

# INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY

## OVERVIEW:

The health and safety of all staff, children, families and visitors to SUNBEAMS is of the utmost importance. We aim 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.

We acknowledge that in education and care services, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. Our Out of School Hours Service aims to minimise illnesses by adhering to all recommended guidelines from relevant government authorities regarding the prevention of infectious diseases and adhere to exclusion periods recommended by public health units.

When groups of children play together and are in new surroundings accidents and illnesses may occur. Our Service is committed to effectively manage our physical environment to allow children to experience challenging situations whilst preventing serious injuries.

In the event of an incident, injury, trauma or illness, all staff will implement the guidelines set out in this policy to adhere to National Law and Regulations and inform the regulatory authority as required.

Educators have a duty of care to respond to and manage illnesses, accidents, incidents, and trauma that may occur at the Service to ensure the safety and wellbeing of children, educators and visitors. This policy will guide educators to manage illness and prevent injury and the spread of infectious diseases and provide guidance of the required action to be taken in the event of an incident, injury, trauma or illness occurring when a child is educated and cared for.



## WHO THE POLICY AFFECTS?

Management  
Staff  
Students  
Parents

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	NATIONAL QUALITY STANDARD	OTHER SERVICE POLICIES/DOCUMENTATION	OTHER
r85, 86, 87, 88, 89, 93, 103, 170, 171	S2.2.2, 2.2, 2.2.1, 2.2.2, 2.2.3	<ul style="list-style-type: none"> <li>- Parent Handbook</li> <li>- Staff Handbook</li> <li>- Enrolment and Orientation Policy</li> <li>- Infectious Diseases Policy</li> <li>- Administration of First Aid Policy</li> <li>- COVID-19 Policy</li> <li>- Handwashing Policy</li> <li>- Child Safe Policy</li> <li>- Immunisation Policy</li> <li>- Record Keeping and Retention of records.</li> <li>- Health and Safety Policy</li> <li>- Medical Conditions Policy</li> </ul>	<p>Disability Discrimination Act 1975</p> <p>NSW Anti-discrimination Act 1977</p> <p>Work Health and Safety Act 2011</p> <p>Staying Healthy in Child Care (5th Edition)</p> <p>NSW Dept. of Health guidelines</p> <p>SafeWork Australia</p> <p>ACECQA</p> <p>NSW Health</p>

**SUNBEAMS** aim to ensure the safety and wellbeing of Educators, Children and Visitors, within the centre and on excursions, through proper care and attention in the event of an incident, injury or trauma. The centre will make every attempt to ensure sound management of the event to prevent any worsening of the situation and complete reports on each event that will be signed by the parent of the child involved. Parents or emergency contacts will be informed immediately where the incident, injury or trauma is deemed serious (see Regulation 12), and all serious incidents will be reported to the relevant authorities including the NSW Regulatory Authority.



### PROCEDURE:

#### Preventing the spread of illness:

To reduce the transmission of infectious illness, SUNBEAMS implements effective hygiene and infection control routines and procedures.

If a child is unwell or displaying symptoms of a cold or flu virus, parents are requested to keep the child away from SUNBEAMS. Infectious illnesses can be spread quickly from one person to another usually through respiratory droplets or from a child or person touching their own mouth or nose and then touching an object or surface.

#### Prevention strategies:

Practising effective hygiene helps to minimise the risk of cross infection within SUNBEAMS.

Signs and posters remind employees and visitors of the risks of infectious diseases, including COVID-19 and the measures necessary to stop the spread.

Educators model good hygiene practices and remind children to cough or sneeze into their elbow or use a disposable tissue and wash their hands with soap and water for at least 20 seconds after touching their mouth, eyes or nose.

Handwashing techniques are practised by all educators and children routinely using soap and water before and after eating and when using the toilet and drying hands thoroughly with paper towel.

All surfaces including cushions and pillows used by a child who is unwell, will be cleaned with soap and water and then disinfected.

Cleaning contractors hygienically clean the service to ensure risk of contamination is removed as per Environmental Cleaning and Disinfection Principles for COVID-19

Parents, families and visitors are requested to wash their hands upon arrival and departure at the OSHC Service or use an alcohol-based hand sanitizer. (Note: alcohol-based sanitizers must be kept out of reach of children and used only with adult supervision.)

### Identifying signs and symptoms of illness:

- Educators and Management are not doctors and are unable to diagnose an illness or infectious disease. To ensure the symptoms are not infectious and to minimise the spread of an infection, medical advice is required to ensure a safe and healthy environment.
- During a pandemic, such as COVID-19, risk mitigation measures may be implemented within the service to manage the spread of the virus. These measures may include but are not limited to the following:
  - exclusion of unwell staff, children and visitors (symptoms may include fever, coughing, sore throat, fatigue or shortness of breath)
  - notifying vulnerable people within the workplace of the risks of the virus/illness including:
    - people with underlying medical needs
    - children with diagnosed asthma or compromised immune systems.
    - Aboriginal and Torres Strait Islander people over the age of 50 with chronic medical conditions
- restrict the number of visitors entering Sunbeams.
- request parents to drop off and collect children from designated points outside the service.
- enhanced personal hygiene for children, staff and parents (including frequent handwashing).
- avoid any situation when children are required to queue- using the bathroom for handwashing or toileting, waiting their turn to use a piece of equipment etc.
- recommending influenza vaccination for children, staff and parents.
- Children who appear unwell at SUNBEAMS will be closely monitored and if any symptoms described below are noticed, or the child is not well enough to participate in normal activities, parents or an emergency contact person will be contacted to collect the child as soon as possible. A child who is displaying symptoms of a contagious illness (vomiting, diarrhoea) will be moved away from the rest of the group and supervised until he/she is collected by a parent or emergency contact person.

**Symptoms indicating illness may include:**

- behaviour that is unusual for the individual child
- high temperature or fevers
- loose bowels
- faeces that are grey, pale or contains blood
- vomiting
- discharge from the eye or ear
- skin that displays rashes, blisters, spots, crusty or weeping sores
- loss of appetite
- dark urine
- headaches
- stiff muscles or joint pain
- a stiff neck or sensitivity to light
- continuous scratching of scalp or skin
- difficulty in swallowing or complaining of a sore throat
- persistent, prolonged or severe coughing
- difficulty breathing

**As per our policy we reserve the right to refuse a child into care if they:**

- are unwell and unable to participate in normal activities or require additional attention.
- have had a temperature/fever or vomiting in the last 24 hours.
- have had diarrhoea in the last 48 hours.
- have been given medication for a temperature prior to arriving at Sunbeams.
- have started a course of anti-biotics in the last 24 hours.
- have a contagious or infectious disease.
- have been in close contact with someone who has a positive confirmed case of COVID-19.

**IN THE CASE OF A MAJOR INCIDENT AT THE SERVICE REQUIRING MORE THAN BASIC FIRST AID, THE FIRST AID ATTENDANT WILL:**

- Assess the injury and decide whether the injured person needs to be attended by local doctor or whether an ambulance should be called and tell the educator in charge or nominated supervisor of their decision.
- If the injury is serious the priority is to get immediate medical attention. Although parents or emergency contacts should be notified straight away. If not possible, there should be no delay in organising proper medical treatment. Another educator can keep trying to contact the parents or emergency contacts in the meantime if available.
- Attend to the injured person and apply first aid as required.
- Educators will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the hygiene policy.
- Educators will stay with person until suitable help arrives, or further treatment taken.
- The educators will try to make the person comfortable and reassure them that they will be ok and their parents/caregivers or the contact will be on their way.
- If an ambulance is called and the child is taken to hospital, an educator will accompany the child and take the child's medical records with them. If an adult requires an ambulance, other considerations need to be considered before an educator accompanies them.
- Complete a centre accident report and a report to the regulatory authority.

**Regulations require the Approved Provider or Nominated Supervisor to notify Regulatory Authorities within 24 hours of any serious incident at the OSHC Service through the NQAIT System**

**The other responsible educator will:**

- Notify parents or emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child/ person is being taken (e.g., hospital). Every effort must be made not to panic the parents and to provide minimal detail regarding the extent of the injuries.
- Ensure that all blood or bodily fluids are cleaned up in a safe manner.



- Ensure that anyone who has encounter any blood of fluids washes their hands in warm soapy water.
- Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child.

### **ACCIDENTS WHICH RESULT IN SERIOUS INJURY (INCLUDING DEATH) TO A PERSON MUST BE REPORTED TO:**

- Ambulance service
  - The police
  - Parents/Guardian/Contacts
  - Regulatory Authority
- The centre will notify the parent/guardian/contact that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person dead and therefore educators should ensure the parents/ contacts are only advised that the injury is serious and refer them to the medical agency (i.e., hospital) where the person has been taken.
  - This information should be provided in a calm and extremely sensitive manner. The site of the accident should not be cleared, or any blood or fluids cleaned up until after approval from the Police.
  - All other children should be removed away from the scene and if necessary, parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

### **DEATH OR SERIOUS INJURY TO A CHILD OR EDUCATOR OUT OF HOURS**

- Educators in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.
- In the event of the death occurring out of centre hours, a clear emergency procedure will be maintained for the other children at the centre.
- If a child is the deceased, the Nominated Supervisor should make contact with the child's school to liaise with them regarding the school's response to the event.

- The Nominated Supervisor should also contact the NSW Regulatory Authority to seek advice on an appropriate response from the service. The School and Network of Community Activities should be contacted to seek additional support, resources or advice.

#### Missing or Unaccounted for Child:

- At all times, reasonable precautions and adequate supervision is provided to ensure children are protected from harm or hazards. However, if a child appears to be missing or unaccounted for, removed from the OSHC Service premises that breaches the National Regulations or is mistakenly locked in or locked out of any part of the Service, a serious incident notification must be made to the Regulatory Authority.
- A child may only leave SUNBEAMS in the care of a parent, 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 with other emergency services.
- For After School Care, educators will check that all children booked in for a session of care arrives at the expected time. If a child does not arrive at the SUNBEAMS or nominated collection point, at the expected time educators will follow procedures outlined in the Arrival and Departure Policy.
- Educators will regularly cross-check the attendance record to ensure all children signed into SUNBEAMS are accounted for. Should an incident occur where a child is missing from SUNBEAMS educators and the **Nominated Supervisor will:**
  - attempt to locate the child immediately by conducting a thorough search of the premises (checking any areas that a child could be locked into by accident)
  - cross check the attendance record to ensure the child hasn't been collected by an authorised person and signed out by another person.
  - if the child is not located within a 10-minute period, emergency services will be contacted on 000 and the Approved Provider will notify the parent/s or guardian.
  - continue to search for the missing child until emergency services arrive whilst providing supervision for other children in care.





- provide information to Police such as: child's name, age, appearance, (provide a photograph), details of where the child was last sighted.
- The Approved Provider is responsible for notifying the Regulatory Authority of a serious incident within 24 hours of the incident occurring.

### Head Injuries

- It is common for children to bump their heads during everyday play, however it is difficult to determine whether the injury is serious or not. Therefore, any knock to the head is considered a head injury and should be assessed by a doctor. In the event of any head injury, the First Aid officer will assess the child, administer any urgent First Aid and notify parents/guardians to collect their child.
- Emergency services will be contacted immediately on 000 if the child:
  - has sustained a head injury involving high speeds or fallen from a height (play equipment)
  - loses consciousness.
  - seems unwell or vomits several times after hitting their head

### REPORTING OF SERIOUS INCIDENT, INJURY AND TRAUMA

- All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring. The child's parent or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
- The Nominated Supervisor is responsible for ensuring that in the event of a serious incident the regulatory authority is advised, as well as the approved provider (e.g., Management).
- The form for notifying the regulatory authority of a serious incident is to be found on the ACECQA website.
- It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

#### HOW TO DECIDE IF AN INJURY, TRAUMA OR ILLNESS IS A 'SERIOUS INCIDENT'?

- If the advice of a medical practitioner was sought or the child attended hospital in connection with the injury, trauma or illness, the incident is a 'serious one' and the regulatory authority must be notified. (within 24 hours)
- An injury, trauma or illness will be regarded by the service as a 'serious incident' if more than basic first aid was needed to manage the injury, trauma or illness and medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment.

#### CARING FOR THE SICK CHILD:

- An Educator will take on the first aid role in maintaining and accessing the child and with the help of the Supervisor, they will record their next steps of action.
- An Educator will move the unwell child to a quieter location or away from direct group, to be assessed, but remain where possible in view of others.
- An Educator will check temperature and document along with any other symptoms. If there is a temperature staff check 'authorised to administer Panadol' form on Enrolment form and follow the instructions indicated, second staff member as a witness. Educators will then contact parent/guardian.
- An Educator will document temp, time of temp, time and dosage of Panadol. Observations will be made of the signs/symptoms, which are of concern and continue documentation. If needed, a report can be given to the parent / guardian.
- If it is necessary for a child to go home due to the risk of infection to others or for the sick child's wellbeing, parents or emergency contact will be called for the child's quick collection as the service does not have the staff or facilities to take care of a sick child for long periods of time.
- If Sunbeams are on Vacation Care, the parent or emergency contact will be phoned and asked to collect the child from our location. If they cannot collect the child before we are due for departure or during, we will follow our first aid procedures and keep the child as comfortable as possible and monitor.



- If child's condition becomes of a concern the staff have the right to call for immediate collection or ask the child to be seen by a medical person or if necessary to have the child taken to hospital.
- The child will be comforted and supervised in a quiet area to minimise the risk of cross infection whilst waiting for collection.
- The centre uses the document 'Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and childcare centres as a guideline for when children must be kept away from the service or when they can return after an illness.

### Other Strategies:

- Educators are required to supply two contact numbers in case of an emergency or accident, involving themselves.
- If a Child, Educator or visitor has an accident while at the centre they will be attended to immediately by an educator who holds a first aid certificate.
- In the case of medication that is required in an emergency without prior consent of the parents/guardians, educators are to secure that consent from a registered medical practitioner.
- Anyone injured will under adult supervision until they recover, and an authorised person takes charge of them.
- each child's enrolment records include authorisations by a parent or person named in the record for the approved provider, nominated supervisor or educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and if required, transportation by an ambulance service.
- parents or guardians will be notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring.
- parents will be advised to keep the child home until they are feeling well, and they have not had any symptoms for at least 24-48 hours.
- an Incident, Injury, Trauma and Illness Record is completed accurately and in a timely manner as soon after the event as possible (within 24 hours)
- first aid qualified educators are always present on the roster at Sunbeams.
- first aid kits are suitably equipped and checked on a quarterly basis.



- first aid kits are easily accessible when children are present at Sunbeams and during excursions.
- first aid, emergency anaphylaxis management training, and asthma management training is current and updated as required.
- adults or children who are ill will be excluded for the appropriate period.
- educators or staff who have diarrhoea or an infectious disease do not prepare food for others {1.3.2 Exclusion of ill children, educators and other staff The aim of exclusion is to reduce the spread of infectious disease. The less contact there is between people who have an infectious disease and people who are at risk of catching the disease, the less chance the disease has of spreading. Excluding ill children, educators and other staff is an effective way to limit the spread of infection in education and care services. (Staying Healthy in Childcare edition 5 guidelines)
- cold food will be kept cold (below 5 °C) and hot food, hot (above 60°C) to discourage the growth of bacteria.
- if the incident, situation or event presents imminent or severe risk to the health, safety and wellbeing of any person present at Sunbeams, or if an ambulance was called in response to the emergency (not as a precaution) the regulatory authority will be notified within 24 hours of the incident.
- parents will be notified of any infectious diseases circulating Sunbeams within 24 hours of detection.
- children will be excluded from the service if staff feel the child is too unwell to attend or is a risk to other children.
- staff and children always practice appropriate hand hygiene and cough and sneezing etiquette.
- Appropriate cleaning practices will be followed.
- toys and equipment are cleaned and disinfected on a regular basis which is recorded in the toy cleaning register or immediately if a child who is unwell has used toys or resources.
- additional cleaning will be implemented during any outbreak of an infectious illness or virus.
- all illnesses are documented in the service's Incident, Injury, Trauma and Illness Record on OWNA.
- information regarding the health and wellbeing of a child or staff member will not be shared with others unless consent has been provided.



**FAMILIES WILL:**

- provide authorisation in the child's enrolment record for the approved provider, nominated supervisor or educator to seek medical treatment from a medical practitioner, hospital or ambulance service and if required, transportation by ambulance service.
- provide up to date medical and contact information in case of an emergency.
- provide SUNBEAMS with all relevant medical information, including Medicare and private health insurance.
- provide a copy of their child's Medical Management Plans and update annually or whenever medication/medical needs change.
- adhere to recommended periods of exclusion if their child has a virus or infectious illness.
- complete documentation as requested by the educator and/or approved provider- Incident, Injury, Trauma and Illness record and acknowledge that they were made aware of the incident, injury, trauma or illness.
- inform the Service if their child has an infectious disease or illness.
- provide evidence as required from doctors or specialists that the child is fit to return to care.
- provide written consent for educators to administer first aid and call an ambulance if required (as per enrolment record)
- complete and acknowledge details in the Administration of Medication Record if required.



## ENDORSEMENT BY THE SERVICE:

The policy will be reviewed as required. The review will be conducted by management, staff, children, families and the wider community.

Last reviewed: September 2025

Date of next review: March 2027

APPROVAL DATE: \_\_\_\_\_

DATE FOR REVIEW: \_\_\_\_\_