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|  | <h2 style="text-align: center;">Incident, Injury, Trauma and Illness Policy and procedure</h2> |
| Version No. | Version 3.0 12 April 2023 (approved) |
| Authorisation | Director City Life |
| Expiry Date | Policy to be reviewed by 1 December 2025 |
| Responsible Officer | Manager Families and Children |
| Policy Owner | Early Childhood Coordinator |

1. Purpose

Melton City Council is committed to:

- maintaining a duty of care to children and users of Melton City Council children's services.
- Compliance of the Victorian Child Safe Standards and the National Principals for a Child Safe Organisations.
- procedures to be followed if a person is ill, or is involved in a Medical Emergency or an Incident at the service that results in Injury or Trauma
- the responsibilities of staff/educators, parents/guardians and the Approved Provider when a person is ill, or is involved in a Medical Emergency or an Incident at the service that results in Injury or Trauma
- practices to be followed to reduce the risk of an Incident occurring at the service.

1.1. This policy has been adapted from *PolicyWorks* Manual - National Quality Framework released by the Early Learning Association Australia.

2. Scope

This policy applies to the Approved Provider, Nominated Supervisor Person in day-to-day charge, Responsible person's, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of Melton City Council children's services, including during offsite excursions and activities.

Children's services staff not responsible for the direct care and education of children should follow organisational Occupational Health and Safety (OHS) policies and procedures.

3. Background

People responsible for managing early childhood services and caring for children have a duty of care towards those children. All service staff/educators 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. 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 practicable and within 24 hours of the occurrence.

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

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
- a Trauma to which a child has been subjected
- an Illness that becomes apparent.

All required details that must be entered in the Incident, Injury, Trauma and Illness Record have been considered in the MCC format.

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, Trauma, or the onset of the Illness.

4. Definitions

The terms defined in this section relate specifically to this policy and related procedures. For commonly used terms e.g. Approved Provider, Regulatory Authority etc. refer to the *Glossary of Terms*.

| Word/Term | Definition |
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| AV How to Call Card | A card that the service has completed containing all the information that Ambulance Victoria will request when phoned on 000. Once completed, this card should be kept within easy access of all service telephones. |
| 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. A list of approved First Aid training is published on the Australian Children's Education and Care Quality Authority (ACECQA) website (see <i>Sources</i>). |
| 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. |
| Illness | A disease or episode of sickness affecting the body or mind. |
| Incident | Any unplanned event resulting in or having potential for Injury, ill health, damage or other loss. |
| Injury | Any harm or damage to a person. |
| 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. |
| Medical Management Plan | A document that has been prepared and signed by a medical practitioner 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. |
| Medication | Any substance, as defined in the Therapeutic Goods Act 1989 (Cth), that is administered for the treatment of an Illness or medical condition. |
| 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. |

| Word/Term | Definition |
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| | 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 (see <i>Sources</i>). |
| Serious Incident | <p>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. 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 (National Regulations 12).</p> <p>A Serious Incident should be documented in an Incident, Injury, Trauma and Illness Record (Form available on the MCC website) as soon as practicable and within 24 hours of the Incident. The Regulatory Authority (Department of Education & Training (DET)) must be notified within 24 hours of a Serious Incident occurring at the service (National Regulations 176). Records are required to be retained for the periods specified in the National Regulations 183.</p> |
| 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. |
| Child Safe Standards | <p>These Standards were introduced via amendments to the <i>Child Safety and Wellbeing Act 2005</i> (Vic), and from January 2017, all Victorian organisation which provide services for children, including Council, were required to comply with the Standards.</p> <p>On July 1, 2022, new Child Safe Standards were legislated. The Standards now consist of 11 Standards. The 11 Standards cover four main areas:</p> <ol style="list-style-type: none"> 1. Children and Families 2. Leadership, governance, and culture 3. Staff, contractors, and volunteers 4. Risk Management. processes, policies, and complaints |

5. Responsibility/Accountability and Procedures

5.1. The Approved Provider, according to Regulations is responsible for the implementation of this policy. This will be achieved through the Leadership Group and their service staff:

- that the premises are kept clean and in good repair
- that staff/educators have access to Medication, Incident, Injury, Trauma and Illness forms and WorkSafe Victoria Incident report forms 24/7 via MCC website
- 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 (refer to *Occupational Health and Safety Policy*)
- that completed Medication records are kept until the end of three years after the child's last attendance (National Regulation 92 and 183)
- 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 (National Regulations 86)

- that Incident, Injury, Trauma and Illness Records (refer to the ACECQA website for template – see *Sources*) are kept and stored securely until the child is 25 years old (National Regulations 87 and 183)
- that an educator with a current approved First Aid qualification is on the premises at all times as per regulations
- that there are an appropriate number of up-to-date, fully equipped First Aid kits that are accessible at all times (refer to *Administration of First Aid Policy and Procedure*)
- 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
- that children's enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
- that an Incident Report 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.
- reporting and recording all child safety concerns including risk of harm in both online and physical environments in accordance with the *Child Safety Policy and Procedure*

5.2. Nominated Supervisor, Person in day-to-day charge, Responsible person's, and other educators are responsible for:

- ensuring that the AV How to Call Card is displayed near all telephones
- ensuring that volunteers and parents assisting at the program are aware of children's Medical Management Plans and their responsibilities in the event of an Incident, Injury or Medical Emergency
- responding immediately to any Incident, Injury or Medical Emergency
- 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(ren) 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 persons as authorised on the child's enrolment form when the parents/guardians are not contactable
- recording details of any Incident, Injury, Trauma 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 (refer to *Privacy and Confidentiality Policy and Procedure*)
- 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 DET in writing within 24 hours of an Incident involving the death of a child, or any Incident, Illness or Trauma that requires treatment by a registered medical practitioner or admission to a hospital

- ensuring that the contact numbers are displayed in close proximity of each telephone for the following:
 - 000 (also keep an AV How to Call Card close to each telephone)
 - DET regional office (South Western – 1300 333 232 or 8397 0300)
 - Approved Provider (9747 7200)
 - Asthma Victoria (03 9326 7055 or toll free 1800 645 130)
 - Victorian Poisons Information Centre (13 11 260)
 - Melton City Council (9747 7200).

5.3. When there is a Medical Emergency, educators will:

- reassure the injured/ill child and ensure the other children in care are safe
- call an ambulance, where necessary, and call parents/guardians
- 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 or inform the parents/guardians that an ambulance has been called
- notify other persons as authorised on the child's enrolment form, if the parents/guardians are not contactable
- 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
- notify the Approved Provider of the Medical Emergency, Incident or Injury as soon as is practicable but no later than 24 hours
- complete and submit an Incident report to DET, the Approved Provider and the service's public liability insurer following a Serious Incident.

5.4. When a child develops symptoms of Illness while at the service, educators will:

- ensure that the, , person in day-to-day charge of the service or Educator, 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 and have an educator 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 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 are provided with details of the Illness and subsequent treatment administered to the child
- ensure that the Approved Provider, Nominated Supervisor/Person in day-to-day charge, Responsible person's is notified of the Incident no later than 24 hours
- ensure that the Incident, Injury, Trauma and Illness Record is completed as soon as is practicable and within 24 hours of the occurrence.

- In terms of minor Illness or Injury where Medical Attention is not required the parent/guardian will be notified as soon as practicable.
- A separate Incident, Injury, Trauma and Illness Record sheet for each child is to be stored in a confidential manner
- If a medical practitioner confirms the Illness as contagious, the educator and parent/guardians are to follow exclusion guidelines as set by the Department of Health and Human Services.
- The educator must advise all families in their service of the contagious Illness and update any display as required.

5.5. 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 (National Regulations 161)
- 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 (National Regulations 162)
- ensuring that they provide the service with a current Medical Management Plan, if applicable (National Regulations 162)
- 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 attended the service, and that may impact on the health and wellbeing of other children, staff/educators and parents/guardians attending the service
- Parents/guardians are asked to inform the service if their child is diagnosed as having an infectious disease. If the child has an infectious disease which is in the Exclusion Table (refer to *Sources - Staying Healthy - Preventing Infectious Diseases in Early Childhood Education and Care Services*), a clearance letter from a medical practitioner needs to be provided to the service before the child can return to care.
- 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
- notifying the service by telephone when their child is unwell and 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.

6. References, Sources, Links to Legislation and Other Documents

6.1. Related service policies:

- Administration of First Aid Policy and Procedures
- Administration of Medication Policy and Procedures
- Anaphylaxis Policy and Procedures
- Asthma Policy and Procedures

- Dealing with Infectious Diseases Policy and Procedures
- Emergency and Evacuation Policy and Procedures
- Excursion, Incursion, Transport and road Safety Policy and Procedures
- Occupational Health and Safety Policy and Procedures
- Privacy and Confidentiality Policy and Procedures
- Child Safe Policy and Procedures
- Child Wellbeing and safety Act 2005

Legislation and standards

Relevant legislation and standards include but are not limited to:

- Australian Standards AS3745–2002, Emergency control procedures for buildings, structures and workplaces
- Education and Care Services National Law Act 2010: Section 174(2)
- Education and Care Services National Regulations 2011: Regulations 77, 85–87, 103, 177, 183
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2009 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017
- WorkSafe Victoria Compliance Code: First aid in the workplace (2021)
- National Quality Standard, Quality Area 2: Children’s Health and Safety
- National Quality Standard, Quality Area 3: Physical Environment
- National Quality Standard, Quality Area 7: Governance and Leadership
- Child and wellbeing and safety Act 2005