

# 7 – Incident, Injury, Trauma & Illness

## Children’s Services Procedures

Effective From:	26 August 2020
Contact Officer:	Coordinator of Children’s Services
Next review date:	2 years
File Reference:	1825/29.5
Related Policies/Legislation:	<ul style="list-style-type: none"><li>• <i>Education and Care Services National Law Act 2010 - Cl 167, 174(2)</i></li><li>• <i>Education and Care Services National Regulations 2011 Cl 85 – 87, 103,176(2)(a), 177, 183</i></li><li>• <i>National Quality Standard: 2.1. 2.1.1, 2.1.2, 3.1, 3.1.2, 71.2</i></li><li>• <i>Work Health and safety Act 2011 and regulations 2017</i></li><li>• <i>Australian Standards AS 3745-2010 Planning for emergencies in facilities</i></li><li>• <i>Children and Young Persons (Care and Protection) Act 1988</i></li></ul>
Related Documents and References:	<ul style="list-style-type: none"><li>• ACECQA (2018) Guide to the National Quality Framework <a href="http://www.acecqa.gov.au">www.acecqa.gov.au</a></li><li>• Community Early Learning Australia (CELA) sample policy. Incident, Injury Trauma and Illness - Accessed 29 May 2020</li></ul>
Superseded Procedures:	7- Incident Injury and Trauma V1.1 May 2017

### Purpose

The National Regulations require an accurate Incident, Injury, Trauma and Illness Report to be kept and stored confidentially until a child is 25 years old.

Under the national legislation, an education and care service must record details in the Incident, Injury, Trauma and Illness report for the following occurrences:

- An incident in relation to a child
- An injury received by a child
- Trauma to which a child has been subjected
- An illness that becomes apparent.

### Goals

- To have clear and documented practices to effectively manage and report any incident, injury, trauma or illness in education and care settings.
- Provide safe services that allow children to explore and test their growing capabilities.

- To support educators to develop balanced programs that acknowledge the importance of risk management to ensure a safe environment and appropriate precautions to protect children from potential harm.

## Scope

This procedure applies to:

Wingecarribee Children's Services Staff employed by Wingecarribee Shire Council

Wingecarribee Family Day Care Educators as Agents of the Approved Provider – Wingecarribee Shire Council and Registered Educator Assistants.

All children and families accessing care with Council's Children's Services

All visitors, volunteers and students engaged with Wingecarribee Children's Services.

## Definitions

**Approved Provider** - means a person who holds a provider approval, for the purposes of Wingecarribee Children's Services this is Wingecarribee Shire Council


**Medical attention** - includes a visit to a registered medical practitioner or attendance at a hospital.

**Serious Incident** - for the purpose of Children (*Education and Care*) *National Law* in accordance with the *Education and Care Services National Regulation 2011* includes:

- The death of a child while attending a service, or following an incident while attending a service
- Any incident involving serious injury or trauma to, or illness of, a child while 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 (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
- Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.
- A child was missing from the service or was not able to be accounted for.
- A child was taken or removed from the service in a manner that contravenes the Regulations.  
or
- A child was mistakenly locked in or locked out of the service premises or any part of the premises.

**Nominated Supervisor** - in relation to an education and care service and for the Service procedures, means an individual who is nominated by the Approved Provider of the service under Part 3 of the *Act* to be a Nominated Supervisor of that service.

**Persons with Management and Control** is an officer of the Approved Provider, who is responsible for managing the delivery of the education and care service. In the case of Wingecarribee Shire Council this is the Deputy General Manager of Corporate Strategy and Development Services and the Group Manager of Corporate and Community.



**Responsible Persons** - The responsible person is an individual who is physically present and is responsible for the operation of a centre-based service for an agreed period of time. A responsible person must be present at all times that the approved service operates and can be:

- the approved provider or a person with management or control of the service;
- a nominated supervisor of the service; or
- **a person placed in day-to-day charge** of the service in accordance with the National Regulations (*National Law*).

## Procedure

### 1. Incident, Injury, Trauma and Illness Record - All Service Types

- 1.1 Details of any incident, injury or trauma to a child that occurs while the child is being educated and cared for at the Service or Family Day Care residence must be documented on the Incident, Injury, Trauma and Illness Record.
  - 1.2 Details of any illness which becomes apparent while a child is being educated and cared for at the service or family day care residence must be documented on the Incident, Injury, and Trauma and Illness record.
  - 1.3 The Incident, Injury, Trauma and Illness Record must include the following:
    - i) Name and age of the child
    - ii) The circumstances leading to the incident, injury or trauma or the relevant circumstances surrounding the child becoming ill and any apparent symptoms
    - iii) The time and date the incident occurred, the injury was received or the child was subjected to trauma or the time and date of the apparent onset of the illness.
    - iv) Details of the action taken by the service or staff/educator in relation to any incident, injury, trauma or illness which the child/ren suffered while in care., including:
      - Any medication administered or first aid provided
      - Any medical personnel contacted
    - v) Details of any person who witnessed the incident, injury or trauma. If an Educator did not witness the incident/injury/trauma, then the report must include where the Educator/s were when the incident occurred and what they were doing.
    - vi) The name of any person:
      - who the service or educator/staff notified or attempted to notify, of any incident, injury, trauma or illness which the child suffered while being in care.
      - the time and date of the notifications or attempted notifications
    - vii) The name of the person making the entry in the record, and the time and date that the entry was made.
  - 1.4 All information required in 1.3 of this Procedure must be included on the record as soon as practically possible, but no later than 24 hours after the incident, injury or trauma, or the onset of the illness.
  - 1.5 The person administering the first aid or first witnesses the incident, illness, injury, trauma or event is responsible for ensuring the record is completed.
- ### 2. Notification of incident, injury, trauma and illness – All Service Types
- 2.1 **Notification to Nominated Supervisor or Responsible Persons**
    - 2.1.1 The Nominated Supervisor or Responsible Persons must receive all **minor** “Incident, Injury, Trauma and Illness Records” as outlined below:

- Family Day Care – within five (5) working days
  - Centre Based Service – within 24 hours
- 2.1.2 If a **“serious incident”** occurs Educators/Staff must immediately contact the Nominated Supervisor, who after liaising with relevant authorities will ensure that families are notified as soon as possible and within 24 hours by the most appropriate authority, staff member or educator.
- 2.1.3 “Serious incidents” (including death of a child in care) must be documented and received by the Nominated Supervisor as a matter of priority, as soon as practically possible and within 24 hours of the incident, to ensure that relevant Regulatory Authorities are notified within required timeframes.
- 2.1.4 The Nominated Supervisor, Coordinator of Children’s Services or Persons Responsible for Management and Control are to inform the appropriate authorities and personnel after a serious incident/injury/trauma or illness (including the death of a child in care). Authorities and personnel may include:
- Relevant regulatory and government bodies
  - The Approved Provider – including Risk Management Coordinator
  - The Police
  - Work Cover
  - Child Protection – Mandatory Reporter
  - NSW Children’s Guardian
  - The Principal (Out of School Hours Care Only)
  - Public Liability Insurer
- 2.2 **Parents/Guardians**
- 2.2.1 Staff/Educators must inform the parent/guardian of any minor incident, injury, trauma or illness that their child is involved in a timely manner, but no later than 24 hours after the occurrence.
- 2.2.2 The “Incident, injury, trauma and illness Records” for minor first aid must be completed within 24 hours of the incident occurring.
- 2.2.3 In the event a child sustains an injury or bump to their head, parents/guardians must be contacted immediately regardless of severity.
- 2.2.4 In the event of a “serious incident” occurring the Nominated Supervisor or Responsible person at the Coordination Unit will determine who makes notification to the family as per 2.1.3 of this procedure.
- 2.2.5 Parents/ guardian are required to read and sign the ‘Incident, Injury, Trauma or Illness Record’ to confirm that they have been notified and are aware of the circumstances pertaining to the record.
- Family Day Care Educators must ensure that verification and signing by parent or guardian is sought
  - Out of School Hours - Person completing form must ensure that that verification and signing by parent or guardian is sought or passes this to the supervisor on duty to ensure.
- 2.2.6 A copy of the “Incident, Injury, Trauma or Illness Record’ is available to the parent/guardian upon request.
- 2.3 **Relevant Notifications including Regulatory Authorities and Government Bodies – Serious**

## Incidents

- 2.3.1 Wingecarribee Shire Council's Children's Services are required to notify the relevant Regulatory Authority of any serious incident or event at an approved service.
- 2.3.2 Regulatory Notifications required

Type of Notification	Responsibility	Time Frame	Reference	Notification to whom
Serious incident at the education and care service	Approved Provider	Within 24 hours of the incident on form SI01 Notification of serious incident form	Education and Care National Regulations Section 174(2)(a) Regulation 12 Regulation 176(2)(a)(ii)	- Department of Education and Communities
Death of a child	Approved Provider	Within 24 hours of the incident	Education and Care National Regulations Section 174(2)(a) Regulation 12 Regulation 176(2)(a)(i)	- Department of Education and Communities

## 3. Retention of Records and Storage of Documentation

### 3.1 Record Retention Table

Type of Record	Responsibility	Time Frame	Reference
Serious incident at the education and care service	Approved Provider	Until the child is 25 years old	Education and Care National Regulations 87,183
Death of a child while being educated and cared for by a service	Approved Provider	Until the end of 7 years after the death.	Education and Care National Regulations 12,183

- 3.2 All documentation will be stored in line with Wingecarribee Shire Council's Privacy and Confidential Procedures plus Children's Services "Confidentiality of Records Procedure"
- 3.3 Original documentation and records to be maintained by the Coordination Unit
- 3.4 Family Day Care Educators will be scanned a copy of the Incident, Injury and Trauma report for their records.
- 3.5 Electronic Scanned documents to be registered as GM Confidential on Data Works under

- 1825/29.4 – Family Day Carers OR
- 1825/22 – Outside School Hours Services

**Approved by:**



Danielle Lidgard

**Group Manager Corporate and Community**

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