and have signed the record.
- Monitor enrolment records and regularly review that the details for each child are current.
- Monitor and maintain up to date Risk Minimisation and Communication Plans and Medical Management Plans for children with medical or developmental conditions.
- Ensure educators display emergency procedures and emergency telephone numbers.
- Co-ordinators will discuss procedures for managing incidents, injury, trauma and illness as the need arises and as a part of compliance during support visits and will review them in consultation with educators as a part of the annual residence risk assessment review and visits.
- Provide professional development and information on appropriate steps to be taken when dealing with incidents, injury, trauma and illness, and emergency situations with children.
- Engage in discussions with educators that facilitate critical reflection on effectively preventing and dealing with incidents, injury, trauma and illness.

#### **7.4 Educators**

- Implement this policy and related procedures.
- Notify the child's family and the Co-ordination Unit as soon as practicably possible for all serious incidents.
- Accurately complete incident, injury, trauma and illness records as soon as possible, and within 24 hours.
- Ensure families are notified of incidents, injury, trauma, and illness within 24 hours and have signed the record.
- Submit completed records to the Co-ordination Unit to be stored on each child's file until they are 25 years of age.
- Seek further medical attention, if required, after the incident, injury, trauma or illness.
- Be aware of children with allergies and their attendance days, and apply this knowledge when attending to any incidents, injury, trauma or illness.
- Ensure Risk Minimisation and Communication Plans are kept up to date and families are regularly consulted to ensure management strategies are current. Implement the management strategies.



- Ensure that supervision is prioritised to prevent incidents occurring and ensure the safety and wellbeing of children.
- Take all precautions to reduce any incidents, accidents, injuries and recognise potential incidents that can occur.
- Make sure that first aid kits are fully equipped and do not include expired resources at any time.
- Ensure that first aid qualifications and Asthma and Anaphylaxis management training is up to date.
- Display emergency procedures and emergency telephone numbers, including ambulance, police, fire brigade, hospital, Poison Information Centre, principal office, Nominated Supervisor, co-ordinator, and service emergency phone.
- Ensure all enrolment records contain up to date contact numbers of parents/guardians and authorised nominees.

## 7.5 Families

- 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 service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any Medical Management Plan s that need to be followed.
- Ensure any Medical Management Plan s at the service are kept up to date.
- Provide input into the development of the Risk Minimisation and Communication Plan for their child, and ensure strategies are current.
- 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 service, which may impact the health and wellbeing of other children, educators, staff or others attending the service.
- Be contactable, either directly or through emergency authorised nominees listed on the enrolment form, in the event of an incident requiring medical attention.
- Notify educators 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 when the child is ill and will be absent from their regular program.

## 8. INDUCTION AND ONGOING TRAINING

- 8.1 Induction and ongoing professional development will be implemented for all educators and staff, focusing on this policy and related procedures.
- 8.2 Information will be shared with relief educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.

## 9. MONITORING, EVALUATION AND REVIEW

- 9.1 This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this policy every three years.
- 9.2 Families, educators, and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.
- 9.3 In accordance with regulation 172 of the *Education and Care Services National Regulations*, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

## 10. SOURCES AND RESOURCES

- [ACECQA](#)
- [ACECQA Guide to the National Quality Framework](#)
- [ACECQA Incident injury trauma and illness record sample](#)
- [Department of Health National Immunisation Program \(NIP\) Schedule](#)
- [Staying Healthy: preventing infectious diseases in early childhood education and care services 5<sup>th</sup> edition](#)

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**RELEVANT LEGISLATIVE INSTRUMENTS:** *Children (Education and Care Services) National Law (NSW)*  
*Education and Care Services National Regulations*  
*National Quality Standard | Australian Children's Education and Care Quality Authority (ACECQA)*  
*Privacy Act 1988*  
*Work Health and Safety Act 2011*

**RELATED POLICIES, PLANS AND PROCEDURES:** A child missing or otherwise unaccounted for procedure  
A child was locked in or out of the service procedure  
Acceptance and refusal of authorisations policy  
Completing the Incident, injury, trauma, and illness form procedure  
Dealing with medical conditions policy  
Death of a child procedure  
Documenting and reporting incidents, injury, trauma, and illness procedure  
Emergency and evacuation policy  
Enrolment and orientation policy  
Excursions policy  
Managing incidents, injury, trauma, and illness procedure  
Notification of serious incidents procedure  
Preventing incidents, injury, trauma, and illness procedure  
Nutrition, food, beverages, and dietary requirements policy  
Providing a child safe environment policy

**RESPONSIBLE DIRECTOR:** Director Sport, Community and Activation

**APPROVAL:** General Manager through the Executive Leadership Group.

**HISTORY:**

Version	Approved by	Changes made	Date	EDMS Number
1			February 2012	
2			July 2021	
3	ELG	Minor amendments. Name changed from Critical Incident Management.	23/06/2022	22/309778