



Incident, Injury, Trauma and Illness Policy

National Quality Areas		
QA2	2.1.2	Health practices and procedures - Effective illness and injury management and hygiene practices are promoted and implemented.
	2.2.2	Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QA4	4.1.1	Organisation of educators - The organisation of educators across the service supports children's learning and development
QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
	7.1.3	Roles and responsibilities - Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
	7.2.3	Development of professionals - Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.
National Law		
Section	167	Offence relating to protection of children from harm and hazards
	174	Offence to fail to notify certain information to Regulatory Authority
National Regulations		
Regs	12	Meaning of serious incident
	85	Incident, injury, trauma and illness policies and procedures
	86	Notification to parents of incident, injury, trauma and illness
	87	Incident, injury, trauma and illness record
	88	Infectious diseases
	89	First aid kits
	97	Emergency and evacuation procedures
	136	First aid qualifications
	161	Authorisations to be kept in enrolment record
	162	Health information to be kept in enrolment record
	168	Education and care service must have policies and procedures
	175	Prescribed information to be notified to Regulatory Authority
	176	Time to notify certain information to Regulatory Authority

Aim

Our service is committed to providing a safe environment where children are protected from harm, and where any incident, injury, trauma or illness is responded to promptly, appropriately, and in accordance with all legislative requirements.

This policy outlines the responsibilities of the Approved Provider, Nominated Supervisor, educators and volunteers when responding to:

- injury



- illness
- trauma
- any incident that may impact a child's health, safety or wellbeing

A serious injury, illness or trauma includes:

- amputation
- anaphylactic reaction requiring urgent medical attention
- asthma requiring urgent hospitalisation
- Broken bone/fractures
- bronchiolitis
- burns
- diarrhoea requiring urgent hospitalisation
- epileptic seizures
- head injuries
- measles
- meningococcal infection
- sexual assault
- witnessing violence or a frightening event

Related Policies

Death of a Child Policy

Emergency Management and Evacuation Policy

Enrolment Policy

Excursion Policy

Grievance Policy

Infectious Diseases Policy

Medical Conditions Policy

Physical Environment (WHS, Learning and Administration) Policy

Implementation

1. Immediate Response Requirements

This policy must be followed by the Nominated Supervisor, educators and volunteers when a child:

- (a) is injured
- (b) becomes ill
- (c) suffers a trauma
- (d) is involved in an incident at the service or on an excursion

A trained first aid educator will:

1. Assess risks and ensure the area is safe.
2. Provide first aid according to:
 - training
 - medical management plans (anaphylaxis, asthma, diabetes, seizures, etc.)



3. Call an ambulance if required.
4. Notify the Nominated Supervisor immediately.
5. Notify parents/authorised nominees. notify parents the **same day**, ideally **immediately** (Reg 86)
6. Complete the Incident, Injury, Trauma and Illness Record.
7. Document actions taken and support the child until collected or stabilised.

Educators **must not** exceed their first aid training.

2. Responsibilities of the Approved Provider/Nominated Supervisor

The Nominated Supervisor will ensure:

First Aid Requirements

- At least **one educator with a current approved first aid qualification**, including asthma and anaphylaxis management, attends **all times and immediately available**.
- All first aid, asthma and anaphylaxis certificates are kept **current**, including:
 - CPR refreshed **annually**
 - First aid renewed **every 3 years**
 - Asthma & anaphylaxis refreshed **as required by the training provider**
- First aid kits are:
 - fully stocked
 - checked **after each use and at least once per quarter**
 - accessible within **2 minutes**
 - compliant with Safe Work Australia recommendations

Communication & Notification

- Parents are notified **as soon as possible** but no later than 24 hours after the occurrence (Reg 86).
- Emergency services are called when required.
- The approved ACECQA record is completed with all required details (Reg 87).
- Incident records are stored securely and kept for **25 years** (Reg 183).



Induction

All new staff must be informed of:

- location of first aid kits
- names of first aid-trained educators
- emergency procedures
- any relevant medical needs of individual children (with consent)

3. Exclusion and Collection

- Parents must collect unwell or injured children **within 60 minutes** of notification.
- Children showing symptoms of infectious disease will be excluded in line with:
 - NSW Health guidelines
 - Reg 88 requirements

4. Serious Incident Reporting Requirements (Reg 176 & s.174)

The Approved Provider/Nominated Supervisor must lodge a notification to the Regulatory Authority **within 24 hours** for:

Serious Incidents (Reg 12)

- Death of a child
- Serious injury or trauma requiring hospital treatment or urgent attention from a medical practitioner
- Serious illness requiring hospital treatment
- Emergency services attending the service
- Child missing or unaccounted for
- Child taken without authorisation
- Child mistakenly locked in or out of the service

Additional Notifiable Situations

- Allegations of physical or sexual abuse (within **24 hours**)
- Complaints alleging a serious incident or breach of the Law/Regulations (within **24 hours**)



- Circumstances posing risk to children (within **7 days**)
- Emergency care of an extra child, including where there is a child protection order or the parent needs urgent health care. Emergency care can be no longer than two consecutive days of operation. The Approved Provider or Nominated Supervisor will consider the safety, health and wellbeing of all children at the service before accepting the additional child/children, and will advise the regulatory authority about the emergency
- (within **24 hours**)
- Service closure or attendance reduction due to incident (within **24 hours**)

5. Incident Review and Risk Minimisation

The Nominated Supervisor will:

- review incident data quarterly
- adjust risk management strategies
- ensure staff are trained in responding to foreseeable emergencies
- update WHS and child safety practices as required

6. Additional Procedures Included in This Policy

Tick Bites

Educators will:

- NOT remove ticks
- monitor the child
- call parents immediately
- call 000 if anaphylaxis or breathing difficulty develops

Record Keeping (Reg 177, 183)

All incident-related documentation is stored securely and kept for:

- **25 years** for children
- **7 years** for staff WHS incidents

Review & Approval



This policy will be reviewed annually, when regulations change, or after any incident that highlights a need for policy revision.

Approved

01/04/2025

Next Review

01/04/2026

Approved By

Splash Management

First Aid Kit Checklist

Safe Work Australia First Aid in the Workplace Code of Practice

Item	Quantity	QUANTITY AND EXPIRY DATE MET Yes / No
Instructions for providing first aid – including Cardio-Pulmonary Resuscitation (CPR) flow chart	1	
Note book and pen	1	
Resuscitation face mask or face shield	1	
Disposable nitrile examination gloves	5 pairs	
Gauze pieces 7.5 x 7.5 cm, sterile (3 per pack)	5 packs	
Saline (15 ml) 8	8	
Wound cleaning wipe (single 1% Cetrimide BP)	10	
Adhesive dressing strips – plastic or fabric (packet of 50)	1	
Splinter probes (single use, disposable)	10	
Tweezers/forceps	1	
Antiseptic liquid/spray (50 ml)	1	
Non-adherent wound dressing/pad 5 x 5 cm (small)	6	
Non-adherent wound dressing/pad 7.5 x 10 cm (medium)	3	
Non-adherent wound dressing/pad 10 x 10 cm (large)	1	
Conforming cotton bandage, 5 cm width	3	
Conforming cotton bandage, 7.5 cm width	3	
Crepe bandage 10 cm (for serious bleeding and pressure application)	1	
Scissors	1	
Non-stretch, hypoallergenic adhesive tape – 2.5 cm wide roll	1	
Safety pins (packet of 6)	1	
BPC wound dressings No. 14, medium1	1	
BPC wound dressings No. 15, large1	1	
Dressing – Combine Pad 9 x 20 cm	1	
Plastic bags - clip seal	1	
Triangular bandage (calico or cotton minimum width 90 cm)	2	
Emergency rescue blanket (for shock or hypothermia)	1	



Eye pad (single use)	4	
Access to 20 minutes of clean running water or (if this is not available) hydro gel(3.5 gm sachets)	5	
Instant ice pack (e.g. for treatment of soft tissue injuries and some stings).	1	