

POLICY NO 14: INCIDENT, INJURY, TRAUMA, AND ILLNESS

Key Policy Contact Person: Manager, Our Village Family Childcare

POLICY STATEMENT:

Our Village Family Childcare (OVFC) will ensure that all children receive the appropriate medical response and assistance in the event of an incident, injury, trauma or illness and that families will be notified as soon as practicable.

CRITICAL INFORMATION:

- All Educators are responsible for incident reporting.
- An incident, injury must be reported to the coordination unit when practical, no more than 12hours.
- If the event is serious, the witness must phone their supervisor or if unavailable phone their General Manager. Staff must keep escalating until they have verbally communicated the incident, not leave a voice mail. They must then enter the event in VHIMS Central within 24 hours of occurrence.
- Serious incidents must be reported by the supervisor to a General Manager for external notification. External notifications are to be notified to the CEO and completed within the timeframe.
- Investigation actions and outcomes must be added and actioned by the Manager in VHIMS Central before the incident is closed.

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PURPOSE:

In the event of an incident, injury, trauma, or illness occurring to a child whilst in the service, it is critical that the appropriate medical response is provided.

SCOPE/RESPONSIBILITIES:

This document applies to the Educators, Families and Coordination Unit staff of OVFC.

STATEMENT OF DIVERSITY

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse (CALD) communities, those from Aboriginal and Torres Strait Islander background, people with a disability, Lesbian Gay Bisexual Transgender Intersex and Queer (LGBTIQA+) people and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age.

DEFINITIONS:

Serious Incident	○ The death of a child while being educated and cared for by an education and care service; or ○ Following an incident while being educated and cared for by an education and care service. ○ any incident involving injury or trauma to, or illness of, a child while being educated and cared for by an education and care service for which – ○ the attention of a registered medical practitioner was sought, or ought reasonably to have been sought; of ○ the child attended, or ought reasonably to have attended, a hospital. ○ any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. ○ any circumstances 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 services premises or any part of the premises
<i>Amendments to the Education and Care</i>	‘Serious Incidents’ definition means providers only need to notify their regulatory authority of severe injury, trauma, or illness which a

Services National Regulations – 1 September 2013 States:	reasonable person would consider required urgent medical attention from a medical practitioner or hospital treatment. Examples of serious incidents include whooping cough, broken limb, or anaphylaxis.
Registered Medical Practitioner	is a person registered under the Health Practitioner Regulation National Law to practice in the medical profession (other than as a student)
FDCA	Is the peak organisation for Family Day Care Services in Australia and is the Underwriter for Public Liability Insurance for Services and Educators

PROCEDURES:

The Department of Education must be notified by the Manager or approved staff member within 24 hours of any incidents resulting in a child requiring medical treatment.

Each Educator should take every precaution to avoid injury, in the event of a child being injured, it is paramount appropriate first aid is applied, and medical treatment is sought where necessary. Where a severe injury or illness has occurred, the Family Day Care Educator is not required to diagnose or treat the condition apart from conducting the appropriate first aid procedures. Diagnosis and treatment are the responsibility of the ambulance officer or medical practitioner in attendance. Privacy of parties involved will be always maintained.

Where applicable, a debriefing session will be arranged for all parties involved within 24 hours of the incident occurring. For Educators and Staff this will be arranged through SCCH Employee Assistance Program (EAP).

Regulations

All Family Day Care Educators must:

- Maintain current First Aid qualifications including Anaphylaxis training, asthma training and annual CPR updates.
- Ensure there is a suitably equipped first aid kit kept at the Family Day Care residence that is easily recognisable and readily accessible to the Family Day Care Educator and inaccessible to children.
- Ensure that a suitably equipped, easily recognisable portable first aid kit is taken on all routine outings and excursions.
- Ensure the parent or guardian with whom the child resides is notified as soon as practicable, but not later than 24 hrs after the occurrence.
- Ensure that arrangements are made to remove the children from the Family Day Care residence as soon as practicable if it is necessary in the interest of the health, safety or wellbeing of the child or other children in care.
- Notify the Co-ordination Unit as soon as is practicable of any incident requiring emergency services or a medical practitioner to ensure timely notification to Department of Education.

Treatment of the Child

In the case of a minor injury all Family Day Care Educators will:

- Immediately apply basic first aid
- Advise the Parent/Guardian when the child is collected from care.
- When practicable complete the Accident, Injury, Incident or Trauma record. If a child suffers a head or facial injury (e.g., Eyes, nose, mouth, teeth etc) even if deemed to be minor, notify parents/guardians and the Coordination Unit immediately.

In the case of a serious accident, injury, or trauma Family Day Care Educators will:

- Immediately apply basic first aid
- Seek medical attention or emergency services as soon as possible.
- Contact the Parent/Guardian and the Coordination Unit
- Ensure the child is kept under supervision until the child's Parent/Guardian or other responsible person takes charge of the child or the situation. In the case of a child becoming ill whilst in care
- Make the child comfortable and provide a quiet space for the child.
- Contact the parent/guardian and request that the child be collected from care.
- Administer Panadol if the child has a temperature (only if parental consent to administer has been given)
- If an infectious disease is suspected, follow the Dealing with Infectious Diseases Policy.

In Case of a child becoming ill whilst in care the Family Day Care Educator will:

- Make the child comfortable and provide a quiet space for the child away from the other children.
- Contact the parent/guardian and request that the child be collected from care.
- Administer pain relief (Panadol/ibuprofen) if the child has a temperature (only if parental consent to administer has been given)
- If an infectious disease is suspected, follow the Immunisation and Disease Prevention policy.

Notifications and Incident, Injury, Trauma, or Illness Record

Any Incident, Injury, Trauma, or illness occurring to a child in the care of a Family Day Care Educator must be reported to the Coordination Unit as soon as practicable, and no later than 12 hours after the incident, injury, illness, or trauma occurred.

On receiving the initial contact regarding the incident, the service Coordinator in consultation with Council Management will determine the most appropriate response.

An initial appropriate response may include:

- A Coordination Unit Staff member going to the Educator's home or to the location of the serious incident to provide support.
- Make alternative arrangements for the care of the children if required in the short term.
- The Coordination Unit Staff contacting emergency contacts, family members, police, ambulance and or child protection.

- If the parent/guardian informs you that they have sought medical attention (a serious incident) 24hrs or more after the actual incident, please inform your coordinator and the service manager as we need to notify DET and complete SCCH required notifications as well.

All incidents, injuries, traumas, or the onset of an illness must be recorded (Education and Care Services National Regulations, (current version September 1, 2025) Part 4.2 Health and Safety Regulations 85, 86, 87). The record must include:

- Details of any incident in relation to a child, illness in relation to a child or injury received by a child or trauma to which a child has been subjected to while being cared for by an Educator, including.
 - The name and age of the child
 - The circumstances leading to the incident, illness, injury, or trauma.
 - The nature and circumstance of the incident, injury, or trauma or in the case of an illness, any apparent symptoms
 - Any products or structures involved name/s of any witnesses.
 - the date and time the incident occurred, the child became ill, the injury occurred, or the child was subject to trauma.
 - Details of the action taken by the Educator: inclusive of medication administered, first aid provided, and medical personnel contacted.
 - The name of the person who was notified of the incident, injury or trauma and the date and time of the notification.
 - The name and signature of the person making the entry in the record.

All completed Incident, Injury, Trauma, and Illness Records must be provided to the Manager by Coordination Unit staff **before** being filed in the Child's file.

Coordination Unit staff will notify the Department of Education of incidents as required through the NQAITS portal within 24hrs and follow all SCCH incident reporting policy and procedures.

The FDCA Insurance Plan Incident Report Form must be completed in the event of an incident, injury, or trauma where medical attention is required. This Incident Report Form will be forwarded to the FDCA Insurer and copies kept at the Coordination Unit and a copy given to the Educator.

RESPONSE to an INCIDENT or EMERGENCY:

1. Apply First Aid and / or seek medical assistance (Ambulance, Poisons Information Centre phone: 13 11 26)
2. If required, follow Emergency Evacuation & Bushfire Management procedures – Policy 46
3. Inform the child's parents/guardians and the Coordination Unit, as soon as practicable.

APPENDIX:

- Our Village Family Childcare Incident, Injury, Trauma, and Illness Record

REFERENCES:

- Education & Care Services National Regulations, (current version September 1, 2025) – Regulation 85, 86, 87, 168
- Notifying the early childhood Regulatory Authority about incidents and complaints

RELATED POLICIES & PROCEDURES/ WORK INSTRUCTIONS:

- Anaphylaxis, Allergies and Food Intolerances Management – 1
- Dealing with Infectious Diseases - 24
- Insurance – Public Liability – 35
- Occupational Health and Safety - 28
- Asthma Management – 4
- Dealing with Medical Conditions – 45
- Health and Safety – Sun Protection – 38
- Health and Safety – Water Safety – 44
- Active Supervision – 52
- Health and Safety – Administration of First Aid – 48
- Monitoring, Support and Supervision of Family Day Care Educators – 21
- Emergency Evacuation & Bush Fire Management – 46
- Monitoring, Support and Supervision of Family Day Care Educators Work Instruction
- Our Village Family Childcare Playgroups Work Instruction

VERSION CONTROL AND ACCREDITATION STANDARDS / LEGISLATION:

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