

Young Einstein Discovery Preschool

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YEDP_Incident, Injury, Trauma and Illness_Policy and Procedures

Incident, Injury, Trauma and Illness Policy and Procedures

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A0	06/07/2022	Initial Draft	MP
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Policy Statement

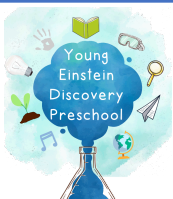
Young Einstein Discovery Preschool is committed to ensuring the health, safety and wellbeing of children, educators, staff, families and visitors. We will respond promptly, appropriately and with sensitivity to all incidents, injuries, trauma and illnesses that occur within the service. This policy outlines procedures for managing and recording such events, as well as supporting affected individuals.

Background

The **Education and Care Services National Regulations** require policies and procedures to be in place in the event that a child is injured, becomes ill, or an incident occurs while attending the service.

Legislative requirements

Section/Regulation	Description
Section 165	Offence to inadequately supervise children
Section 174	Offence to fail to notify certain information to Regulatory Authority
Regulation 77	Health, hygiene and safe food practices
Regulation 85	Incident, injury, trauma and illness policies and procedures
Regulation 86	Notification to parents of incident, injury, trauma and illness
Regulation 87	Incident, injury, trauma and illness record
Regulation 88	Infectious diseases

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Regulation 89	First aid kits
Regulation 93	Administration of medication
Regulation 94	Exception to authorisation requirement – anaphylaxis or asthma emergency
Regulation 95	Procedure for administration of medication
Regulation 97	Emergency and evacuation procedures
Regulation 103	Premises, furniture and equipment to be safe, clean and in good repair
Regulation 104	Fencing
Regulation 117	Glass
Regulation 161	Authorisations to be kept in enrolment record
Regulation 162	Health information to be kept in enrolment record
Regulation 167	Offence relating to protection of children from harm and hazards
Regulation 168	Education and care services must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures

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Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Regulation 183	Storage of records and other documents

Related Policies

Document Name	Title
YEDP_The administration of first aid_Policy and Procedures	The administration of first aid
YEDP_Enrolment and orientation_Policy and Procedures	Enrolment and orientation
YEDP_Excursions_Policy and Procedures	Excursions
YEDP_Emergency and evacuation_Policy and Procedures	Emergency and evacuation
YEDP_Dealing with medical conditions in children_Policy and Procedures	Dealing with medical conditions in children
YEDP_Providing a safe environment for children_Policy and Procedures	Providing a safe environment for children
YEDP_Acceptance and refusal of authorisations_Policy and Procedures	Acceptance and refusal of authorisations

Purpose

This policy outlines the procedures to prevent, manage and respond to incidents, injuries, trauma and illness, and ensure the ongoing safety, health and wellbeing of all children attending Young Einstein Discovery Preschool.

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Objectives

- To provide prompt and appropriate care in response to incidents, injuries, trauma and illness.
- To ensure documentation and reporting comply with legal and regulatory requirements.
- To minimise risks and prevent reoccurrence.
- To support families and children emotionally and physically after an incident.

Scope

This policy applies to children, families/guardians, staff, students, volunteers and visitors of the Service

Definition

Incident: Any unplanned event resulting in (or with the potential to result in) injury, trauma, or illness.

Injury: Physical harm or damage to the body.

Trauma: Physical or emotional response to a distressing event.

Illness: A condition that affects a child's normal physical or mental functioning.

Prevention Strategies

Supervision and Safety

- Children are actively supervised at all times; no child is ever left unattended.

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- Educators conduct regular headcounts and maintain child-to-educator ratios as per regulatory standards.
- Activities are monitored and adjusted or ceased if found to be unsafe.

Environmental Safety

- Indoor and outdoor areas are safe, clean, and well-maintained.
- All equipment and furniture are in good repair and checked daily using a safety checklist.
- Monthly maintenance is conducted to prevent hazards.
- Outdoor areas are fully fenced and gates are secure.
- Glass under 0.75 metres from floor level is fitted with shatter-resistant film.

Hygiene and Illness Prevention

- The service adheres to safe food handling practices to prevent illness and cross-contamination.
- Cleaning routines are followed daily, with additional measures implemented if a child is unwell.
- Handwashing and personal hygiene are practised and taught to children regularly.

Sudden Illness and Infectious Diseases

Identification of Illness

- Children showing symptoms (e.g. fever, vomiting, rash, diarrhoea) will be isolated under staff supervision and comforted until collected.

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- Staff will complete a **Minor Incident, Injury, Trauma or Illness Form**

Notification

- Parents/guardians will be contacted to collect the child promptly.
- Other families will be notified of any confirmed infectious illness via StoryPark and What's App chat. A child's identity will be kept confidential.

Exclusion Periods

- The service follows the **Queensland Health Time Out** guidelines for exclusion:
https://www.health.qld.gov.au/_data/assets/pdf_file/0022/426820/timeout_poster.pdf

Responding to Incidents, Injuries, Trauma and Illness

Immediate Response

- Provide **first aid** as required by a qualified first aid officer.
- Call **emergency services** (000) if required.
- Ensure the **area is safe** and other children are supervised and moved away if necessary.
- **Comfort and reassure** the child.

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First Aid Kits

The preschool maintains three fully equipped First Aid Kits to ensure a prompt and effective response to any injury or medical emergency:

1. Wall-Mounted Kit

- Located to the left of the main entry door
- Easily accessible for indoor incidents

2. Portable Outdoor Kit

- Stored on the shelf outside, near the outdoor play area
- Used for incidents that occur during outdoor play and excursions

3. Emergency Evacuation Kit

- Located in the service office, packed in an emergency evacuation bag
- Taken during all emergency evacuations and lockdowns

Maintenance and Monitoring

All First Aid Kits are checked and restocked regularly using a documented checklist.

The checklist includes:

- Inventory of required items
- Expiry dates of medications and supplies
- Replacement dates for used or expired items

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- The Nominated Supervisor ensures that checks are conducted monthly, or more frequently if kits are used.

Staff Awareness and Access

During staff induction, all new team members are:

- Informed of the location and purpose of each kit
- Shown how to access and use the contents appropriately
- Visual signage is placed near each First Aid Kit to assist in identification.

Administering Medication

Medication Administration Procedures

- **Medication** will only be administered if it is prescribed by a registered medical practitioner. It must be provided in its original container, with the original label clearly stating the child's full name, date of birth, dosage instructions, and expiry date.
- **Paracetamol (e.g., Panadol) and antihistamines (e.g., Zyrtec)** may be administered in the event of a sudden onset of fever, pain, or an allergic reaction. Educators will make every reasonable effort to contact the child's parent or guardian for authorisation prior to administration, except in cases where immediate action is required to manage a medical emergency.

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- All **medication** will be **stored in the designated First Aid Medication Kit, located on the wall in front of the children's bathroom or the refrigerator in the office (behind a locked door).**
- Staff will **administer medication strictly according to the instructions** on the medication label. Each administration will be documented on the **Administering Medication Form.**
- If a child requires short-term or long-term medication at specific times, the parent or carer must complete and sign the **Authorising Medication Form** before any medication is administered.
- Students and volunteers are not qualified to administer medication and must not do so under any circumstances. However, they may observe the procedures for learning purposes.

Notifications

- All events are recorded on the **Minor or Major Incident, Injury, Trauma and Illness Record** within 24 hours.
- Records are signed by the educator, Nominated Supervisor and parent/guardian.
- Records are stored securely until the child reaches 25 years of age.

The Regulatory Authority is notified via NQA ITS within 24 hours if the incident is classified as a Serious Incident, which includes:

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- Death of a child
- Serious injury or illness requiring urgent medical attention or hospitalisation
- Attendance by emergency services
- Missing or unaccounted for child
- Suspected removal of a child without authorisation
- A child locked in or out of the premises

Parents must also be notified as soon as practicable, and within 24 hours.

Notification and Communication

- **Notify parents/guardians** as soon as possible by phone.
- If serious, request that the parent collects the child promptly.
- In case of head injuries or serious illness, recommend medical assessment even if the child appears well.

Missing Child

Prevention Strategies

- Maintain accurate attendance records.
 - Conduct regular headcounts, especially during transitions.
 - Supervise children at all times, with clear zone responsibilities.
 - Regularly check the security of fences, gates, and doors.
- Conduct risk assessments for all excursions and on-site activities.

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Immediate Actions – If a Child is Found to Be Missing

Alert the Team Immediately

- The educator who notices the child is missing must alert the Nominated Supervisor (or Responsible Person) and other staff members without delay.
- All educators stop non-essential activities and begin following this procedure.

Conduct an Immediate Search of the Premises

Search all indoor and outdoor areas of the centre, including:

- Bathrooms, sleep rooms, storage areas
- Play equipment, garden spaces, gates and fences
- Car park and surrounding perimeter
- Designate specific staff members to search designated areas.
- One educator should remain with the other children to maintain supervision ratios and ensure their safety.

Lockdown or Lockout

- Lock external doors and gates if the child is believed to still be on premises (lockdown).
- Secure perimeter gates and doors to prevent unauthorised entry/exit (lockout).

Check Attendance Records and Sign-In/Out Sheets

- Confirm that the child was present and has not been collected.
- Double-check sign-in sheets, digital records, and enrolment information.

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Escalation Steps – If Child is Not Found Quickly

Contact Emergency Services

If the child is not located within 5 minutes, immediately call 000 to report the missing child.

Provide:

- Child's full name, age, description, and clothing
- Last known location and time seen
- Any known medical conditions or other risks

Notify the Child's Family

- Inform the child's parent(s)/guardian(s) that the child is missing and that emergency services have been called.
- Provide ongoing updates as appropriate and support them as needed.

Secure and Preserve the Area

- Ensure areas relevant to the child's disappearance are left undisturbed to support any investigation.
- Assign a staff member to meet emergency services and guide them to relevant areas.

Post-Incident Procedures

Documentation

Complete a detailed Incident, Injury, Trauma and Illness Report, including:

- Timeline of events
- Actions taken
- Who was notified and when

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- Document communication with family, staff, police, and regulatory authorities.

Notify the Regulatory Authority

- Notify the Department of Education (Queensland Regulatory Authority) within 24 hours using the NQA ITS portal (or appropriate form). *A missing child is considered a serious incident under Regulation 12.*

Debrief and Review

- Hold a staff debrief to discuss what occurred and provide emotional support.
- Review and revise supervision plans, risk assessments, and child safety practices.
- Update policies and training as needed to prevent future incidents.

Suspected Abduction

Prevention Measures

- Strictly enforce child release procedures (children only released to authorised persons).
- Use sign-in/out systems and verify identities at pickup.
- Keep all doors, gates, and perimeters secure at all times.
- Conduct regular emergency drills, including lockdown scenarios.
- Maintain up-to-date photos and emergency contact details for each child.

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Remain Calm and Act Immediately

- Do not confront the suspected abductor if it places others at risk.
- Ensure the safety of the other children by moving them to a secure area and maintaining supervision.
- Alert the Nominated Supervisor (or Responsible Person) immediately.

Call Emergency Services (000)

Provide:

- A clear statement: "We believe a child has been abducted from our service."
- Child's full name, age, physical description, and clothing
- Description of the suspected abductor (gender, clothing, height, etc.)
- Vehicle details (make, model, colour, number plate) if applicable
- Time and location of the incident
- Any direction of travel

Lockdown the Service

Initiate the lockdown procedure to secure the premises:

- Lock all doors and external gates
- Do not allow entry or exit until emergency services arrive
- Keep children and staff inside and safe

Notify the Child's Parent or Guardian

- Inform the child's authorised guardian(s) as soon as possible.

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- Communicate clearly and sensitively, and advise them that emergency services have been contacted.

Preserve the Scene and Evidence

- Do not touch or move anything in the area where the incident occurred.
- Keep witnesses on-site and ask them to write down what they saw.
- Assist police by providing surveillance footage, photos of the child and abductor (if applicable), and enrolment records.

Notify the Regulatory Authority

- Report the incident as a serious incident to the Queensland Regulatory Authority (Department of Education) within 24 hours via the NQA ITS portal.
- Provide a detailed account of the event, actions taken, and communications with emergency services and families.

Provide Support and Supervision

- Reassure and support the other children and staff.
- Assign one educator to stay with the group and maintain routine where appropriate.
- Offer counselling or support services to affected children, staff, and families.

Documentation

Complete a detailed Incident, Injury, Trauma and Illness Report.

Record:

- Timeline of events

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- Witness statements
- Communications made
- Police report number and attending officers' details

Debrief and Review

- Hold a staff debrief after the incident.
- Conduct a critical review of supervision, access control, and risk management practices.
- Revise policies and procedures where needed to prevent future risk.

Emergency and Evacuation Procedures

Emergency Evacuation

1. Lead staff gathers children, medication, mobile phone, and evacuation bag.
2. Other staff check rooms, close doors, and collect attendance records.
3. Names are checked against the roll at the assembly area.
4. Emergency services (000) are called and informed of the incident.
5. Re-entry is only allowed once emergency services declare it safe.

Lockdown Procedure

1. Lead staff moves children and essential supplies to the designated lockdown room (e.g., laundry).
2. Other staff secure all external access points and join the group.
3. Police are contacted on 000 (if not already involved).

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4. Attendance is checked to ensure all are accounted for.
5. Children are kept calm and reassured.
6. Parents are contacted once safe to do so.
7. Lockdown is lifted only when police advise.

Review and Policy Evaluation

All service users are expected to comply with our policies and procedures. Parents, carers, and staff can access the most up-to-date versions at yedp.com.au. When a new policy or procedure is introduced or an existing one is amended, we will provide a minimum of 14 days' notice to all families and staff. Our policies and procedures are regularly reviewed, monitored, and updated to ensure they remain current, relevant, and effective in supporting best practice.

Rolls And Responsibilities

Approved Provider	● ensure that obligations under the Education and Care Services National Law and National Regulations are met ● ensure that an enrolment record is kept for each child which contains all the prescribed information ● confidentially storing an Incident, injury, trauma and illness record until the child is 25 years old ● record information as soon as possible, and within 24 hours, after the incident, injury, trauma or illness
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	- ensure that a parent/guardian of the child is notified as soon as is practicable, but no later than 24 hours after the incident, injury, trauma or illness - notify the regulatory authority of a serious incident using the NQAITS SI01 Notification of Serious Incident record template - ensure that at least one educator, staff member or nominated supervisor holds a current approved first aid qualification and has undertaken current approved anaphylaxis management and emergency asthma management training - take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the policy and procedures - ensure copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff and volunteers, and available for inspection - notify families at least 14 days before changing the policy or procedures if the changes will: - affect the fees charged or the way they are collected or - significantly impact the service's education and care of children or - significantly impact the family's ability to utilise the service
Nominated Supervisor	- implement the Incident, injury, trauma and illness policy and procedures - investigate the cause of any incident, injury or illness and take appropriate action to remove the cause if required

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	• contact emergency services in the first instance then notify parents/guardians immediately after a serious incident, injury, trauma or medical emergency, or as soon as is practicable • ensure each child's enrolment record includes: - the name, address and contact details of each parent, any person who is to be notified of an emergency if a parent cannot be immediately contacted, and any person who is an authorised nominee - authorisation for the approved provider, nominated supervisor or educator to seek medical treatment from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service - the name, address and telephone number of their registered medical practitioner or medical service - if available, their Medicare number - details of any specific healthcare needs, including any medical condition - details of any allergies, including whether they have been diagnosed as at risk of anaphylaxis - any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy - their immunisation status, and a notation if their health record has been sighted
Educators and staff	• record information as soon as possible, and within 24 hours after the incident, injury, trauma or illness

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	• seek further medical attention if required after the incident, injury, trauma or illness • ensure that two people are present any time medication is administered to children (except FDC or permitted services under Reg 95(c)) • be aware of children with allergies and medical conditions and their attendance days, and apply this knowledge when attending to any incidents, injury, trauma or illness • complete an Incident, injury, trauma and illness record keep Incident, injury, trauma and illness record confidential and store until the child is 25 years old
Families	• provide authorisation in the child's enrolment form for the approved provider, nominated supervisor or an 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 • notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed • ensure any medical management plans at the service are kept up-to-date • collect the child as soon as possible when notified of an incident, injury, trauma or illness • notify the service of any infectious disease or illness that has been identified when the child has been absent from the service, that may impact the health and wellbeing of other children, educators, staff or others attending the service

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	• be contactable, either directly or through emergency contacts listed on the enrolment form, in the event of an incident requiring medical attention • notify educators or staff if there has been a change in the condition of the child's health, or of recent accidents or incidents that may impact the child's care • notify educators or staff when the child is ill and will be absent from their regular program
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References

<https://www.health.qld.gov.au/>

<https://www.acecqa.gov.au/>