

POLICY AND PROCEDURE

Document Name:	Incident, Illness, Injury and Trauma Management
Review Dates:	02/11/2021; September 2026
Review Cycle:	3 years
Approved By:	Director
Approval Date:	16/12/2019; 19/11/2021; 25/09/2023

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 *Arrivals and Departures Policy*
- Educator - advise the Nominated Supervisor/Responsible Person immediately.
- Nominated Supervisor - advise family immediately. If an ambulance is required, refer to *Arrivals and Departures Policy*
- 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

- Refer to *Arrivals and Departures policy*

REPORTING AND NOTIFICATION

- Educator to complete an Incident Report in OWNA 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 in OWNA..
- Nominated Supervisor to advise the CELC Operations Manager of the Incident Report, prior to the 24 hour cut off.
- 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>.
- 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>
- 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..
- Nominated Supervisor is to ensure area where sick child has rested is cleaned and disinfected according to infection control.
- Educator to complete an incident report in OWNA as soon as possible after the required action has been taken.
- Nominated Supervisor – proofread incident report in OWNA to ensure accuracy.
- Nominated Supervisor – ensure parent /guardian signs completed incident report.
- Nominated Supervisor - where illness is infectious or potentially advise the CELC Operations Manager, otherwise organise required storage of documents (refer Record Management Policy)
- Refer to *Staying Healthy In Childcare* and the *Time Out* poster for further guidelines regarding the management of illness and infectious disease

6. PROCEDURE – POST TRAUMA CARE - CHILD

Identification and Effects of Trauma and support for children

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. Educators should document any matters of concern and discuss them with their Nominated Supervisor.

The Nominated Supervisor should maintain open communication with parents. In consultation with their Operations Manager, recommendations may be made to engage the support of outside agencies. CELC services should also communicate with key school staff to share strategies to support children who are experiencing the effects of trauma.

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>
- 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. ENQUIRIES

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

11. APPROVAL



Alison Forster
Director
Catholic Early Learning and Care

Date: 25/09/2023