

Incident, Injury, Trauma and Illness Policy

Quality Area 2



1. Purpose

MACSEYE is committed to providing an environment that fosters the growth, independence and development of children while protecting their health, safety and wellbeing. This includes the implementation of policies and procedures for incidents, injuries, trauma and illness.

The purpose of this policy is to provide clear guidelines on procedures to be followed if a child is ill or involved in a medical emergency or an incident at the service that results in injury or trauma, the responsibilities of the service, staff and families when this takes place, and the practices to be followed to reduce the risk of this taking place.

2. Scope

This policy applies to all children, families, staff, volunteers and visitors at the service.

3. Background

The health, safety and wellbeing of all staff, children and visitors to the service is of the utmost importance. The service aims to reduce the likelihood of incidents, illness, accidents and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

4. Principles

MACSEYE is committed to:

- providing a safe and healthy environment for all children, staff, volunteers and any other persons participating in or visiting the service
- responding appropriately to the needs of an injured, ill or traumatised child or staff member at the service preventing further injuries and trauma
- preventing the spread of illness through simple and effective hygiene practices, monitoring immunisation records complying with recommended exclusion guidelines maintaining a duty of care to children and users of the service.

5. Roles and Responsibilities

In the event of any person having an accident at service:

- a staff member with a current approved First Aid Certificate will attend to the person immediately
- adequate supervision of all children will be provided and maintained
- if the person suffering the accident or incident is a staff member, the event will be investigated, and records kept as required under workplace safety legislation and guidelines
- all staff will adhere to the Administration of First Aid Policy and any associated procedure

If a child suffers an incident, injury, trauma or illness at the service:

- an Incident, Injury, Trauma or Illness record will be completed, that includes the time and method of notifying the parent/guardian or authorised nominee of the details pertaining to the incident.. All Incident, Injury, Trauma and Illness Records must be kept until the child is 25 years of age
- a child may only leave the service in the care of a parent/guardian, an authorised nominee named in the child's enrolment record or a person authorised by a parent or authorised nominee or because the child requires medical, hospital or ambulance care or another emergency.

In the case of a child going missing or is unaccounted for by the service, educators and the Nominated Supervisor will:

- attempt to locate the child immediately by conducting a thorough search of the premises, including checking in, under and around any areas that a child could have been locked in or out of by accident
- cross-check the attendance record to ensure the child has not been collected by an authorised person and signed out by another person
- if the child is not located after undertaking these tasks, emergency services will be contacted, and the nominated supervisor will notify the parents/guardians
- continue the search for the missing child until emergency services arrive whilst maintaining adequate supervision of other children in care
- provide information to Police such as the child's name, age, appearance (by providing a photograph as well as a verbal description), and the details of where the child was last sighted
- keep parents or guardians informed of developments.
- follow the procedure for documenting a critical incident including timelines of events and statements.
- notify the Regulatory Authority within 24 hours.

In the event of a head injury to a child:

- a First Aid Officer will assess the child, administer any urgent First Aid and notify parents/guardians to collect their child
- inform the parent/guardian that their child should be assessed by a doctor
- contact emergency services immediately (by calling 000) if the child:
 - sustained a head injury involving high speeds or falling from a height
 - lost consciousness
 - appears unwell or vomits after hitting their head

In the event of a child suffering trauma (which has occurred either while attending the service or elsewhere), educators can assist children by:

- observing the behaviours and expressed feelings of a child and documenting responses that were helpful in these situations
- creating a 'relaxation' space with familiar and comforting toys and objects children can use when they are having a difficult time
- having quiet time such as reading a story about feelings together
- trying different types of play that focus on expressing feelings, such as drawing, playing with play dough, dress-ups, and physical games such as trampolines)
- helping children understand their feelings by using reflective statements

Regarding unwell or ill children, in the first instance, management will not accept a child into care if they:

- have a contagious illness or an infectious disease
- are unwell and unable to participate in normal activities or require additional attention

- have been vomiting in the last 24 hours (as reported by a parent/guardian)
- have had diarrhoea in the last 48 hours

Educators will closely monitor any child who appears unwell at the service. Some symptoms indicating illness may include high temperature or fever, loose bowels, faeces that are grey, pale or contain blood, vomiting, discharge from the ear or eye, skin that displays rashes, blisters, spots or sores, loss of appetite, dark urine, headaches, stiff muscles, joint pain, continuous scratching, sore throat, difficulty with swallowing, persistent, prolonged or severe coughing, a stiff neck, sensitivity to light, or difficulty breathing.

If a child becomes ill whilst at the service, educators will respond to their individual symptoms of illness and provide comfort and care. Educators will closely monitor the child focussing on how the child looks and behaves, and be alert to the possibility of vomiting, coughing or convulsions. The child will be cared for in an area that is separated from other children in the service to await collection from their parent/guardian.

Also, in case of a high temperature:

- for infants under 3 months old, parents/guardians will be notified immediately for any fever over 38 degrees for immediate medical assistance. If a parent is uncontactable, emergency contacts will be contacted. If family members are unable to be contacted and emergency medical assistance is required, the service will follow the Administration of First Aid Policy and contact emergency services
- educators will notify parents/guardians when a child registers a temperature of 38 degrees
- the child will need to be collected from the service as soon as is possible
- educators will complete an Incident, Injury, Trauma and Illness record and note any other symptoms that may have developed along with the high temperature
- emergency services will be contracted should a child have trouble breathing, becomes drowsy or unresponsive, or suffers a convulsion lasting longer than five minutes.

Methods to reduce a child's temperature or fever include:

- encouraging the child to drink water
- removing excessive clothing (educators should be mindful of cultural beliefs)
- if requested by a parent/guardian or emergency contact person and written parental permission to administer paracetamol or ibuprofen is recorded in the child's individual enrolment form, staff may administer paracetamol or ibuprofen provided by the parent/guardian in an attempt to bring the temperature down (regardless of this being effective, the child must still be collected from the service by a parent/guardian)
- before administering any medication, the medical history of the child must be checked for possible allergies
- the child's temperature, name of medication administered, dosage, name of staff member administering the medication and the staff member witnessing the administration will be recorded in the Incident, Injury, Trauma and Illness Record
- parents/guardians will sign and acknowledge the Administration of Medication Form if medication has been administered.

In case of an incident, injury, trauma or illness, the notification requirements are as follows:

- the service requires that all emergency contacts are able to collect an ill child within a 30-minute timeframe or as soon as practicable
- parents/guardians are notified as soon as practicable within 24 hours of an illness, incident or trauma occurring

- families will be notified of any outbreak of an infectious illness within the service to help reduce the spread of the illness
- when a child has been diagnosed with an illness or infectious disease, the service will refer to information from the Victorian Public Health Unit about recommended exclusion periods
- these exclusion periods will be provided to families.

In addition to the requirements above, the Approved Provider, Nominated Supervisor and Educators will:

- ensure each child's enrolment records include authorisations by a parent/guardian or a person named in the record to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and if required, transportation by an ambulance service, noting that educators must seek urgent medical attention for any child should they require it irrespective of whether parental consent has been provided.
- notify parents/guardians as soon as practicable within 24 hours of an incident, injury, trauma or illness occurring
- accurately complete an Incident, Injury, Trauma and Illness Record in a timely manner as soon after the event as possible within 24 hours
- if the incident, situation or event presents an imminent or severe risk to the health, safety and wellbeing of any person present at the service, or if an ambulance was called in response to the emergency (other than as a precaution), notify the Regulatory Authority within 24 hours of the incident
- advise families to keep their child home until they are feeling well (after being sent home) and have not had any symptoms for at least 24 hours
- exclude a child who has not been immunised if a vaccine-preventable disease is reported within the service community and that child is deemed to be in danger of contracting the illness
- notify families of a child with complex or chronic medical conditions in the event of an outbreak of an illness or infectious disease that could compromise their health
- notify families to collect their child if that child has vomited or had diarrhoea at the service
- never share with others information regarding the health and wellbeing of a child or staff member unless written consent has been provided or the disclosure is required or authorised by law (such as the Child Information Sharing Scheme or the Family Violence Information Sharing Scheme).

6. Related documents

- Administration of First Aid Policy
- Child Safety and Wellbeing Policy
- Dealing with Infectious Disease Policy
- Delivery and Collection of Children Policy
- Diabetes Management Policy
- Enrolment and Orientation Policy
- Medical Conditions and Administration of Medication Policy
- Record Keeping and Retention Policy
- Supervision Policy

7. Legislative requirements

NATIONAL QUALITY STANDARDS (NQS)	
Quality Area 2	Children's Health and Safety

EDUCATION AND CARE SERVICES NATIONAL LAW ACT	
Section 165	Offence to inadequately supervise children
Section 174	Offence to fail to notify the regulatory authority

EDUCATION AND CARE SERVICES NATIONAL LAW REGULATIONS	
Section 12	Meaning of serious incident
Section 77	Health, hygiene and safe food practices
Section 85	Incident, injury, trauma and illness policies and procedures
Section 86	Notification to parents of incident, injury, trauma and illness
Section 87	Incident, injury, trauma and illness record
Section 88	Infectious diseases
Section 89	First aid kits
Section 90	Medical conditions policy
Section 93	Administration of medication
Section 95	Procedure for administration of medication
Section 97	Emergency and evacuation procedures
Section 103	Premises, furniture and equipment to be safe, clean and in good repair
Section 104	Fencing
Section 161	Authorisations to be kept in enrolment record
Section 162	Health information to be kept in enrolment record
Section 168	Education and care Service must have policies and procedures
Section 170	Policies and procedures to be followed
Section 171	Policies and procedures to be kept available
Section 176	Time to notify certain circumstances to regulatory authority
Section 177	Prescribed enrolment and other documents to be kept by approved provider
Section 183	Storage of records and other documents

RELATED LEGISLATIONS
Occupational Health and Safety Act 2004 (Vic)
Occupational Health and Safety Regulations 2007 (Vic)

8. Definitions

Term	Meaning
Adequate supervision	Means: - an educator can respond immediately, particularly when a child is distressed or in a hazardous situation - knowing where children are at all times and monitoring their activities actively and diligently.
Approved first aid qualifications	A qualification that includes training in the matters set out below, that relates to and is appropriate to children, and has been approved by ACECQA and published on the list of ACECQA's approved first aid qualifications and training. Matters are likely to include: emergency life support and cardiopulmonary resuscitation; convulsions; poisoning; respiratory difficulties; management of severe bleeding; injury and basic wound care; and administration of an auto-immune adrenalin device.
Approved provider	A person who holds a provider approval (National Law). A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.
Education and care service premises	In relation to a centre-based service, means each place at which an education and care service operates or is to operate.
Educational program	A program that: - is based on an approved learning framework; and - is delivered in a manner that accords with the approved learning framework; and - is based on the developmental needs, interests and experiences of each child; and - is designed to take into account the individual differences of each child (National Law).
Emergency	An incident, situation or event where there is an imminent or severe risk to the health, safety of wellbeing of a person at the service.
First Aid	The immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.
Injury	Any physical damage to the body caused by violence or an incident.
MACSEYE	Melbourne Archdiocese Catholic Early Years Education Ltd, a subsidiary of Melbourne Archdiocese Catholic Schools Ltd established to conduct early childhood education and care services.
National Law	Unless otherwise specified, the Education and Care Services National Law Act. This applied law system sets a national standard for children's education and care across Australia. See the ACECQA website for the Application Act or legislation that applies in each jurisdiction.
National Regulations	The Education and Care National Regulations. The National Regulations support the National Law by providing detail on a range of operational requirements for an education and care service.
Nominated supervisor	In relation to an education and care service, means a person who: - is nominated by the approved provider of the service under Part 3 to be a nominated supervisor of that service; and - unless the individual is the approved provider, has provided written consent to that nomination (National Law).
Person in day-to-day charge	A person is in day-to-day charge of an education and care service if: the person is placed in day-to-day charge by the approved provider or a nominated supervisor of the service; and

Term	Meaning
	the person consents to the placement in writing (National Regulations). There are minimum requirements for the person in day-to-day charge.
Person with management or control	In relation to an education and care service, means: - if the provider or intended provider of the service is a body corporate, an officer of the body corporate within the meaning of the Corporations Act 2001 of the Commonwealth who is responsible for managing the delivery of the education and care service; or - if the provider of the service is an eligible association, each member of the executive committee of the association who has the responsibility, alone or with others, for managing the delivery of the education and care service; or - if the provider of the service is a partnership, each partner who has the responsibility, alone or with others, for managing the delivery of the education and care service; or - in any other case, a person who has the responsibility, alone or with others, for managing the delivery of the education and care service (National Law).
Serious Incident	For the purposes of the definition of serious incident in section 5(1) of the Law, each of the following is prescribed as a serious incident— (a) the death of a child— (i) while that child is being educated and cared for by an education and care service; or (ii) following an incident occurring while that child was being educated and cared for by an education and care service; (b) any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service— (i) which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or (ii) for which the child attended, or ought reasonably to have attended, a hospital; Example — A broken limb. (c) any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital; Example — Severe asthma attack, seizure or anaphylaxis reaction. (d) any emergency for which emergency services attended; (e) any circumstance where a child being educated and cared for by an education and care service— (i) appears to be missing or cannot be accounted for; or (ii) appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or (iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.
Trauma	Is when a child feels intensely threatened by an event they were involved in or witnessed.

9. Policy information

Policy information			
Policy title:	Incident Injury Trauma and Illness Policy	Version:	3.0
Authorised Executive:	Director, Quality, Safety and Compliance	Responsible Manager:	General Manager, WHS Wellbeing
Approving authority:	Managing Director	Approval date:	06/09/2024
Effective date:	06/09/2024	Review date:	06/09/2025
Review approval date:	28/01/2026	Next review date	28/01/2027

Version control		
Version	Date	Changes
1.0	06/09/2024	Policy developed and approved
1.1	06/01/2026	Annual review of Policy undertaken, which includes updates/ amendments which are minor and administrative in nature, focusing on improved clarity, formatting, and alignment with MACSEYE's approved policy standards. Amendments include clearly articulating that, in all incidents, responses, and decision-making, the best interests of the child are paramount and must guide any considerations or actions taken
2.0	28/01/2026	Policy approved
2.1	09/09/2026	Minor update to Section 5 – so that it accurately reflects MACSEYE's current practices around what information is recorded when completing an Incident, Injury, Trauma or Illness record.
3.0	10/09/2026	Update approved