



Child Incident, Injury, Trauma and Illness Procedure

Related Documentation	Child's Incident, Injury and Trauma Record Child's Illness Record All related documentation is available via the Education and Care Services FRED page
Relevant Legislation	Refer to Legislation, Standards and Guidance Material – Reference Table
Responsible Officer	Manager Education and Care Services

Uncontrolled when printed.

Definitions

A serious incident is any of the following:

- a) The death of a child while in care or following an incident that occurred in the service.
- b) Any incident involving serious injury or trauma to or illness of, a child in the service that requires urgent medical attention of a registered medical practitioner or the child is required to or ought reasonably to have attended, hospital.
- c) Any emergency for which emergency services attend.
- d) A child appears to be missing or cannot be accounted for.
- e) A child appears to have been taken or removed from the service in a manner that contravenes regulations.
- f) A child is mistakenly locked in or locked out of the service or any part of the premises.

ACECQA – Australian Children’s Education and Care Quality Authority

Objectives

To ensure all educators are aware of their responsibility regarding child incident, injury, trauma and illness procedures, including if a child attending the service appears to be involved in a serious incident, and how to complete the Child’s Incident, Injury and Trauma Record and Child Illness Record.

Training and Competence

Council is committed to staff receiving training relevant to the tasks/activities undertaken in this procedure. Training requirements will be reviewed at least annually as part of the performance appraisal program, and recorded in Pulse. All training will be evaluated to ensure continuous improvement.

Competence of employees, including any contractors, labour hire employees or volunteers will be assessed prior to their being expected to carry out the tasks associated with this procedure.

Records Management

All records related to this procedure are to be stored in Council’s Electronic Record Management System in accordance with Council’s Records Management Policy.

Review and Evaluation

To maintain relevance and currency, this procedure will be reviewed on a two-yearly basis or as required due to changes in relevant legislation and codes of practice or changes to systems and processes.

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The procedure will also be evaluated in consultation with employees at appropriately identified intervals to evaluate its effectiveness.

Regular review and evaluation is an opportunity to determine whether the procedure is fit for purpose and reflective of operational practice, and provide an opportunity to implement corrective measures or amend the procedure if required.

Procedure

Educators/Staff

In the event that a child is injured, becomes ill or suffers a trauma while being cared for by an Education and Care Service, educators and staff members must:

1. If required, ensure first aid is provided by an educator that holds a current first aid certificate.
2. If required, telephone an ambulance or emergency services (000).

If the child requires urgent attention of a registered medical practitioner, the child is required to attend hospital or any other type of serious incident occurs, educators and/or staff must follow the additional steps in this procedure marked with an asterisk (*).

3. *Immediately notify the Nominated Supervisor or Responsible Person.
4. *Telephone the child's parent or emergency contacts if the parent cannot be reached.

In the event that educators have been unsuccessful in contacting the parent/carer, all attempts and all messages left must be recorded on the Child's Incident, Injury and Trauma Record or Child's Illness Record to show a timeline. Educators must not give up attempting to contact the parent/carer or an emergency contact prior to arrival to collect their child.

5. *Ensure an educator (who the child feels comfortable with) goes to the hospital with the child (if applicable).

Educators must not, under any circumstances, sign any medical documents for or on behalf of the parents/guardian of a child.

Any circumstance where a child's behaviour causes injury, illness or trauma to another child or educators and/or results in damage to property must be documented on a Child's Incident, Injury and Trauma form. Educators will follow the Guiding Children's Behaviour section of the Interactions with Children Procedure.

Educator/Staff Witness or Educator/Staff Administering First Aid

The educator or staff member administering first aid or who witnessed the injury, trauma or illness must:

6. Notify the child's parent/carer as soon as practicable, on the same day of the incident, injury, trauma or illness. It is preferred that the parent/carer is contacted by phone to be notified of their child's injury, trauma or illness, rather than waiting until the parent/carer arrives to collect their child from the service.

If educators are unable to directly speak to the parent/carer by phone prior to their arrival or by the end of their shift they are to notify the most senior person at the centre so they can continue to attempt contact with the parent/guardian prior to their arrival.

7. Complete a Child's Incident, Injury and Trauma Record or Child's Illness Record as soon as first aid is completed or as soon as practicably possible on the same day of the occurrence. All sections of the Child's Incident, Injury and Trauma Record or Child's Illness Record must be completed to ensure compliance with the Education and Care Services National Regulations. This can be completed either in the learning environment or if practical in the office or staff room, however, this should not impact on the supervision of the children.

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Educators are to ensure that when completing the Child’s Incident, Injury and Trauma Record or Child’s Illness Record that it is factual and includes all information about the event.

8. When completed, ensure the Nominated Supervisor or Responsible Person in day to day charge of the service signs the document. If these persons are not available, the next most senior person on the premises is to sign the document.
9. Ask the parent/carer to sign the Child’s Incident, Injury and Trauma Form or Child’s Illness Record when they collect their child on the same day of the incident, injury, trauma or illness. If the educator/staff member who witnessed the injury, trauma or illness has finished their shift by the time the parent/carer arrives to collect their child, then another educator/staff member should ask the parent to sign the form.

Under no circumstances is any educator to communicate to a parent/carer, emergency contact or authorised person to collect the child that they are unaware of the incident, injury, trauma or illness that occurred. It is the responsibility of the educator completing the Child’s Incident, Injury and Trauma Record or Child’s Illness Record to fully inform other educators of the incident so that this can be communicated appropriately with the parent/carer, emergency contact or authorised person to collect the child.

If the parent/guardian, emergency contact or authorised person to collect child refuses to sign the Child’s Incident, Injury and Trauma Record or Child’s Illness Record, educators are to make a note that the parent/guardian, emergency contact or authorised person to collect the child refused to sign the form and who was given a copy of the report.

10. Give the parent/carer a copy of the Child’s Incident, Injury and Trauma Record or Child’s Illness Record.

***Nominated Supervisor**

The Nominated Supervisor or Responsible Person of the service will ensure that the Regulatory Authority is notify/ed of a serious incident within 24 hours of the incident, or within 24 hours of the service becoming aware of a serious incident.

The Nominated Supervisor or Responsible Person must:

1. Notify a Coordinator of the incident as soon as possible.
2. Email the following information to the Coordinator, along with a copy of the completed incident report;

Incident date	
Incident time	
Child’s name	
Child’s date of birth	
Incident location	
Whether or not emergency services attended	
The general activity at the time of the incident	
Details of action taken (including first aid)	
Steps to ensure parents/guardians were notified	
Name of parent/guardian	
Contact number of parent/guardian	
Name of witness	
Steps to be taken to prevent the incident reoccurring	

3. Notify the Coordinator once the information has been emailed and advise the Coordinator of the time that the serious incident notification must be completed (i.e. no later than 24 hours after the serious incident occurred or the service become aware of the serious incident).

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4. Ensure the original Child's Incident, Injury and Trauma Record or Child's Illness Record is registered to Council's Electronic Record Management System.

***Coordinator**

The Coordinator who was notified of the serious incident will:

1. Notify the Manager Education and Care Services of the serious incident.
2. Submit a serious incident notification via the ACECQA National Quality Agenda IT System (NQAITS).
3. Register a copy of the serious incident notification in Council's Electronic Record Management System within 48 hours and task the item to the service Nominated Supervisor, other Coordinators and Manager.

***Manager**

In the case of the death of a child, the Manager Education and Care Services will contact the police immediately and will contact the Department of Education, as soon as practicably possible but within 24 hours to notify them of the serious incident.

Risk/Workplace Health and Safety

If, in the opinion of the Nominated Supervisor or Responsible Person, the incident or injury to the child may place Council in possible breach of the *Work, Health & Safety Act and Regulations* an Incident/Hazard Report is to be completed through Solv Safety as soon as possible **within 24 hours** of the event occurring. The Coordinator Education and Care Services will then review the incident and complete the Incident Investigation if required.

If the parent/carer says that they want to make a claim for the injuries to their child, they must be advised to contact Council's Governance and Risk section and put their claim in writing to The General Manager, PO Box 57 Campbelltown 2560. The Nominated Supervisor or Responsible Person must contact a Coordinator and advise that the parent/carer has indicated that they will be making a claim for the injuries to their child.

END OF PROCEDURE

This procedure is required under the Education and Care Services National Regulations and should not be edited or rescinded without permission from the Education and Care Services Senior Leadership Team.