

Illness, Accident, Incident, Trauma and Emergencies



Aim

By following all guidelines, policies and procedures the staff at the Janelle Street Centre endeavour to reduce the risk of incident, injury, illness, trauma and emergency for all children in our care. The staff at the Janelle Street Centre will adhere and follow all appropriate procedures and requirements for administering medicines, and management of incident, injury, illness, trauma and emergency.

When to implement this policy

This policy and procedures are to be followed by the Nominated Supervisor, Approved Provider, all employees and volunteers at the Janelle Street Centre when:

- There is an incident, injury, illness, trauma, and or emergency at the service
- First aid is required to be administered to any child, visitor, parent and or employee of the Janelle Street Centre.
- A child, visitor, parent and or employee becomes unwell at the Janelle Street Centre

Practices

Approved Provider/Responsible Person (or Educator/witness nominated by responsible person) will:

- Notify the parent/guardian of an injury, illness, trauma and or incident as soon as is safe and no later than 24hrs of it occurring.
- Parents/authorised persons will be contacted by the centre to collect an injured or ill child. Children must be collected within one hour of notification.
- Ensure that an incident, injury, trauma and illness form is completed and available when the parent/guardian is notified and attends the service to collect the child.
- Ensure that the regulatory authority is notified within 24hrs of:
 - any serious incident (as per the guidelines of "notification of serious incident")
 - any serious complaint about the health, safety and welfare of a child
 - that the national regulations have been breached
 - children being cared for in an emergency or incident that require the service to close or reduced attendance
- ensure that the regulatory authority is notified of any occurrence that pose a risk to the health, safety and/or wellbeing of a child within 7 days
- ensure that at least one qualified educator with current asthma and anaphylaxis training is present at the service at all times and their photo and full name and qualification is displayed in a prominent position to be easily viewed by families and visitors
- ensure that at least one qualified educator with current first aid training is present at the service at all times and their photo and full name and qualification is displayed in a prominent position to be easily viewed by families and visitors
- ensure that at least 1 qualified educator with current CPR training is present at the service at all times and their photo and full name and qualification is displayed in a prominent position to be easily viewed by families and visitors
- first aid qualified employees receive CPR refresher training annually and never exceed their qualifications and competence when administering first aid, asthma and anaphylaxis or CPR.

- Ensure that the contents of the first aid kits and their locations are reviewed at least every 2 months. Audits completed will ensure that each kit has the required equipment and quantities, and all are within their expiry dates and sealed.
- A review of the audits and incident, illness, injury and trauma records are conducted at least every quarter to ensure that the centre's policies, procedures, staff knowledge and resources are suitable to maintain the health and safety of all children and staff at the centre.
- Obtain all information about the medical needs and requirements for specialist first aid for all employees and children at the service. This information will only be shared with the employees consent and in order for the Janelle Street Centre to meet their duty of care requirements for the employees and children.
- Work with the employees, parents or carers to ensure that if required there is a current medical management plan and risk management plan as part of the first aid response and this is updated annually.
- Ensure that any asthma or anaphylaxis plans are displayed and updated annually without breaching confidentiality.
- Will ensure that during induction all employees will be aware of which other educators have their first aid qualification and the location of all first aid kits and what equipment is available

In consultation with employees, families and professionals at least annually and where appropriate review:

- First aid policy and procedure
- Illness, incident, injury and trauma policy and procedure
- Illness, incident, injury and trauma paperwork
- First aid kits and their location
- Nature of incidents occurring at Janelle Street Centre.
- Display approved signage for first aid in prominent locations
- Will use the incident, injury, trauma and illness record template as published by ACECQA (as attached at the end of this policy)

Attending to an Incident, Injury, Illness or Trauma

If an incident, injury, illness or trauma occurs and requires an educator to provide first aid. The nominated educator with an appropriate first aid qualification will:

- Assess any further danger to the child, any other children and or any adults present and take steps to ensure that the danger is removed or reduced
- Respond to the injury, illness, incident and or trauma needs of the child or adult as per their first aid, asthma, anaphylaxis and CPR training.
- Respond to the injury, illness, incident and or trauma as per the child/employee's risk management and medical management plans.

As part of this response the educator may need to:

- Call or ask another educator to call and coordinate an ambulance
- Notify the parent/carer that the child requires medical attention from a medical practitioner
- Contact the parents/carers to collect the child from the centre within 60 minutes if the child requires urgent medical attention
- Ensure that the nominated supervisor/approved provider, parents and carers are notified of the incident, injury, illness or trauma the same day that it occurs
- Complete the incident, injury, illness and trauma form as soon as is practicable

The care of the other children at the service will not be put at risk as the nominated supervisor/other employees care for the children in the proximity of the incident, illness, injury or trauma as required.

First Aid Kit requirements

- First Aid kits will be easily available, clearly identifiable and recognisable at the service and during all excursions
- Will be equipped with awareness of the hazards at the Janelle Street Centre, past and potential injuries, illness, incidents and trauma's and size and location of the centre.
- The Janelle Street Centre will use the checklist as provided by 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 required to meet the needs of the centre

We will display a 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
- have a white cross on a green background with the words 'First Aid' prominently displayed
- contain a list of contents
- display a photograph of the first aid trained educators
- be maintained in proper condition and the contents replenished as necessary

Notification of serious incidents

The Approved Provider or Nominated Supervisor will notify the regulatory authority using form [SI01 Notification of Serious Incident](#) 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 e.g., broken limb
- any incident involving serious illness of a child at the service where the child attended, or should have attended, a hospital e.g., 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 e.g., in rural and remote areas
- any emergency where emergency services attended i.e., 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:

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

Notification of serious complaints and circumstances

The Approved Provider or Nominated Supervisor will notify the regulatory authority using form [NL01](#)

Notification of Complaints, Incidents and Additional Children in an Emergency:

- 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 cared 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 Approved Provider or 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

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 Approved Provider or 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 Approved Provide or 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.

Education and Care Services National Regulations 2011

This policy relates to:

Regulation 12	Meaning of serious incident
Regulation 85	Incident, injury, trauma and illness policy and procedures
Regulations 86	Notification to parents of incident, injury, trauma and illness
Regulation 87	Incident, Injury, trauma and illness record
Regulation 88	Infectious Diseases
Regulations 89	First aid Kits
Regulation 97	Emergency and evacuation procedures
Regulation 161	Authorisations to be kept in enrolment record
Regulation 162	Health Information to be kept in enrolment record
Regulation 168	Education and care service must have policies and procedures
Regulation 174	Prescribed information to be notified to regulatory authority
Regulation 176	Time to notify certain information to regulatory authority

National Quality Standards

This policy relates to

Quality Area 2 – Children’s Health and Safety

- Standard 2.1.2: health practices and procedures – effective illness and injury management and hygiene practices are promoted and implemented
- Standard 2.2.2: Incident and Emergency Management – Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

Related Policies

Grievance Policy	Emergency Management and Evacuation Policy
Infectious diseases Policy	Medical Conditions Policies

Sources

Guide to the National Quality Standard – The Manual – Managing a Children’s Service Community Child Care Co-operative (2009)

Health and Safety in Children’s Services Model Policies and Practices – 2nd Ed. Revised (2003)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations ACECQA (2011)

Education and Care Services National Regulations 2017

EYLF – Belonging Being Becoming V2.0 (2023)

Education and Care Services National Law Act 2010

www.cela.org.au (accessed October 25, 2023)

Christie, T. (2006) The Essential ECE Handbook

www.health.nsw.gov.au (accessed October 25, 2023)

Compilation of “Illness, Accident and Emergencies” (Adopted: August 10, 2011- Review No 8: July 16, 2019) and “Incident, Injury, Trauma and Illness” (Adopted: November 07, 2012 - Review No. 7: July 16, 2019)

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