

# Incident, Injury, Trauma and Illness policy/procedure

This policy/procedure **MUST** be read in conjunction with *the following Uniting Organisation policies* (listed under the reference/sources)

## Policy Statement

Uniting Early Learning is committed to:

- providing a safe and healthy environment for all children, staff, volunteers, students on placement and any other persons participating in or visiting the service;
- promptly responding to the needs of an injured, ill or traumatised child/person at the service;
- preventing injuries and trauma;
- preventing the spread of illness through simple hygiene practices, monitoring immunisation records and complying with recommended exclusion guidelines;
- maintaining a duty of care to children and users of the service.

## Executive Summary

The wellbeing of children, staff, volunteers, students and visitors is of high priority to Uniting Early Learning. Responsible for managing early childhood services and caring for children requires all involved to have a duty of care towards those children and act to effectively respond, manage and prevent accidents and emergencies at the service. Prevention strategies are essential to protect those participating in a children's program from foreseeable risk of harm, injury and infection. Each service must have occupational health and safety procedures that outline the process for effectively identifying, managing and reviewing risks and hazards for the specific context. Environmental, health, behavioural factors and workplace procedures will require consideration to ensure the minimisation of risk in the context of the service environment.

Staff must be able to identify and monitor signs and symptoms of any injury, trauma and illness and accurately complete all administrative requirements to systematically document and report these. Any concerns are to be communicated promptly to the relevant people, including the notification of parents. Services must follow the incident reporting and escalation process and ensure they comply with any regulatory or legislative responsibility.

## Current Environmental Context

All educators on the premises will have an approved first aid qualification.

Policies and procedures in place will guide staff to prevent or respond immediately to identified issues, administer first aid when appropriate and report any incident, injury or medical emergency.

Documentation to provide accurate records must be maintained, kept and stored until the child is 25 years of age.

Workplace safety for all staff is essential and procedures for controlling the risks associated with hazardous tasks must be engaged. Under the Occupational Health and Safety Act both employers and employees have responsibilities to ensure the health and safety of individuals while working. This duty extends to any person who may be affected by the organisation's activities, and includes children and volunteers.

Medical emergencies may include serious health issues such as asthma, anaphylaxis, diabetes, fractures, choking and seizures. In some cases, the decision to call an ambulance will need to be made by the person in day-to-day in charge of the service.

**Attachment 9a:** Responsibilities relating to the Incident, Injury, Trauma and Illness Policy

**Attachment 9b:** Serious incident/Notifiable Complaint reporting

**Attachment 9c:** Serious incident notification procedure

**Attachment 9d:** Procedure for child requiring an ambulance

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Please refer to the Uniting Intranet/Document Management System for the latest version.

Current forms can be found on the Uniting Intranet – [Click here](#)

- Form 9.1: Serious Incident record – Category 1
- Form 9.2: Serious Incident record – Category 2
- Form 9.3: Non serious incident, injury and illness record
- Form 9.4: Complaint record – Serious and Non serious
- Form 9.5: Serious Incident - Internal Investigation record
- Form 9.6: Serious Incident – Witness Statement record

## Reference/Sources

This policy should be read in conjunction with:

Keeping Children Safe Policy of the Uniting Church in Australia Synod of Victoria and Tasmania, Approved May 2017.

- Workplace health and safety policy
- Incident management policy
- Reportable conduct & mandatory reporting policy
- Risk of suspected or alleged physical or sexual abuse policy

Administration of First Aid Policy	Administration of Medication Policy
Anaphylaxis Policy Appendix	Asthma Policy Appendix
Hygiene and Infectious Diseases Policy	Dealing with Medical Conditions Policy
Diabetes Policy Appendix	Emergency and Evacuation Policy
Enrolment and Orientation Policy	Epilepsy Policy Appendix
Excursions Regular Outings and Service Events Policy	Organisational Workplace Health and Safety Policy
Organisational Privacy and Confidentiality Policy	Organisational Incident management policy
Organisational Reportable conduct & mandatory reporting policy	Organisational Risk of suspected or alleged physical or sexual abuse policy

- Children’s Services Act 1996, S26, 27, 29
- Children’s Services Regulation 2009, r37, 41(g), 44, 63, 65, 66, 67
- Early Learning Notification Guidelines [Click here](#)
- Education and Care Services National Law Act 2010: Section 174(2)
- Education and Care Services National Regulations 2011: r77, 85–87, 103, 177, 183
- Managing Trauma and Ways to Recover Component 4 Helping children who are experiencing mental health difficulties. Kids Matter-Be You (sourced April 2017) [www.kidsmatter.edu.au](http://www.kidsmatter.edu.au)
- Growing a mentally healthy generation – Be You-(sourced 2019) <https://beyou.edu.au/>
- National Quality Standard, Quality Area 2: Children’s Health and Safety, Quality Area 3: Physical Environment, Quality Area 7: Leadership and Service Management
- Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th edition, 2013) National Health and Medical Research Council: <http://www.nhmrc.gov.au/guidelines/publications/ch55>
- Tasmanian Licensing Standards for Centre Based Child Care, 2014, Class 5 (0-12years) s15
- WorkSafe Victoria: Online notification forms: <http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification>
- WorkSafe Tasmania: <http://www.workcover.tas.gov.au/>
- Australian Government-National Health and Medical Research Council -5<sup>th</sup> Edition Staying healthy <https://www.nhmrc.gov.au/sites/default/files/documents/attachments/ch55-staying-healthy.pdf>

**Authorisation** - This policy was adopted by Uniting Early Learning on: 10 September, 2019

**Review** - This policy is to be reviewed by: 4 October 2020

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## Attachment ga Responsibilities relating to the Incident, Injury, Trauma and Illness Policy

### Approved Provider/ Licensee

- Ensure the premises are kept clean and in good repair
- Ensure that staff have access to the *Non serious incident, injury and illness, Serious incident (category 1 or 2), Complaints*, and WorkSafe Victoria incident report forms
- Ensure the service has access/copy of the *Uniting Workplace Health and Safety Policy Level 2* and procedures that outline the process for effectively identifying, managing and reviewing risks and hazards that are likely to cause injury, and reporting notifiable incidents to appropriate authorities
- Support staff to report any notifiable incident to Worksafe Victoria/Tasmania
- Support staff to report any serious incidents to the Approved Provider and the regulatory authorities in the relevant state (Victorian and Tasmania)
- Support staff to report any legislative or regulatory breaches to the relevant Department
- Support staff to report any concerns for a child’s wellbeing to ChildFIRST
- Support staff to report any concerns for a child in need for protection to the Child Protection Unit
- Ensure that completed medication records are kept until the end of 3 years after the child’s last attendance
- Ensure that a parent of the child is notified as soon as is practicable, but no later than 12 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service
- Ensure that all *Non serious incident, injury and illness* records are kept and stored securely until the child is 25 years old (**Form 9.3**).
- Ensure all educators on the premises have a current approved first aid qualification
- Ensure that there is an appropriate number of up-to-date, fully equipped first aid kits that are accessible at all times
- Ensure that the orientation and induction of new and relief staff include an overview of their responsibilities in the event of an incident or medical emergency
- Ensure that an appropriate incident reporting and escalation process is in place and followed at the service (refer to *Attachment 9b*)
- Notify the Approved Provider and Regulatory Authority in writing within 12 hours of a Serious incident within the required time-frame for a notifiable incident/complaint (refer to Glossary)

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## Responsible person

- Ensure that the following are displayed near all telephones:
  - Emergency number 000
  - Regulatory Authority regional office
  - Approved Provider/ Licensee
  - Asthma **Victoria**: (03) 9326 7055 or toll free 1800 645 130
  - Asthma foundation of **Tasmania** (03) 6272 9175 or 1800 278 462
  - **Victoria & Tasmania** Poisons Information Centre: 13 11 26
  - **Tasmania** Pharmaceutical Services (03) 6233 3904
  - Local council or shire.
- Ensure that volunteers and parents on duty are aware of which children have medical management plans and their responsibilities in the event of an incident, injury or medical emergency
- Ensure that children's enrolment forms provide authorization for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
- Request that parents make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, or informing parents if an ambulance has been called
- Investigate and review the cause of the incident and rectify if practical, or alternatively report the incident and seek assistance to remove the cause immediately
- Follow the Incident Reporting and Escalation Procedure (refer to *Attachment 9c*) at the service
- Notify the Early Years Coordinator/Area Manager, Approved Provider/ Licensee immediately in the event of a serious incident (refer to *Glossary*) or notifiable complaint/incident (refer to *Glossary*)
- Notify parents on the door of the service if there has been an outbreak of an infectious disease or illness that has been identified, and that may impact on the health and wellbeing of children, educators and parents attending the service
- Respond immediately to any incident, injury or medical emergency
- Implement individual children's medical management plans, where relevant
- Record details of any serious incident (category 1 or 2), complaints, non serious incident, injury and illness, and or WorkSafe incident report as soon as is practicable but not later than 12 hours after the occurrence
- Notify other person/s as authorised on the child's enrolment form when the parents are not contactable
- Maintain all enrolment and other medical records in line with the *Privacy and Confidentiality Policy-Level 2*
- Ensure that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency
- Regularly check equipment in both indoor and outdoor areas for hazards, and take the appropriate action to ensure the safety of the children when a hazard is identified. (Refer to Form No: 33.2 & 33.3)
- Review the cause of any incident, injury or illness and taking appropriate action to remove the cause if required

## Educator

- Respond immediately to any incident, injury or medical emergency
- Implement individual children's medical management plans, where relevant
- Record details of any serious incident (category 1 or 2), complaints, non serious incident, injury and illness, and or WorkSafe incident report as soon as is practicable but not later than 12 hours after the occurrence
- Notify other person/s as authorised on the child's enrolment form when the parents are not contactable
- Maintain all enrolment and other medical records in line with the *Privacy and Confidentiality Policy-Level 2*
- Ensure that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency
- Regularly check equipment in both indoor and outdoor areas for hazards, and take the appropriate action to ensure the safety of the children when a hazard is identified. (Refer to Form No: 33.2 & 33.3)
- Notify the Responsible Person immediately in the event of a serious incident (refer to *Glossary*) or notifiable complaint/incident (refer to *Glossary*)

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### In a medical emergency (includes: incident and injury):

- call an ambulance, where necessary
- administer first aid, and provide care and comfort to the child prior to the parents or ambulance arriving
- implement the child's current medical management plan, where appropriate
- notify parents as soon as is practicable of any serious medical emergency, incident or injury concerning the child, and request the parents make arrangements for the child to be collected from the service and/or inform the parents that an ambulance has been called
- if the parents are not contactable, notify other person/s as authorised on the child's enrolment form.
- ensure ongoing supervision of all children in attendance at the service
- when the parents are not present, if required and with the ambulance officer's consent, accompany the child in the ambulance, provided that staff-to-child ratios can be maintained at the service

### When a child develops symptoms of illness:

- ensure that the Responsible Person, or person in day-to-day care of the service, contacts the parents or authorised emergency contact for the child to outline the signs and symptoms observed
- request that the child is collected from the service if the child is not well enough to participate in the program
- ensure that the child is separated from the group and have a staff member remain with the child until the child recovers, a parent arrives or another responsible person takes charge
- call an ambulance if a child appears very unwell (refer to *Attachment 9d*)
- collaborate with and act on advice from emergency services
- ensure that, where medication, medical or dental treatment is obtained, the parents are notified as soon as is practicable and within 12 hours, and are provided with details of the illness and subsequent treatment administered to the child
- ensure that the Approved Provider/ Licensee is notified of any external medical intervention and/or emergency service involvement
- ensure that the relevant record is accurately completed as soon as is practicable, and updated with outcome for the child within 24 hours of the occurrence

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### In the case of traumatic incident:

- ensure that the Responsible Person, contacts the parents or authorised emergency contact for the child to outline the signs and symptoms observed
- call an ambulance, where necessary
- provide care and comfort to the child prior to the parents or ambulance arriving
- identify, reduce and/or eliminate any risk factors contributing to the trauma
- closely observe and monitor child's behaviour and play to avoid the escalation of the traumatic response
- maximise the child's feelings of safety, stability and wellbeing
- if required, refer parent/child to a specialised support service

### Parent

- Provide authorisation in your child's enrolment record for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
- Pay all costs incurred when an ambulance service is called to attend to their child at the service
- Notify the service, upon enrolment or diagnosis, of any medical conditions and/or needs, and any management procedure to be followed with respect to that condition or need
- Ensure you provide the service with a current medical management plan for your child, if applicable
- Collect your child as soon as possible when notified of an incident, injury or medical emergency involving the child
- Inform the service of an infectious disease or illness that has been identified while the child has not attended the service, and that may impact on the health and wellbeing of other children, staff and parents attending the service
- Be contactable, either directly or through emergency contacts listed on the child's enrolment form, in the event of an incident requiring medical attention
- Sign the Serious Incident (category 1 or 2), Complaint, Non serious incident, injury and illness record, acknowledging that you have been made aware of the incident
- Notify the service by telephone/email if your child will be absent from their regular program
- Notify staff/educators if there is a change in the condition of your child's health, or if there have been any recent accidents or incidents that may impact on the child's care e.g. any bruising or head injuries

**Note:** Volunteers and students, while at the service, are responsible for following this policy and its procedures

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## Attachment 9b: Serious Incident/Notifiable Complaint reporting

### Early Learning Serious Incident Reporting

#### Educator witnesses or receives notification of a serious incident or notifiable complaint

##### Educator/Responsible Person

1. Initiates immediate action to ensure the safety, health and wellbeing of the child and/or staff
2. If required, contacts emergency services, and/or initiates a search if child missing (*whichever is applicable*)
3. Responsible person to notify parents in a timely manner
4. Notifies Early Learning Coordinator who escalates to Area Manager
5. Notifies Regulator Authority via telephone - *for serious incidents only (see glossary)*
6. Identifies type of notification, and documents the incident and actions taken on the relevant form (*forms found on the intranet*)
7. Ensures the parents sign the relevant form
8. Emails the form and all relevant additional documentation, photos, to the Early Learning Coordinator
9. Coordinator forward to the Approved Provider and Area Manager for immediate action at; [approvedprovider@vt.uniting.org](mailto:approvedprovider@vt.uniting.org) and cc: Area Manager

##### Approved Provider

1. Assesses the incident and determines if this is a serious incident and/or notifiable complaint
2. Reviews the documents provided, ensuring all relevant information required is completed correctly. If additional information is required, the Early Learning Coordinator will be advised i.e. photos
3. Reports incident to the Regulatory Authority by uploading into the NQATIS portal or via email (*Vic/Tas state service only*) within the prescribed timelines
4. Advises the Uniting Quality Program and Performance Unit and General Manager
5. Sends a copy of the submitted notification to the Early Learning Coordinator

##### Early Learning Coordinator/Area Manager

1. Conducts an internal investigation of the serious incident, notifiable complaint, gathers evidence including photos and completed the internal Serious Incident investigation summary and Witness statement (*if required*)
2. Ensures the Approved Provider is aware of all outcomes of any serious incidents/notifiable complaint that requires a formal investigation
3. Provides support to any Regulatory Authority investigation
4. Confirms that all staff involved have been advised of maintaining professional behaviours/confidentiality staff can contact Employee Assistance Program (EAP) *if required*

##### Internal Recording and Reporting

1. Early Learning incidents are recorded centrally – Master Incident Register spreadsheet
2. Monthly report sent to Quality Performance Team (QPP)
3. Monthly Senior Leadership meeting with analysis of Early Learning incidents

##### Select a relevant for from the Uniting Intranet


- |   |  |
|---|--|
| 9.1 – Serious incident record-Category 1      | 9.2 – Serious incident record-Category 2 |
| 9.3 – Non Serious incident record             | 9.4 – Complaint record                   |
| 9.5 – Serious incident-Internal Investigation | 9.6 – Witness statement incident         |

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## Attachment 9c - Serious Incident/notifiable complaint notification procedure

- Educator witnesses or receives information about a serious incident/injury/trauma/illness or any circumstance that poses a risk to the health, safety or wellbeing of a child
- Educator to initiate immediate action to ensure the safety, health and wellbeing of the children and staff
- Educator to report the details of the incident/injury/trauma/illness information to the Responsible person
- Responsible person to contact and notify parent as soon as practicable, but no later than 12 hours after the occurrence
- Responsible person to document actions taken on the appropriate form, either **Serious Incident (category 1 or 2), or Complaint record**
- Responsible person to notify the regulatory authority regional office by phone. 
- Responsible person to complete the appropriate record for a serious incident (**Form 9.1 or 9.2**), complaint (**Form 9.4**) or non serious incident (**Form 9.3**), within the correct timeframe
- Responsible person to check/complete the incident/complaint record, and send completed form to Early Learning Coordinator
- Early Learning Coordinator to check the accuracy of the form and forward to Approved Provider/ Licensee
- Approved Provider/Licensee to review the form and determine if the incident is reportable to submit to NQATIS/DET/ECU, depending on the relevant legislative requirements
- Approved Provider/Licensee to report all serious incidents to the General Manager/Transitional Services and Quality & Program Performance (QPP)
- Responsible person to ensure a parent has signed the relevant form to confirm notification of the incident.
- Area Manger to identify an investigator to conduct an internal investigation of the serious incident/complaint
- Early Learning Coordinator to ensure staff receive release time to complete witness statements.
- Investigator conducts witness interviews and gathers evidence, including photos, and any relevant documentation
- Investigator completes internal *Serious Incident/Complaint Investigation Summary (Form 9.5)* and, if required, *Witness Statement (Form 9.6)*
- Based on the investigation conducted, allegations are substantiated or not substantiated.
- Investigator sends the investigation report and recommendations to the Approved Provider/Licensee
- Approved Provider/Licensee reviews the report and the investigator’s recommendations and makes final decisions on the action to be taken
- Area Manager to support any required regulatory authority investigation
- Ensure all staff involved are advised of maintaining professional behaviors and confidentiality

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## Attachment 9d - Procedure for a child requiring an Ambulance Medical emergency may include:

- Not breathing and lifeless: call 000 then begin CPR
- Respiratory distress/ difficulty breathing
- Unconscious
- Change in mental status
- Broken limb
- Severe bleeding
- Seizure that lasts longer than 5 mins
- Head trauma
- Asthma attack that becomes worse/unmanageable
- Anaphylaxis reaction
- Choking
- Diabetes complications

### Immediate Action:

- First responder to assess the injury, trauma or illness, administers **Emergency First Aid, determines a medical emergency** and requests assistance. If no assistance available, dial 000 immediately
- The second responder telephones and requests ambulance to attend – dial 000
- Ensure the child is comfortable and kept under adult supervision
- Inform the Centre Director/Service Coordinator/Responsible Person
- Centre Director/Service Coordinator/Responsible Person to inform Parent/Emergency contact **immediately**
  - Tell the Parents/Guardians/Emergency Contact that an ambulance is on its way to the service. If he/she is unable to reach the service to meet the ambulance, then ask him/her to meet the ambulance at the hospital (Indicate the expected hospital)
- When appropriate, ensuring that staff/chd ratios are maintained at the service at all times and ambulance officers provide consent, an educator whom is known to the child, is to accompany him/her to the hospital
- In the circumstance where an educator accompanies the child to hospital, ensure that the educator has the following information
  - Serious incident form 9.1 or 9.2
  - Child's enrolment form
- Ensure ongoing supervision of all children in attendance at the service and child-to-staff ratios are maintained at all times
- The first responder to complete an Incident, Injury, Trauma and Illness record and provide parents with a copy as soon as possible
- **Notification of the serious incident must be made to the relevant authorities, in writing, within 12 hours of the incident**
- The Responsible Person to notify Early Years Coordinator/Manager
- The Responsible Person is to contact the Parents/Guardians/Emergency Contact for further information regarding the child's progress and well-being as soon as practicable

**Please note:** Parents will be responsible for any costs associated with an ambulance attending a service for their child's medical emergency

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