

Glen Education Policy	Incident, Injury, Trauma and Illness Policy
Policy Category	Childrens Programs
Policy Type	Mandatory
NQF Standard	NQS: Quality Area 2 & 7
Related Legislation	See Legislation map

### Background and Context

This policy has been developed to ensure that all employees, contractors and visitors understand the reporting processes to be undertaken in the event of an incident, (actual or near miss, injury or fatality). The purpose of this policy is to define and outline the responsibilities of the board, management, employees, contractors and visitors in the event of an incident (actual or near miss), injury or fatality.

Glen Eira Kindergarten Association recognises that the health and safety of its employees is a priority and that if injuries or incidents do occur, they should be reported. Injuries and incidents will be investigated by Glen Education Management to ensure that the possibility of recurrence or further hazard and/or risk is eliminated or minimised as is reasonably possible. Glen Eira Kindergarten Association will:

- provide mechanisms for reporting injuries, accidents, incidents (actual or near miss), work related illness and dangerous occurrences
- investigate accidents to determine the root cause with the objective of preventing a recurrence.
- collect statistical information about accidents or incidents meet state legislative requirements for reporting accidents and incidents

People responsible for managing early childhood services and caring for children have a duty of care towards those children. All service staff have a responsibility and a duty of care to act to prevent accidents and emergencies at the service.

An approved service must have policies and procedures in place in the event that a child is injured, becomes ill or suffers trauma or if there is an incident at the service. These procedures should be followed and must include the requirement that a parent/guardian be notified in the event of an incident, injury, illness or trauma relating to their child as soon as possible and within 24 hours of the occurrence.

### Scope

This policy applies to the Approved Provider, Nominated Supervisor/Glen Education Leader, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities at Glen Education, including during offsite excursions and activities.

### Definitions

**Emergency services:** Includes ambulance, fire brigade, police and state emergency services.

**First aid:** The provision of initial care in response to an illness or injury. It generally consists of a series of techniques to preserve life, protect a person (particularly if unconscious), prevent a condition worsening and promote recovery. First aid training should be delivered by approved first aid providers, and a list is published on the ACECQA website.

**Glen Education Incident Injury, Trauma and Illness Workflow Chart:** A document that details the most appropriate path in responding to an incident, injury, illness or trauma. The path enacted is dependent on the seriousness of the incident/injury that has occurred.

**Hazard:** A source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.

**Glen Education Leader:** A person who is nominated by Glen Education Management to provide leadership and mentoring (operational and educational) across the organisation, that aligns with the National Early Years Framework and who actively promotes and ensures adherence to all Glen Education practices, policies and procedures.

**Incident:** Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

**Incident, Injury, Trauma and Illness Record:** The Approved Provider must ensure an Incident, Injury, Trauma and Illness Record is kept in accordance with Regulation 87 of the Education and Care Services National Regulations 2011.

**Injury:** Any physical damage to the body caused by violence or an incident.

**Medication:** Any substance, as defined in the Therapeutic Goods Act 1989 (Cth), that is administered for the treatment of an illness or medical condition.

**Medical management plan:** A document that has been prepared and signed by a doctor that describes symptoms, causes, clear instructions on action and treatment for the child's specific medical condition, and includes the child's name and a photograph of the child

**Medical attention:** Includes a visit to a registered medical practitioner or attendance at a hospital.

**Medical emergency:** An injury or illness that is acute and poses an immediate risk to a person's life or long-term health.

**Minor incident:** An incident that results in an injury that is small and does not require medical attention.

**Notifiable incident:** An incident involving workplace health and safety that is required by law to be reported to WorkSafe Victoria. Notification is required for incidents that result in death or serious injury/illness, or dangerous occurrences. For a complete list of incidents that must be reported to WorkSafe Victoria, refer to the Guide to Incident Notification on the WorkSafe Victoria website. This website also contains online reporting forms: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented on Glen Education's Incident, Injury, Trauma and Illness Record as soon as possible and within 24 hours of the incident. The Regulatory Authority (DET) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.

**Trauma:** An emotional wound or shock that often has long-lasting effects or any physical damage to the body caused by violence or an incident.

## Policy

The National Regulations require an accurate Incident, Injury, Trauma and Illness Record to be kept and stored confidentially until the child is 25 years old (Regulation 183(2)).

Under the national legislation, each service must ensure that an entry is recorded in the Incident, Injury, Trauma and Illness Record for the following occurrences:

- an incident in relation to a child, an injury received by a child or trauma to which a child has been subjected
- an illness that becomes apparent.

Details that must be entered in the Incident, Injury, Trauma and Illness Record include the following:

- the name and age of the child
- the circumstances leading to the incident, injury or trauma, or relevant circumstances surrounding the child becoming ill (including any symptoms)
- the time and date the incident occurred, the injury was received, or the child was subjected to the trauma, or the apparent onset of the illness
- the action taken by the service, including any medication administered, first aid provided, or medical personnel contacted
- details of any person who witnessed the incident, injury or trauma, or the apparent onset of illness
- the name of any person the service notified, or attempted to notify, of any incident, injury, trauma or illness that a child suffered while being educated and cared for by the service, and the time and date of the notifications/attempted notifications
- preventative actions, which detail how risk will be minimised so similar injury occurrences are avoided.
- the name and signature of the person making an entry in the record, and the time and date that the entry was made
- the name of the educator who provided a copy of the complete report to the parent/guardian and the date the report was provided
- signature of a parent/guardian to verify that they have been informed of the occurrence.

All information will be included in the Incident, Injury, Trauma and Illness Record as soon as is practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness.

Medical emergencies may include serious health issues such as asthma, anaphylaxis, diabetes, fractures, choking and seizures. Such emergencies generally involve only one child, however they can affect everyone in the children's service. In some cases, it will be appropriate to refer to specific policies for guidance, such as the Dealing with Medical Conditions Policy, Asthma Policy, Anaphylaxis Policy, Diabetes Policy and Epilepsy Policy.

### **Responsibilities of key parties**

The Glen Education CEO is responsible for:

- immediately informing the Glen Education Board Chair of any notifiable incidents, serious incidents or in the event that emergency services are called to a service. The Board Chair will decide whether a special meeting will be convened by the Company Secretary to discuss and agree on actions or other communication methods with all board members, in consultation with the senior leadership team. This will be dependent on the severity of the risk.
- written communication to the Glen Education Board regarding the above within 24 hours.

Glen Education Management, as the approved provider, are responsible for:

- 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 service 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
- 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 service (Regulation 86)
- ensuring that Incident, Injury, Trauma and Illness Records are kept and stored securely until the child is 25 years old (Regulations 87, 183)
- ensuring that there is a minimum of one educator with a current approved first aid qualification on the premises at all times
- ensuring that there are an appropriate number of up-to-date, fully equipped first aid kits that are accessible at all times
- 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 service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
- ensuring that an incident report (SI01) is completed and a copy forwarded to the regional DET office as soon as is practicable but not later than 24 hours after the occurrence.

The Nominated Supervisor/Glen Education Leader, other educators and staff are responsible for:

- ensuring that all educators that work in direct contact with children, volunteers and parents on duty are aware of children's medical management plans (refer to Definitions) and their responsibilities in the event of an incident, injury or medical emergency
- responding immediately to any incident, injury or medical emergency and referring to the **Glen Education Incident Injury, Trauma and Illness Workflow Chart for guidance in determining the correct path of action. The path enacted is dependent on the seriousness of the incident/injury that has occurred.** 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 make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, 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
- 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
- reviewing the cause of any incident, injury or illness and taking appropriate action to remove the cause if required.

- notifying Glen Education Management of an incident involving the death of a child, injuries sustained above the shoulders, or any incident, illness or trauma that requires treatment by a registered medical practitioner or admission to a hospital
- ensuring that the following contact numbers are displayed as per the 'how to call card' in proximity of each telephone:
  - 000
  - DET regional office
  - Glen Education Office
  - Asthma Victoria: (03) 9326 7055 or toll free 1800 645 130
  - Victorian 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 make arrangements for the child to be collected from the service 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
- notify Glen Education of the medical emergency, incident or injury as soon as is practicable ensure ongoing supervision of all children in attendance at the service
- accompany the child in the ambulance when the parents/guardians are not present, provided that staff-to-child ratios can be maintained at the service
- complete and submit relevant incident reports to Glen Education, including the SI01 Notification of a Serious Injury report, for the Department of Education and Training (DET)

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

- ensure that the Nominated Supervisor/Glen Education Leader, or educator at the service, 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 service if the child is not well enough to participate in the program
- ensure that they separate the child from the group, as best as practicable with the room 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, medical or dental treatment is obtained, 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 Glen Education is notified of the incident
- 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 service 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 service
- notifying 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 (Regulation 162)
- ensuring that they provide the service 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 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/guardians attending the service
- 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 and accepting a copy of the complete report provided by the kindergarten
- notifying the service by telephone when their child will be absent from their regular program
- 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.

### Approvals and Revision

Date	Version	Author	Revision Description
Q3 2012	1.00	Glen Education Management	New policy
Q2 2022	5.00	Glen Education Management	Policy updated due to rebranding May 2022