

# INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY



*Play, laugh...  
...learn, grow!*

## **Mandatory – Quality Area 2**

### **PURPOSE**

This policy will define the:

- procedures to be followed if a person is ill or is involved in a medical emergency or an incident at the centre that results in injury or trauma.
- responsibilities of staff, parents/guardians and the Approved Provider when a person is ill or is involved in a medical emergency or an incident at the centre that results in injury or trauma.
- practices to be followed to reduce the risk of an incident occurring at the centre.

### **POLICY STATEMENT**

#### **1. VALUES**

Goulburn Region Preschool Association Inc 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 centre
- responding to the needs of an injured, ill or traumatised person at the centre
- 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 Goulburn Region Preschool Association Inc.

#### **2. SCOPE**

This policy applies to the Approved Provider, Nominated Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities at Goulburn Region Preschool Association Inc, including during offsite excursions and activities.

#### **3. PROCEDURES**

**The Approved Provider is responsible for:**

- ensuring that all staff and volunteers have access to this policy and have a clear understanding of the procedures and practices outlined within
- ensuring that the premises are kept clean and in good repair.
- ensuring that staff have access to medication, incident, injury, trauma and illness forms and WorkSafe Victoria incident report forms.
- ensuring that the centre has an occupational health and safety policy 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 (refer to *Occupational Health and Safety Policy*)

- ensuring that completed medication records are kept until the end of 3 years after the child's last attendance (Regulation 92, 183)
- ensuring that a parent/guardian of the child is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the centre (Regulation 86)
- ensuring that incident, injury, trauma and illness records<sup>1</sup> are kept and stored securely until the child is 25 years old (Regulations 87, 183)
- ensuring that educator with a current approved first aid qualification as required by the regulations that the centre is operating by at the time.
- ensuring that there are an appropriate number of up-to-date, fully equipped first aid kits that are accessible at all times (refer to *Administration of First Aid Policy*)
- ensuring 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.
- ensuring that children's enrolment forms provide authorisation for the centre to seek emergency medical treatment by a medical practitioner, hospital or ambulance service.
- notifying DET in writing within 24 hours of any serious notifiable incident (as listed on ACECQA)
- Ensure that accident reports are kept as per regulations (see attachment 2) (reg 183 2a)

**All Early Childhood Staff are responsible for:**

- ensuring that the *AV How to Call Card* is displayed near all telephones.
- ensuring that volunteers are aware of children's medical management plans and their responsibilities in the event of an incident, injury or medical emergency.
- responding immediately to any incident, injury or medical emergency
- implementing individual children's medical management plans, where relevant
- notifying parents/guardians immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable.
- requesting the parents/guardians decide for the child or children involved in an incident or medical emergency to be collected from the centre or informing parents/guardians if an ambulance has been called.
- notifying other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable.
- recording details of any incident, injury or illness in the *Incident, Injury, Trauma and Illness Record* as soon as is practicable but not later than 24 hours after the occurrence.
- ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency.
- maintaining all enrolment and other medical records in a confidential manner (refer to *Privacy and Confidentiality Policy*)
- regularly checking equipment in both indoor and outdoor areas for hazards and taking the appropriate action to ensure the safety of the children when a hazard is identified.
- assisting the Approved Provider with regular hazard inspections (refer to Attachment 1 – Sample hazard identification checklist)
- reviewing the cause of any incident, injury or illness and taking appropriate action to remove the cause if required, for example, removing a nail found protruding from climbing equipment or retraining staff to adhere more closely to the *GRPSA Hygiene Policy*

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<sup>1</sup> For a template *Incident, Injury, Trauma and Illness Record*, visit the ACECQA website: [www.acecqa.gov.au/resources-and-templates/](http://www.acecqa.gov.au/resources-and-templates/)

- notifying the Approved Provider of any notifiable serious incident as listed on ACECQA as soon as practicable (within 24 hours).
- Ensure that accident reports are kept as per regulations (see attachment 2) (reg 183 2a)
- ensuring that the following contact numbers are displayed in close proximity of each telephone:
  - 000 (also keep an *AV How to Call Card* close to each telephone)
  - DET regional office
  - Approved Provider
  - Asthma Victoria: (03) 9326 7055 or toll free 1800 645 130
  - Victoria Poisons Information Centre : 13 11 26
  - local council or shire.

*When there is a medical emergency, educators will:*

- call an ambulance, where necessary
- administer first aid and provide care and comfort to the child prior to the parents/guardians or ambulance arriving.
- implement the child's current medical management plan, where appropriate
- notify parents/guardians as soon as is practicable of any serious medical emergency, incident or injury concerning the child, and request the parents/guardians decide for the child to be collected from the centre and/or inform the parents/guardians that an ambulance has been called.
- notify other person/s as authorised on the child's enrolment form if the parents/guardians are not contactable.
- ensure ongoing supervision of all children in attendance at the centre.
- accompany the child in the ambulance when the parents/guardians are not present, provided that staff-to-child ratios can be maintained at the centre.
- notify the Approved Provider of the medical emergency, incident or injury as soon as is practicable.
- complete an incident report and submit to the Approved Provider within 24 hours so that it can be submitted to DET through ACECQA and the Centre's public liability insurer following a serious incident.

*When a child develops symptoms of illness while at the centre, educators will:*

- ensure that the Nominated Supervisor, or person in day-to-day care of the centre, contacts the parents/guardians or authorised emergency contact for the child to outline the signs and symptoms observed.
- request that the child is collected from the centre if the child is not well enough to participate in the program.
- ensure that they separate the child from the group and have a staff member remain with the child until the child recovers, a parent/guardian arrives, or another responsible person takes charge.
- call an ambulance (refer to definition of *medical emergency*) if a child appears very unwell or has a serious injury that needs urgent medical attention.
- ensure that the child is returned to the care of the parent/guardian or authorised emergency contact person as soon as is practicable.

- ensure that, where medication, or medical, treatment is given the parents/guardians are notified as soon as is practicable and within 24 hours and are provided with details of the illness and subsequent treatment administered to the child.
- ensure that the Approved Provider is notified of the incident within 24 hours.
- ensure that the *Incident, Injury, Trauma and Illness Record* is completed as soon as is practicable and within 24 hours of the occurrence.

**Parents/guardians are responsible for:**

- providing authorisation in their child's enrolment record for the centre to seek emergency medical treatment by a medical practitioner, hospital or ambulance service (Regulation 161(1))
- payment of all costs incurred when an ambulance service is called to attend to their child at the centre.
- notifying the centre, 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 (Regulation 162)
- ensuring that they provide the centre with a current medical management plan, if applicable (Regulation 162(d))
- collecting their child as soon as possible when notified of an incident, injury or medical emergency involving their child.
- informing the centre of an infectious disease or illness that has been identified while the child has not attended the centre, and that may impact on the health and wellbeing of other children, staff and parents/guardians attending the centre.
- being contactable, either directly or through emergency contacts listed on the child's enrolment form, in the event of an incident requiring medical attention.
- signing the *Incident, Injury, Trauma and Illness Record*, thereby acknowledging that they have been made aware of the incident.
- notifying staff/educators if there is a change in the condition of their 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.

**EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider of Goulburn Region Preschool Association Inc will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness.
- monitor the implementation, compliance, complaints, and incidents in relation to this policy.
- keep the policy up to date with current legislation, research, policy, and best practice.
- revise the policy and procedures as part of the GRPSA policy review cycle, or as required.
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

**ATTACHMENTS**

- Attachment 1: Sample hazard identification checklist

**AUTHORISATION**

This policy was adopted by the Approved Provider of Goulburn Region Preschool Association Inc on 12<sup>th</sup> November 2012.

Reviewed and Approved: 24<sup>th</sup> September 2016.

Review and Approved: May 2020

**REVIEW DATE:** MAY 2020

**ATTACHMENT 1****Sample hazard identification checklist**

Centre: \_\_\_\_\_

Date: \_\_\_\_\_

Inspected by: \_\_\_\_\_

<b>Hazard</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1. Floors</b>			
Surface is even and in good repair			
Surface is free from tripping and slipping hazards (e.g., oil, water, sand)			
Surface is safe (e.g., not likely to become excessively slippery when wet)			
<b>2. Kitchen and work benches</b>			
Work bench space is adequate and at comfortable working height			
Kitchen and work bench space is clean and free of clutter			
Equipment not in use is properly stored			
Lighting is satisfactory			
A door or gate restricts child access to the kitchen			
Ventilation fan is in good working order			
Kitchen appliances are clean and in good working order			
<b>3. Emergency evacuation</b>			
Staff have knowledge of fire drills and emergency evacuation procedures			
Fire drill instructions are displayed prominently in the centre			
Regular fire drills are conducted			
Extinguishers are in place, recently serviced and clearly marked for type of fire			
Exit signs are posted and clear of obstructions			
Exit doors are easily opened from inside			

<b>4. Security and lighting</b>			
There is good natural lighting			
There is no direct or reflected glare			
Light fittings are clean and in good repair			
Emergency lighting is readily available and operable (e.g., torch)			
<b>5. Windows</b>			
Windows are clean, admitting plenty of daylight			
Windows have no broken panes			
<b>6. Steps and landings</b>			
All surfaces are safe			
There is adequate protective railing which is in good condition			
<b>7. Ladders and steps</b>			
Ladders and steps are stored in a proper place			
Ladders and steps are free of defects (e.g., broken, or missing rungs etc.)			
They conform to Australian Standards			
They are used appropriately to access equipment stored above shoulder height			
<b>8. Chemicals and hazardous substances</b>			
All chemicals are clearly labelled			
All chemicals are stored safely			
Material Safety Data Sheets (MSDS) are provided for all hazardous substances			
<b>9. Storage (internal and external)</b>			
Storage is designed to minimise lifting problems			
Materials are stored securely			
Shelves are free of dust and rubbish			
Floors are clear of rubbish or obstacles			
Dangerous material or equipment is stored out of reach of children			
<b>10. Manual handling and ergonomics</b>			
Trolleys or other devices are used to move heavy objects			

Heavy equipment (such as planks and trestles) is stored in a way that enables it to be lifted safely			
Adult-sized chairs are provided and used for staff (to avoid sitting on children's chairs)			
Workstations are set up with the chair at the correct height			
Workstations are set up with phone, mouse and documents within easy reach and screen adjusted properly			
Work practices avoid the need to sit or stand for long periods at a time			
<b>11. Electrical</b>			
There are guards around heaters			
Equipment not in use is properly stored			
Electrical equipment has been checked and tagged			
Use of extension leads, double adaptors and power boards are kept to a minimum			
Plugs, sockets, or switches are in good repair			
Leads are free of defects and fraying			
Floors are free from temporary leads			
There are power outlet covers in place			
<b>12. Internal environment</b>			
Hand-washing facilities and toilets are clean and in good repair			
There is adequate ventilation around photocopiers and printers			
<b>13. First aid and infection control</b>			
Staff have current approved first aid qualifications and training			
First aid cabinet is clearly marked and accessible only to staff			
Cabinet is fully stocked and meets Australian Standards (refer to <i>Administration of First Aid Policy</i> )			
Disposable gloves are provided			
Infection control procedures are in place			
Current emergency telephone numbers are displayed			



<b>14. External areas</b>			
Fencing is secure, unsaleable and of a height prescribed by the Building Code of Australia (no breaches in the fence or materials left adjacent that would assist children to scale the fence)			
Child-proof locks are fitted to gates			
Paving and paths have an even surface and are in good repair			
Paving and path surfaces are free of slipping hazards, such as sand			
Soft-fall and grass areas are free of hazards			
Equipment and materials used are in good repair and free of hazards			
<b>15. Equipment</b>			
Furniture and play equipment are in good repair (no protruding bolts, nails, splinters)			
Impact-absorbing material is placed under all equipment where fall height could exceed 0.5 metres			
Guardrails are provided for play equipment over 1 metre			
<b>16. Sun protection</b>			
There is an adequate supply of SPF 30+ broad spectrum, water-resistant sunscreen provided for use by children and staff			
Sunhats are provided for all staff required to work in the sun			
There is a <i>Sun Protection Policy</i> in place, which requires staff and children, and others who work in the sun to use sunscreen and an appropriate sunhat			

If any box is marked with a “No”, it is deemed to be unsatisfactory and must be followed up using an appropriate risk assessment and control checklist.

## **ATTACHMENT 2:**

### **GRPSA Procedure for Incident, Injury, Trauma, and Illness Records.**

#### Procedure:

- To ensure that incident, injury, trauma and illness reports are kept until the child is 25 years old, as required by the National regulations 2011.

#### Steps to be taken:

1. All incident, injury, trauma and illness reports will be completed by the centre and signed by the parent / guardian as per the regulations.
2. Each report will then be scanned and emailed to [admin@grpsa.com.au](mailto:admin@grpsa.com.au)
3. GRPSA office will ensure that these reports are kept until the child is 25 years old.
4. Centre will keep each record as they do with all forms.
5. After three years they can be destroyed

## ATTACHMENT 3

### Procedure for missing child

#### Procedure:

- To ensure appropriate action is taken in the event of staff identifying that a child is unaccounted for whilst in their care.

#### Strategies:

- To carry out a thorough planned search of the building and grounds when child is suspected missing on site.
- To carry out a thorough search of the immediate surrounds when a child is suspected missing off site, (for example on an excursion or outing off site).
- To ensure parents and emergency services are notified within appropriate timelines if a child is not immediately located.

#### Steps to be taken:

1. If staff suspect a child is missing, they must immediately notify the teacher/activity group leader or room leader.
2. The teacher will allocate specific staff to search areas of the building and grounds. Staff are to check back to the teacher within 2/3 minutes. Adult/child ratios must be maintained across the building at this time.
3. If the child is missing off site (excursion or outing), the teacher should remain with the children while the co-worker searches the immediate area for the missing child
4. If a child is not found within ten (10) minutes on site, or five minutes (5) offsite, the teacher is to contact the parents of the missing child.
5. Staff will then contact the Police and GRPSA if the child has not been located. GRPSA will arrange emergency assistance to aid with supervision. GRPSA will contact all parents to collect their children if appropriate.
6. If Police are not immediately available, contact other emergency services as appropriate to your location. E.g., C.F.A or S.E.S.

#### Following the incident

- Teacher to complete an **Incident, injury, trauma and illness record** form (found in Dropbox).
- The form must be signed by the parent.
- Form to be scanned and emailed to the office within 12 hours.