



Notification of Incident, Injury, Trauma and Illness Procedure

Policy

The Notification of Incident, Injury, Trauma and Illness Procedure falls under the Incident, Injury, Trauma and Illness Policy. Hawthorn Early Years will maintain a set of procedures to manage incidents, injury, trauma and illness within the Service including the provision of relevant training for employees. The Service will manage incidents promptly with a focus on the children's health and wellbeing and report any incident to parents, and where applicable, the relevant authorities within mandated timeframes.

Application of Procedure

This procedure applies to the Approved Provider, the Board of Hawthorn Early Years all subcommittees of the Board of Management, employees, students, volunteers, families, children and others attending the programs and activities of Hawthorn Early Years.

Hawthorn Early Years is committed to:

Providing a safe and nurturing environment for children and employees where the risk of accidents and incidents are reduced through robust policies, procedures and practices. When injuries or incidents occur they are managed quickly with professional care.

Hawthorn Early Years will:

Risk Management

Verify 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.

Review the cause/s of any incidents, injuries, traumas or illnesses and take appropriate action to remove the cause if required.

Collate incident, injury and trauma information at the end of each term to monitor trends and provide a report to the Board of Management.

Training and Management

Ensure that the orientation and induction of new and relief employees include an overview of their responsibilities in the event of an incident or medical emergency.



Ensure that employees have access to Medication, Incident, Injury, Trauma and Illness Records and WorkSafe Victoria incident report forms.

Ensure that the Service maintains an Infectious Diseases Register and notifies families of any infectious diseases circulating the Service within 24 of detection (refer to Dealing with Infectious Diseases Procedure).

Ensure that Incident, Injury, Trauma and Illness Records are kept and stored securely until the child is 25 years old.

All employees, volunteers and students will:

Ensure that Illness Records and Incident, Injury and Trauma Records are printed and available for use in classrooms at all times.

Respond immediately to any incident, injury or medical emergency including implementing a child's medical management plan, without delay, where needed.

Seek assistance from an educational leader, member of the front office team or other employees where needed.

Report all serious incidents immediately to the Person in Charge who will notify the Executive Officer as soon as practicable.

Notify parents/guardians immediately after any injury to a child's head so that parents can make an informed decision about any follow up actions or treatment such as, taking the child home or taking the child to see a medical practitioner.

Request parents/guardians make arrangements for any child or children involved in a significant incident, illness or medical emergency to be collected from the Service, or inform parents/guardians if an ambulance has been called.

Notify other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable.

Maintain all enrolment and other personal records in a confidential manner.

Recording Incidents, Injury and Trauma

Document any Incident, Injury or Trauma sustained by a child who is being educated and cared for by the Service as soon as is practicable, but not later than 24 hours after the occurrence using the Incident, Injury and Trauma Record. Details required include the following:

- Name and age of the child
- Time and date of the incident



- Incident details including affected part of the body
- Details of action taken including any medication administered first aid provided or medical personnel contacted (this may require a follow-up call)
- Details of any witnesses
- Names of any person/s the Service notified or attempted to notify, and the time and date of these notifications
- Name, date and time that the parent/guardian was notified
- Name of the responsible educational leader or if they are not available then the signature of another educational leader, Service Manager or Executive Officer
- Full name and signature of the person making the entry, and time and date of this.

Ensure parents are made aware of any incident recorded in an Incident, Injury and Trauma Record and ask them to countersign acknowledging that they have been informed of the incident. If a parent or guardian refuses to sign the form then this will be noted in the relevant section.

Document any follow-up conversations or calls with parents/guardians where a child has been involved in a serious or significant incident, injury or trauma and check if medical attention was needed. If medical attention was needed this must be documented on the Incident, Injury and Trauma Record and the member of the Leadership Team notified as soon as possible so that the Regulatory Authority can be notified.

Ensure completed Incident, Injury and Trauma Records are filed in the correct tray (juniors or seniors) in the Educational Leader's office. Educational Leaders will ensure that the records are fully completed and will monitor trends throughout the Service.

Recording Illnesses

Document the onset of any illness while a child is being educated and cared for by the Service as soon as is practicable but not later than 24 hours after the occurrence using the Illness on the Illness Record. The following details will be recorded:

- Name and age of the child
- Time and date of the apparent onset of the illness
- Circumstances surrounding the child becoming ill (including any symptoms)
- Observations, as appropriate to the illness and a brief description of those observations
- Recording of the child's temperature at 15 minute intervals
- Details of action taken by the Service including any medication administered, first aid provided or medical personnel contacted
- Names of any parent/guardian the Service notified or attempted to notify, and the time and date of this
- Name of the Service Manager or Educational Leader that was notified
- Full name and signature of the person making the entry, and time and date of this.
- That the parent has been provided with a photocopy of the Illness Form



Ensure that parents are made aware of any illness as soon as practicable and they are provided with a photocopy of the Illness Record when collecting their child.

Ensure that these records are signed by an Educational Leader or Service Manager as soon as practicable.

File completed Illness Records in the correct tray (either juniors or seniors) in the Educational Leader's office. Educational Leaders will ensure that Illness Records are fully completed, and then file them into the child's individual enrolment file in the front office.

Serious Incident Reporting

The Executive Officer or Person in Charge will notify the Regulatory Authority within 24 hours of a serious incident occurring at the Service. Notifications will be made via the National Quality Agenda IT System.

Parents/Guardians will:

Notify 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.

Notify the Service by telephone, email or the My Family Lounge App when their child will be absent from their regular program.

Collect their child as soon as possible, when requested, following the notification of an incident, injury, illness or medical emergency involving their child.

Be contactable, either directly or through emergency contacts listed on the child's enrolment form at all times while a child is attending the Service.

If an incident has occurred, sign the Incident, Injury, Trauma or Illness Record, as appropriate, acknowledging that they have been made aware of the incident.

Notify the Service where a child was taken to see a registered medical practitioner for any incident, injury or trauma sustained by the child whilst attending the Service.

Notify the Service if their child is suffering from any illness so this can be documented in the Illness Register.

See also:

1. Incident, Injury Trauma and Illness Policy
2. Dealing with Infectious Diseases Procedure
3. Medical Conditions Policy and Procedure



4. Administration of Medication Procedure
5. Incident, Injury and Trauma Record
6. Illness Record

Key Definitions

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.

Illness: An abnormal process in which aspects of the social, physical or emotional condition and function of a person are diminished or impaired compared with the person's previous condition.

Incident: Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

Injury: Any physical damage to the body caused by violence or an incident.

Medical management plan (or action plan): A document that has been prepared and signed by a doctor 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.

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. 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: www.worksafe.vic.gov.au

Regulatory Authority: The regulatory authority in each state and territory regulates and assesses children's education and care services. In Victoria, the regulatory authority is the Department of Education and Training (DET).

Serious incident: 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. This also includes 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 (Regulation 12). Each Serious Incident is to be reported to the Regulatory Authority (refer to *Definitions*) within 24 hours.

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.