

INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE

Educators have a duty of care to manage incidents, illness, trauma and injury that occur at the Service to ensure the safety and wellbeing of children, educators and visitors. The health and safety of all educators, staff, children, families and visitors to our Service is of the utmost importance. We aim to reduce the likelihood of incidents, injuries, illness and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all educators to respond quickly and effectively to any incident or accident.

Our Service implements procedures as stated in the [Staying healthy: Preventing infectious diseases in early childhood education and care services](#) (6th Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

Working in conjunction with the *Incident, Injury, Trauma and Illness Policy*, this procedure provides detailed steps for educators to follow when responding to an incident, illness, trauma or injury that occurs to a child who is being educated and cared for at the Service. All decisions relating to incident, injury, trauma or illness management are guided by the paramount consideration of children’s safety, health, rights and best interests.

Education and Care Services National Law and Regulations (S.2A, 3A 165, 167, 174, and R.12, 77, 84, 85, 86, 87, 88, 89, 90, 93, 95, 97, 103, 104, 161, 162, 168, 170, 171, 172, 175, 176, 177 and 183), and NQS QA 2: Element 2.1.2, 2.2.1 and 2.2.2 and 2.2.3 Health practices and procedures

Related Policy: *Incident, Injury, Trauma and Illness Policy*

IN CASE OF EMERGENCY DIAL 000

| INCIDENT, INJURY, TRAUMA AND ILLNESS | | |
|--------------------------------------|---|--|
| 1 | The approved provider, nominated supervisor and educators will review and update the <i>Incident, Injury, Trauma and Illness Policy</i> annually in consultation with children, families, staff, educators and management | |
| 2 | All individuals involved in the education and care of children at our Service will prioritise the child’s safety, rights and best interests when responding to incidents, injuries, trauma or illnesses | |
| 3 | During orientation and enrolment, the nominated supervisor will inform families about the Service’s procedures and policies for responding to incidents, injuries, trauma or illnesses | |

| | | |
|----|---|--|
| 4 | The approved provider, nominated supervisor or educator will notify parents/guardians as soon as practicable, but no later than 24 hours, if their child is involved in or allegedly involved in any incident, injury, trauma, or illness while in care | |
| 5 | The nominated supervisor and educators, as required, will complete an <i>Incident, Injury, Trauma and Illness Record</i> following any incident, injury, trauma or illness, including a serious incident, that occurs to a child, visitor or educator, within 24 hours according to regulation requirements | |
| 6 | Parents/Guardians will sign an acknowledgement of the details recorded in the <i>Incident, Injury, Trauma and Illness Record</i> within 24 hours | |
| 7 | In the event of any child requiring ambulance transportation and medical intervention, a serious incident will be reported to the regulatory authority (Reg. 12) by the approved provider within 24 hours | |
| 8 | The nominated supervisor will ensure all <i>Incident, Injury, Trauma and Illness Records</i> are stored securely and confidentially for 25 years after the child reaches 18 years of age | |
| 9 | The nominated supervisor will ensure a register of incidents and illnesses is kept and maintained to assist in the review of trends or recurring issues | |
| 10 | The nominated supervisor will participate in a review following an incident, injury, trauma or illness at the Service, including an assessment of areas of improvement | |
| 11 | The nominated supervisor will ensure policies, procedures or risk assessments are updated after a review is conducted in response to an incident at the Service | |

MANAGEMENT OF INCIDENTS

| | | |
|---|--|--|
| 1 | <p>The first aid responder will ensure the safety of themselves and others and implement first aid following the DRSABCD action plan</p> <ul style="list-style-type: none"> • D - Danger • R - Response • S - Send for Help • A - Airway • B - Breathing • C - CPR • D - Defibrillation | |
| 2 | The first aid responder is to assess if emergency services are required. The first aid responder will send for help for emergency services by calling triple zero 000 | |
| 3 | In the event of a missing child, the responsible person and educators will follow the steps outlined within the <i>Missing Child Procedure</i> or <i>Missing Child During Regular Transportation Procedure</i> | |

| | | |
|---|--|--|
| 4 | In the event of an incident that requires emergency evacuation or lockdown of the Service, the responsible person and educators will follow the steps outlined within the <i>Emergency Evacuation Procedure</i> or <i>Lockdown Procedure</i> | |
| 5 | In the event of an incident involving a chemical spill or bodily fluids, the responsible person and educators will follow the steps outlined within the <i>Managing Spills of Hazardous Chemicals Procedure</i> or <i>Managing Spills of Blood and Body Fluids Procedure</i> | |
| 6 | The responsible person/educator will complete an <i>Incident, Injury, Trauma and Illness Record</i> following any incident, including a serious incident, that occurs to a child, visitor or an educator within 24 hours | |
| 7 | Parents/Guardians will sign an acknowledgement of the details recorded in the <i>Incident, Injury, Trauma and Illness Record</i> | |
| 8 | The nominated supervisor will complete an <i>Incident/Injury Report Register</i> for all incidents and participate in a review of the incident, including an assessment of areas for improvement | |

MANAGEMENT OF INJURIES

| | | |
|---|--|--|
| 1 | <p>The first aid responder will ensure the safety of themselves and others and implement first aid following the DRSABCD action plan</p> <ul style="list-style-type: none"> • D - Danger • R - Response • S - Send for Help • A - Airway • B - Breathing • C – CPR • D – Defibrillation | |
| 2 | The first aid responder is to assess if emergency services are required. The first aid responder will send for help for emergency services by calling triple zero 000 | |
| 3 | In the event of a child, visitor, staff member or an educator being injured at the Service, educators will follow the steps outlined within the <i>Administration of First Aid Procedure</i> | |
| 4 | The educator will complete an <i>Incident, Injury, Trauma and Illness Record</i> following any incident where a child, visitor or an educator was injured, including any serious incidents, within 24 hours | |
| 5 | The educator will complete an <i>Incident/Injury Record Educator</i> following any incident where the educator was injured, including any serious incidents, within 24 hours | |
| 6 | Parents/Guardians will sign an acknowledgement of the details of the injury as recorded in the <i>Incident, Injury, Trauma and Illness Record</i> | |

| | | |
|---|--|--|
| 7 | The nominated supervisor will complete an <i>Incident/Injury Report Register</i> for all incidents and participate in a review of the incident, including an assessment of areas for improvement | |
|---|--|--|

MANAGEMENT OF TRAUMA

| | | |
|---|---|--|
| 1 | The educator will provide first aid assistance as required, following steps as outlined within the <i>Administration of First Aid Procedure</i> | |
| 2 | The educator will comfort and provide reassurance to the child or children affected by the trauma | |
| 3 | The educator will contact emergency services as required | |
| 4 | The educator will inform the nominated supervisor/responsible person as soon as possible following the traumatic event | |
| 5 | The educator will complete an <i>Incident, Injury, Trauma and Illness Record</i> as soon as possible, following the traumatic event | |
| 6 | Parents/Guardians will sign an acknowledgement of the details of the trauma as recorded in the <i>Incident, Injury, Trauma and Illness Record</i> | |
| 7 | Management of the Service will support educators, children and families and offer counselling services or referrals as required | |
| 8 | The nominated supervisor will complete a review of the traumatic event, including an assessment of areas for improvement | |


MANAGEMENT OF ILLNESSES

Educators will:

| | | |
|---|---|--|
| 1 | respond to the child immediately and implement first aid procedures as per the <i>Administration of First Aid Policy and Procedure</i> | |
| 2 | follow the steps outlined in the <i>Illness Management Procedure</i> , including if the child develops a high temperature, has an infectious illness, or appears unwell at the Service | |
| 3 | Management will not accept a child into care if they: <ul style="list-style-type: none"> • have a diagnosed contagious illness or infectious disease [specific exclusion periods may apply] • have a temperature above 38.0°C • have been given medication for a temperature prior to arriving at the Service (for example: Panadol) • have had any diarrhoea and/or vomiting in the last 24 hours | |

| | | |
|---|--|--|
| | <ul style="list-style-type: none"> • have started a course of antibiotics in the last 24 hours | |
| 4 | <p>If children present with two (2) or more of these symptoms throughout the day, families will be called to collect their children from preschool</p> <ul style="list-style-type: none"> • lethargy, fatigue, and decreased activity • difficulty breathing • fever (temperature more than 38°C) • headaches • poor feeding • poor urine output/ dark urine/pain during toileting • a stiff neck, irritability or sensitivity to light • new red or purple rash • pain • diarrhoea • vomiting • discharge from the eye or ear • skin that displays rashes, blisters, spots, crusty or weeping sores • loss of appetite • difficulty in swallowing or complaining of a sore throat • persistent, prolonged or severe coughing • Runny nose with thick mucus • 'I'm just not feeling good today' | |
| 5 | <p>closely monitor and document the child's symptoms on the <i>Incident, Injury, Trauma and Illness Record</i>. Symptoms may become serious or concerning quickly.</p> | |
| 6 | <p>move the child to allow them to rest in a supervised area away from other children</p> | |
| 7 | <p>contact the parent or emergency contact to collect the child as soon as possible if the child displays any concerning symptoms (e.g. lethargy, fever, poor feeding, new rash, poor urine output, irritation or pain or sensitivity to light)</p> | |
| 8 | <p>contact an ambulance immediately if the child displays serious symptoms (e.g. breathing, drowsiness or unresponsiveness, looking pale or blue or feeling cold) or if multiple symptoms develop or if symptoms rapidly get worse</p> | |
| 9 | <p>notify the nominated supervisor/responsible person of the unwell child</p> | |

| | | |
|----|---|--|
| 10 | notify parents/guardians of the illness as soon as possible and request they sign acknowledgement of the details recorded in the <i>Incident, Injury, Trauma and Illness Record</i> | |
| 11 | discuss with the parent any exclusion periods required, following Staying Healthy guidelines | |
| 12 | notify other families of the illness or outbreak where required | |
| 13 | complete an <i>Illness or Infectious Diseases Register</i> for all illnesses and participate in a review of the illnesses following an outbreak, including an assessment of areas for improvement | |
| 14 | notify the nominated supervisor/responsible person of an outbreak of illness at the Service | |
| 15 | notify the relevant public health unit within 24 hours of an illness that is deemed reportable (Check state/territory requirements) as per <i>Reporting Infectious Disease Procedure</i> | |

| REVIEW OF PROCEDURE | | | |
|-------------------------|---|----------------|---|
| Date procedure created | 1/6/2026 | To be reviewed | JUNE 2027 |
| Approved by | Michelle Donadel | Signature |  |
| Location of procedure | In policy folder/DROPBOX | | |
| Procedure reviewed date | Modifications/Changes We didn't have a written procedure | | |
| APRIL 2026 | New procedure developed | | |

| INCIDENT, INJURY, TRAUMA AND ILLNESS RESOURCES | | |
|--|---|--------------------------|
| NAME OF RESOURCE | RESOURCE DESCRIPTION | DESKTOP LIBRARY LOCATION |
| Incident, Injury, Trauma & Illness Policy | Under the Education and Care Services National Law and National Regulations, approved services must have a policy for management of incidents, injuries, trauma and illnesses. The <i>Incident, Injury, Trauma and Illness Policy</i> supports a safe and healthy environment for all children and adults by providing guidance to reduce the likelihood of incidents, illnesses, accidents and trauma. | QA2 Policy Library |
| Illness Management Procedure | The <i>Illness Management Procedure</i> provides detailed steps for educators to follow to respond to a child who displays illness symptoms at the Service. | Resources > Procedures |
| Administration of First Aid Procedure | This procedure provides detailed steps for educators to follow if they witness or is made aware of a medical emergency involving a child or adult at the Service. | Resources > Procedures |
| Missing Child Procedure | This procedure provides detailed steps for educators to follow if a child appears missing or unaccounted for while being educated or cared for under the supervision of the educator, including whilst on excursions. | Resources > Procedures |
| Missing Child During Transportation Procedure | This procedure provides detailed steps for educators to follow in the event a child is deemed missing or unaccounted for at any time while being transported or arranged by the Service. | Resources > Procedures |
| Reporting Infectious Disease Procedure | This procedure outlining the detailed steps for reporting of infectious diseases when a child becomes ill while being educated and cared for at the Service. | Resources > Procedures |
| Managing Spills of Blood and Body Fluids Procedure | This procedure provides detailed steps for educators to follow if they come into contact with blood or body fluids at the Service. | Resources > Procedures |
| Managing Spills of Hazardous Chemicals Procedure | This procedure provides detailed steps for educators to follow if a chemical spill has been identified at the Service. | Resources > Procedures |
| Incident, Injury, Trauma or Illness Record | The <i>Incident, Injury, Trauma or Illness Record</i> is required under Regulation 87. Details of any incident involving a child must be documented in accordance with the information specified in Regulation 87 | Resources > Forms |



| | | |
|--|---|-------------------|
| Incident Injury Record Educator | This record is available to document details of an incident that has occurred to an educator. | Resources > Forms |
| Illness or Infectious Disease Register | The <i>Illness or Infectious Diseases Register</i> is available to document and track illnesses among children and staff to monitor health trends and ensure compliance with health and safety regulations. | Resources > Forms |
| Incident/Injury Report Register | This register can be used as a summary tool to reflect on incidents and injuries and support continuous improvement. | Resources > Forms |