**Incident, injury, trauma or illness** **procedure**

**Purpose**

This procedure describes how Toowoomba Catholic Kindergartens and Care services (TCKC) are to manage and report incidents, injuries, trauma and illness (excluding child protection concerns that are to be managed by following the TCKC Child protection processes and guidelines).

**To whom it applies**

This procedure applies to all TCKC staff, parents, visitors and children.

**Related policies and legislation**

Education and Care Service National Law Act 2010 (Qld)

Education and Care Service National Regulation 2011

Child Protection Act 1999

Work Health and Safety Act 2011

TCKC Child protection policy, processes and guidelines

**Definitions**

A **serious incident** (regulation 12) is defined as any of the following

* the **death of a child** while being educated and cared for by the service or following an incident while being educated and cared for by the service
* any **incident involving a serious injury or trauma to a child** while that child is being educated and cared for, which
  + a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
  + the child attended or ought reasonably to have attended a hospital e.g. broken limb\*
  + any **incident involving serious illness of a child** while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, **a hospital** e.g. severe asthma attack, seizure or anaphylaxis\*  
    **NOTE:**In some cases (for example rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury, illness or trauma is required to be notified, not other health matters.
* any emergency for which **emergency services** attended  
  **NOTE:**This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution.
* a child appears to be **missing or cannot be accounted** for at the service
* a child appears to have been **taken or removed** from the service in a manner that contravenes the National Regulations
* a child is mistakenly **locked in or locked out** **of the service** premises or any part of the premises

**Procedure**

1. Parent Permission will be provided:
2. in written form at enrolment allowing staff to obtain medical attention for the child
3. for Individual Medical Action Plans to be given to staff and be displayed in an area easy for them to access the information eg. anaphylaxis, asthma, diabetes
4. for the use of all health and other personal information so that staff can:
5. administer care and assistance to the child, including emergency and other medical assistance
6. report any incident, injury, illness or trauma as required by law

1. First Aid
2. At least one educator with current first- aid and CPR qualification, anaphylaxis management and emergency asthma management training will be in attendance at any place children are being cared for, and immediately available in an emergency.

1. When administering first aid, gloves are to be worn.
2. Educators will ensure:
3. the first aid kit is maintained, equipped eg. expired items are to be replaced the date they expire
4. a recognized and current first aid manual is available
5. a cold pack or ice is ready for use in the administering of first aid
6. a store of disposable gloves is available
7. a current emergency contact telephone numbers list is developed
8. a first aid register is completed for all first administered including first aid, incidents and injuries
9. parents are contacted about incidents that have occurred however they should be notified immediately of all head and neck injuries as well as any serious injuries

1. Incident, injury, illness and trauma response
2. When a child becomes ill or is injured the following is to happen:
3. staff will comfort and calm the child
4. the qualified first aid person will assess the situation and administer appropriate first aid accordingly
5. other staff will attend to the remaining children by

i. removing them from the scene to ensure they are safe and less emotionally impacted by

the situation

ii. conduct a roll check to ensure all remaining children are present

iii. discuss briefly with the children what has happened, and that the victim is being cared for

iv. address each child according to their emotional needs

v. notify their parents about the event and how their child responded to the situation

1. minor injuries will be reported to the supervisor, monitored for safety and recorded on the relevant form
2. parents will be contacted at the discretion of the supervisor
3. the child will be kept under adult supervision and their condition monitored

1. significant/serious injuries will be reported to parents immediately by phone

3.3.1 if the child requires emergency medication (epipen, Ventolin) then immediately follow medical management plans

3.3.2 the supervisor will call the ambulance

3.3.3 if parents are unable to accompany the child to the hospital, then the supervisor or the qualified first aid educator will accompany them (one educator with first aid qualifications must remain at the service)

1. Recording and reporting incidents, injuries, illness and trauma
2. The incident, injury, illness and trauma form must be completed as soon as possible after the incident/injury by the educator who administered the first aid

1. Information to be recorded is:
2. child’s name
3. date and time of the incident, injury/trauma or illness
4. circumstances leading to the incident, injury/trauma or illness
5. details of the incident
6. details of action taken or treatment eg. medications administered, medical personnel contacted
7. details of person who witnessed the incident
8. the time and date the service contacted the parents
9. name and signature of the person making the record
10. time and date of the record being completed
11. parent’s signature confirming knowledge of incident, injury, trauma or illness

1. Minor incidents are to be recorded on the Incidents, injuries, illness and trauma form
2. A copy is to be kept in the child’s file
3. A copy is to be given to the parent
4. A copy is to be provided to the senior manager for Kindergartens and Care at the Toowoomba Catholic Schools Office data base

1. Minor incidents are reported to the service nominated supervisor
2. The service nominated supervisor reports it to the parents

1. Serious incidents are to be recorded on the Incidents, injuries, illness and trauma form and copies provided as per listed above

1. Serious incidents are to be reported accordingly
2. staff members notify the service nominated supervisor
3. service nominated supervisor contacts the ambulance and reports to parents immediately
4. service nominated supervisor reports to Senior manager for Kindergartens and Care at the Toowoomba Catholic Schools Office within 24 hours
5. Senior manager: Kindergartens and Care notifies authorities through the ACECQA portal of serious incidents within 24 hours including:
6. the death of a child while being educated and cared for by the service,or following an incident while being cared for by the service eg. asthma attack, seizure or analphylaxis reaction
7. injury or trauma to, or illness of, a child for which the urgent medical attention of a registered medical practitioner was required, or a child had to attend, a hospital eg. broken limb
8. attendance of emergency services at the education and care service premises was required
9. a child was missing from the service or was not able to be accounted for
10. a child was taken or removed from the service by someone not authorized to do so
11. a child was mistakenly locked in or locked out of the service premises or any part of the premises.                                                        (Regulation 12)

                  4.6.5. Senior manager: Kindergartens and Care notifies authorities through the ACECQA portal

                            of complaints and incidents (other than serious incidents)

1. complaints alleging that the safety, health or wellbeing of a child was or is being compromised
2. complaints alleging that the law has been breached
3. incident that requires/required the Approved Provider to close, or reduce the number of children attending the service for a period
4. a circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service                                             (Regulations 175 and 176)

**Effective date**

**1/01/2020**

**Version control and change history**

**First published**

1/01/2020

**Republished**

Click or tap to enter a date.

**Review date:**