



POLICY AND PROCEDURE

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INCIDENT, ILLNESS, INJURY & TRAUMA MANAGEMENT & REPORTING - CHILD IN CARE

1. POLICY STATEMENT AND PURPOSE

Catholic Early Learning and Care (CELIC) is committed to providing a safe and healthy work environment for our children, families, staff, volunteers, and any other person visiting each service, our central office and in other locations where we operate including excursion venues and co-located schools.

Management and educators at each service should be familiar with legal requirements and internal procedures to follow in the event of a child sustaining an injury, contracting an illness or infectious disease or suffering trauma.

2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

3. PREVENTATIVE MEASURES - RESPONSIBILITIES

Responsibilities of the Nominated Supervisor

- Establish procedures and practices that minimise the risk of harm to children, families, visitors and educators and reflect on the effectiveness of your procedures and this policy.
- Establish effective Induction and orientation processes for educators that give a clear understanding of their position, responsibility and required knowledge of regulations and law.
- Ensure educators know what to do in the event of an incident, injury, trauma or illness.
- Ensure the parent has allowed collection of their child by an ambulance on their enrolment form.
- Ensure families are aware of this and other policies upon enrolment of each child.

Responsibilities of Educators:

- Consider planning of the physical environment and experiences, ensuring that the spaces are safe.
- Respond to children in a timely manner to support their emotional and physical wellbeing.
- Be aware of the signs and symptoms of illness/trauma and update their understanding as part of their ongoing professional development.
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness.

Responsibilities of Families

- Be informed of policies and procedures upon enrolment with regards to first aid, illness and accidents and exclusion practices, including immunisation status.
- Inform the service of their child's particular requirements and provide relevant information to the Nominated Supervisor such as immunisation status, medical concerns, and cultural requirements.

4. PROCEDURE - SERIOUS INCIDENT - CHILD

What is a Serious Incident?

The meaning of serious incident as defined in Regulation 12 of the Education & Care Services National Regulations and for the purposes of section 5(1) of the Law, each of the following is prescribed as a serious incident—

- the **death of a child**—
 - while that child is being educated and cared for by an education and care service; or
 - following an incident occurring while that child was being educated and cared for by an education and care service.
- any incident involving **serious injury or trauma** to a child occurring while that child is being educated and cared for by an education and care service—
 - which a reasonable person would consider required **urgent medical attention** from a registered **medical practitioner**; or
 - for which the child attended, or ought reasonably to have attended, a **hospital**; Example - A broken limb, whooping cough, anaphylaxis reaction, head injuries, fractures, burns, meningococcal infection, epileptic seizures, bronchiolitis, measles, sexual assault.
- any incident involving **serious illness** of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a **hospital**; Example - Severe asthma attack, seizure, or anaphylaxis reaction.
- any **emergency** for which **emergency services** attended.
- any circumstance where a child being educated and cared for by an education and care service—
 - 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 these Regulations; or
 - is mistakenly **locked in or locked out** of the education and care service premises or any part of the premises.

Immediate Action Required

- In the event of the Death of a Child – refer to the Death of a Child Policy.
- If a child is missing, cannot be accounted, appears to be taken or removed or has been mistakenly locked in or locked out of a service, refer to separate instructions below.
- Educator - manage the situation (in accordance with the Emergency Response Guide)
- Educator - advise the Nominated Supervisor/Responsible Person immediately.
- Nominated Supervisor/Responsible Person – Refer to Emergency Response Guide and call an ambulance immediately.
- Nominated Supervisor - advise family immediately.
- Nominated Supervisor/Assistant Nominated Supervisor or educator - travel in the ambulance with the child.
- Nominated Supervisor - ensure correct staff ratios are maintained.
- Nominated Supervisor - advise CELC Operations Manager or Executive Director via phone as soon as possible.
- Educator - Advise the Nominated Supervisor of **any complaint** alleging that a serious incident has occurred/is occurring or alleging the Law has been contravened immediately.
- Nominated Supervisor - Advise the CELC Operations Manager or Executive Director of **any complaint** alleging that a serious incident has occurred/ is occurring or alleging the Law has been contravened immediately.

Immediate Action Required – Missing Child

- Educator – Advise Nominated Supervisor immediately.
- Nominated Supervisor – co-ordinate a full and extensive search of the premises and communicate with all staff via walkie talkies and/or internal phone extensions to ascertain whether or not the child has been seen, or can be accounted for
- Nominated Supervisor - make every effort to contact the parent/guardian – phone call/text message/email to ensure the child has not been collected/is not attending the service on that.
- Nominated Supervisor - contact emergency contacts if the parent/guardian cannot be reached.
- OSHC only - communicate through the service and/or school PA system requesting the missing child to present at service/school office if on site.
- OSHC only – communicate with school office to see if there is a message that the child will not be attending/has been signed out early from school.
- OSHC only – check child’s classroom and other ‘safe places’ the child may be located.
- Nominated Supervisor – contact CELC Operations Manager or Executive Director via phone to report the incident/complaint.
- Nominated Supervisor, if the search is unsuccessful contact the police providing a description and continue searching the area.
- Nominated Supervisor to continue to communicate with the child’s parent/guardian and CELC management of the situation.
- Nominated Supervisor, once the child is found or following direction from police and/or CELC Management complete an incident report.
- Nominated Supervisor is to implement any follow up actions as required and instructed by police/CELC Management
- CELC Operations Manager or Executive Director - Debriefing of situation and outcome

Reporting and Notification

- Educator to complete an incident report as soon as possible after the required action has been taken.
- Nominated Supervisor to proofread Incident Report to ensure accuracy.
- Nominated Supervisor to ensure parent/guardian signs completed Incident Report.
- Nominated Supervisor to email the completed incident report to CELC Operations Manager.
- CELC Operations Manager to notify the regulatory authority (ACECQA) of any **serious incident within 24 hours** via the online portal National Quality Agenda IT System (NQA ITS) <https://www.acecqa.gov.au/resources/national-quality-agenda-it-system> through the IO1 Notification of Incident portal.
- CELC Operations Manager to notify the regulatory authority (ACECQA) of any **complaint** alleging that a serious incident has occurred/is occurring or alleging the Law has been contravened **within 24 hours** via the online portal National Quality Agenda IT System (NQA ITS) <https://www.acecqa.gov.au/resources/national-quality-agenda-it-system> through the CO1 Notification of Complaint portal Nominated Supervisor - organise required storage of documents (refer Record Management Policy).
- Nominated Supervisor to Ensure educators are aware of accessibility of approved officers and families to these records and maintaining correct storage of records according to regulatory requirements (refer to Record Management).

5. PROCEDURE – ILLNESS AND INFECTIOUS DISEASE - CHILD

- For any child that exhibits signs of illness or infectious disease that **does not require hospitalisation** the following procedure is to be followed.
- Educator to Advise Nominated Supervisor when a child displays symptoms of illness.
- Educator to monitor symptoms of illness/allergy in children, documenting as required and contact parents/guardians or authorised person if directed by Nominated Supervisor
- Nominated Supervisor to separate a sick child from other children and contact parents/guardians to collect child if the child is not well enough to participate in activities.

- Nominated Supervisor is to ensure area where sick child has rested is cleaned and disinfected according to infection control.
- Educator -is to complete an incident report as soon as possible after the required action has been taken.
- Nominated Supervisor – proofread incident report to ensure accuracy.
- Nominated Supervisor – ensure parent / guardian signs completed incident report.
- Nominated Supervisor - where illness is infectious or potentially infectious email the completed incident report to CELC Operations Manager, otherwise organise required storage of documents (refer Record Management Policy)

6. PROCEDURE – POST TRAUMA CARE - CHILD

Identification and Effects of Trauma

A traumatic experience will impact on an infant, child or adolescent in a very individual way and to differing degrees of severity. It will also be influenced by their level of development and the resources available to support them.

A child's immediate reactions to a traumatic event may be;

- Physically upset
- Stunned
- Shocked
- Frightened/scared

A Child's short-term reactions to a traumatic event may be;

- withdrawal
- separation problems such as clinging and 'hanging around'
- loss of confidence and initiative
- changes in thinking and learning
- emotional and behavioural changes like being: quiet, noisy, boisterous, irritable, moody

It is important to be mindful of children who have pre-existing trauma experiences or vulnerabilities or other current issues to deal with. The increasing impact of many traumas over time is described as complex trauma. It is important to be aware that infants, children and adolescents can be upset or re-traumatised by circumstances around them.

Supports for Children Suffering from Trauma

Each child recovers from the impact of challenging experiences in their own way and in their own time. For some it may take weeks, for other months and sometimes years.

Our services will support children suffering from trauma by:

- allowing the child to play and talk about their experiences.
- ensuring the child feels safe.
- assisting the child to regain trust in people and their wider world.
- re-establishing and maintaining the child's familiar environments, activities, and routines (small and large) as much as possible as soon as possible.
- being understanding, patient and flexible while gently but firmly maintaining standards and limits as appropriate to the stage of recovery and the child's age
- helping the child understand what happened and being aware of signs of possible trauma in children and adolescents (if possible/practicable to do so)
- maintain ongoing communication with the parent/guardian/case/child safety.

7. RELATED DOCUMENTS

- Supervision
- Emergency Response
- Child protection
- Enrolment & Orientation
- Record Management
- I01 Notification of Serious Incident
- C01 Notification of Complaints
- <http://www.acecqa.gov.au/notifications#sthash.8gajhEc7.dpu>
- Child Arriving at Service with Injury, Illness Concern
- Incident Report Child
- Report Form for Parent/Guardian for Doctor
- WHS Statement
- National Quality Standards Area: 2.1, 2.3, 3.1.2, 4.1.1, 6.1.1; 7.1.1, 7.1.2; 7.3

8. BREACHES OF THIS POLICY

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could include: an official warning and note on the individual's personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

9. SEE ALSO

Legislation

- Education and Care Services National Regulations 2011
- Regulation 85: Incident, injury, trauma and illness policies and procedures;
- Regulation 86: Notification to parents of incident, injury, trauma and illness;
- Regulation 87: Incident, injury, trauma and illness record
- Education and Care Services National Law Act 2010
- The National Quality Standards for Early Childhood Education and Care 2018
- Qld Family and Child Commission 2014
- Staying Healthy 5th Edition
- Employee Assistance Programme

10. ENQUIRES

Catholic Early Learning and Care Executive Director admin@cclc.catholic.org.au

11. APPROVAL



Vicki Bell
Executive Director
Catholic Early Learning and Care

Date: 19/11/2021