



# INCIDENT, INJURY, TRAUMA & ILLNESS POLICY

The health and safety of all staff, children, families and visitors to Central Shoalhaven Mobile Preschool (CSMP) 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.

We acknowledge that in preschools, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. CSMP 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 the Australian Government National Health and Medical Research Council and NSW Health.

When groups of children play, accidents may occur. CSMP 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.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
12	Meaning of serious incident
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
93	Administration of medication
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161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care Service must have policies and procedures
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## RELATED POLICIES

Administration of First Aid Policy Administration of Medication Policy Dealing with Infectious Disease Policy COVID-19 Policy Child Protection Policy Nut-free policy	Medical Conditions Policy Privacy and Confidentiality Policy Work Health and Safety Policy Supervision Policy
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## PURPOSE

Teachers and educators have a duty of care to respond to and manage illnesses, accidents, incidents, and trauma that may occur at the preschool to ensure the safety and wellbeing of children, educators and visitors. This policy will guide venue staff 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.

## SCOPE

This policy applies to children, families, staff, management, and visitors of the preschool.

## IMPLEMENTATION

CSMP implements Venue Management Plans and risk management planning to identify any possible risks and hazards to our learning environment and practices. Where possible, we have eliminated or minimised these risks as is reasonably practicable.

We are committed to minimise the spread of infectious diseases by implementing recommendations provided by federal and state government organisations.

CSMP implements the procedures outlined in the Staying healthy: *Preventing infectious diseases in early childhood education and care services (Fifth Edition)* developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the preschool.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction under the Public Health Act.

## IDENTIFYING SIGNS AND SYPTOMS OF ILLNESS

Teachers, 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 may be required to ensure a safe and healthy environment.

Recommendations from the Department of Health will be adhered to minimise risk where reasonably practicable.



During a pandemic, such as COVID-19, risk mitigation measures may be implemented within CSMP 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)
- taking children's temperature prior to entry into the preschool and excluding anyone who has a temperature above 37.5°C
- 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
- requesting any person visiting our preschool for work sign a Health Declaration form confirming they have not been in close contact with anyone with a positive COVID-19 diagnosis and that they are double vaccinated against Covid-19.
- restrict the number of visitors entering the venue
- request parents to drop off and collect children from outside the venues
- enhanced personal hygiene for children, staff and parents (including frequent handwashing and the use of hand sanitiser)
- full adherence to the National Health and Medical Research Council childcare cleaning guidelines and cleaning and disinfecting high touch surfaces at least twice daily
- 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.
- cancelling excursions and incursions during a pandemic
- recommending vaccination for eligible people

Children who appear unwell at the preschool 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 or virus (vomiting, diarrhoea, fever) 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
- fatigue
- high temperature or fever
- loose bowels
- faeces that are grey, pale or contains blood
- vomiting
- discharge from the eye, ear or nose
- skin that displays rashes, blisters, spots, crusty or weeping sores
- loss of appetite
- dark or discoloured urine
- headaches
- stiff muscles or joint pain
- continuous scratching of scalp or skin
- difficulty in swallowing or complaining of a sore throat
- persistent, prolonged or severe coughing
- difficulty breathing
- a stiff neck or sensitivity to light

We reserve the right to refuse a child from attending preschool 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 preschool
- have started a course of anti-biotics in the last 24 hours or
- have a contagious or infectious disease
- have been in close contact with someone who has a positive confirmed case of COVID-19
- have a temperature above 37.5°C when assessed prior to entry to the service (effective during a pandemic or outbreak of an infectious disease)



## HIGH TEMPERATURES OR FEVERS

Recognised authorities suggest a child's normal temperature will range between 36.0°C and 37.0°C, but this will often depend on the age of the child and the time of day.

Any child with a high fever or temperature reaching 38°C or higher will not be permitted to attend the preschool until 24 hours after the temperature/fever has subsided.

### When a child develops a high temperature or fever at preschool

If your child becomes ill whilst at preschool, venue staff will respond to their individual symptoms of illness and provide comfort and care. Teachers and educators will closely monitor the child, focusing 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 supervised but separated from other children to await pick up from their parent/carer.

- Educators will notify parents when a child registers a temperature of 38°C or higher.
- The child will need to be collected from the venue and will not be permitted back for a further 24 hours
- Emergency services will be contacted should the child have trouble breathing, becomes disorientated or unresponsive or suffers a convulsion.
- Educators will complete an *Incident, Injury, Trauma and Illness* record and note down any other symptoms that may have developed along with the temperature (for example, a rash, vomiting, etc.).

### Methods to reduce a child's temperature or fever

- encourage the child to drink plenty of water (small sips), unless there are reasons why the child is only allowed limited fluids
- remove excessive clothing (shoes, socks, jumpers, pants etc.) Educators will be mindful of cultural beliefs
- parents/guardian will be contacted by phone and informed of their child's temperature
- if requested by a parent or emergency contact person and written parental permission to administer paracetamol or ibuprofen is recorded, staff may administer paracetamol or ibuprofen (Panadol or Nurofen) in an attempt to bring the temperature down. However, a parent or emergency contact person, must still collect the child from preschool



- before giving any medication to children, the medical history of the child must be checked for possible allergies
- the child's temperature, time, medication, dosage, and the staff member's name administering the medication and the staff member witnessing the administration will be recorded in the *Incident, Injury, Trauma and Illness Record*. Parents will be requested to sign and acknowledge the *Administration of Medication Record* when collecting their child.

### **DEALING WITH COLDS/FLU (RUNNY NOSE)**

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If any child, staff member or visitor has any cold/flu symptoms (such as sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) they are requested to stay at home and be tested for COVID-19. If a child, employee or visitor is tested for COVID-19, they are required to self-isolate until they receive notification of their test results. A copy of the negative result should be provided to the director or staff member on site.

Colds are the most common cause of illness in children and adults. Symptoms include a runny or blocked nose, sneezing and coughing, watery eyes, headache, a mild sore throat, and possibly a slight fever.

Children can become distressed and lethargic when unwell. Discharge coming from a child's nose and coughing can lead to germs spreading to other children, educators, toys, and equipment.

Early childhood teachers and educators have the right to send children home if they appear unwell due to a cold or general illness.

### **DIARRHOEA AND VOMITING (GASTROENTERITIS)**

Gastroenteritis (or 'gastro') is a general term for an illness of the digestive system. Typical symptoms include abdominal cramps, diarrhoea, and vomiting. In many cases, it does not need treatment, and symptoms disappear in a few days.

However, gastroenteritis can cause dehydration because of the large amount of fluid lost through vomiting and diarrhoea. Therefore, if a child does not receive enough fluids, he/she may require fluids intravenously.



If a child has diarrhoea and/or vomiting whilst at preschool, teachers or educators will notify parents or an emergency contact to collect the child immediately. In the event of an outbreak of viral gastroenteritis, the director will contact the local Public Health Unit.

The director must document the number of cases, dates of onset, duration of symptoms. An outbreak is when two or more children or staff have a sudden onset of diarrhoea or vomiting in a 2-day period. (NSW Government- Health 2019).

Children that have had diarrhoea and/or vomiting will be asked to stay away from the Service for 48 hours after symptoms have ceased to reduce infection transmission as symptoms can reappear after 24 hours in many instances.

An *Incident, Injury, Trauma and Illness* record must be completed as per regulations. Notifications for serious illnesses must be lodged with the Regulatory Authority and Public Health Unit.

**Infectious causes of Gastroenteritis include:**

- Viruses such as rotavirus, adenoviruses and norovirus.
- Bacteria such as Campylobacter, Salmonella and Shigella.
- Bacterial toxins such as staphylococcal toxins.
- Parasites such as Giardia and Cryptosporidium.

**Non-infectious causes of Gastroenteritis include:**

- Medication such as antibiotics
- Chemical exposure such as zinc poisoning
- Introducing solid foods to a young child
- Anxiety or emotional stress

The exact cause of infectious diarrhoea can only be diagnosed by laboratory tests of faecal specimens. In mild, uncomplicated cases of diarrhoea, doctors do not routinely conduct faecal testing.

Children with diarrhoea who also vomit or refuse extra fluids should see a doctor. In severe cases, hospitalisation may be needed. The parent and doctor will need to know the details of the child's illness while the child was at preschool.





Children and staff with diarrhoea and/or vomiting will be excluded until the diarrhoea and/or vomiting has stopped for at least 48 hours.

Please note: If there is a gastroenteritis outbreak at CSMP, children displaying the symptoms will be excluded until the diarrhoea and/or vomiting has stopped and the family are able to get a medical clearance from their doctor.

## **PREVENTING THE SPREAD OF ILLNESS**

To reduce the transmission of infectious illness, CSMP 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 preschool. 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.

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

Venue staff 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 venue staff and children routinely using soap and water before and after eating and when using the toilet and drying hands thoroughly with paper towel.

After wiping a child's nose with a tissue, educators will dispose the tissue in a plastic-lined bin and wash their hands thoroughly with soap and water and dry using paper towel.

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

Parents, families and visitors are requested to wash their hands upon arrival and departure at the Service or use an alcohol-based hand sanitizer.



## **PARENT/FAMILY NOTIFICATION**

### **COVID-19**

The Public Health Unit (PHU) will notify the Approved Provider of the Service in the event of a positive COVID-19 diagnosis of any child, educator, parent or visitor and conduct contact tracing.

Any decision to close the preschool venue and other directions will be provided by the PHU and regulatory body. The Approved Provider will notify the Regulatory Authority within 24 hours of any closure due to COVID-19.

### **Other Infectious Illness-** [gastroenteritis, whooping cough, chicken pox etc.]

Parents will be notified of any outbreak of an infectious illness (eg: Gastroenteritis) within the CSMP via signage at the venue, SMS and email to assist in reducing the spread of the illness

Exclusion periods for illness and infectious diseases are provided to parents and families and included in our Parent/Family Handbook.

## **SERIOUS INJURY, INCIDENT OR TRAUMA**

In the event of any child, staff member, volunteer, student or contractor having an accident at the CSMP, a teacher or educator who has a First Aid Certificate will attend to the person immediately.

Adequate supervision will be provided to all children.

Any workplace incident, injury or trauma will be investigated, and records kept as per WHS legislation and guidelines.

Procedures as per our *Administration of First Aid Policy* will be adhered to by all staff.

## **INCIDENT, INJURY, TRAUMA AND ILLNESS RECORD**

An *Incident, Injury, Trauma and Illness* record contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for at the service. The record will include:

- name and age of the child
- circumstances leading to the incident, injury, illness
- time and date the incident occurred, the injury was received, or the child was subjected to trauma
- details of any illness which becomes apparent while the child is being cared for including any symptoms, time and date of the onset of the illness



- details of the action taken by the educator including any medication administered, first aid provided, or medical professionals contacted
- details of any person who witnessed the incident, injury or trauma
- names of any person the educator notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and the time and date the record was made

Venue staff are required to complete documentation of any incident, injury or trauma that occurs when a child is being educated and cared for by CSMP. This includes recording incidences of biting, scratching, dental or mouth injury. Due to Confidentiality and Privacy laws, only the name of the child injured will be recorded on the Incident, Injury, Trauma or Illness Record. Any other child/ren involved in the incident will not have their names recorded. If other children are injured or hurt, separate records will be completed for each child involved in the incident. Parents/Authorised Nominee must acknowledge the details contained in the record, sign and date the record on arrival to collect their child. All Incident, Injury, Trauma and Illness Records must be kept until the child is 25 years of age.

### **Definition of Serious Incident**

Regulations require the Approved Provider or Nominated Supervisor to notify Regulatory Authorities within 24 hours of any serious incident at the preschool.

a) The death of a child:

- (i) while being educated and cared for by an Education and Care Service or
- (ii) following an incident while being educated and cared for by an Education and Care Service.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an Education and Care Service, which:

- (i) 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. For example: whooping cough, broken limb and anaphylaxis reaction

(c) Any incident or emergency where the attendance of emergency services at the venue was sought, or ought reasonably to have been sought (eg: severe asthma attack, seizure or anaphylaxis)

(d) Any circumstance where a child being educated and cared for by CSMP

- (i) appears to be missing or cannot be accounted for or
- (ii) appears to have been taken or removed from the venue in a manner that contravenes these regulations or



(iii) is mistakenly locked in or locked out of the venue.

A serious incident should be documented as an incident, injury, trauma and illness record as soon as possible and within 24 hours of the incident, with any evidence attached.

### **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 venue that breaches the National Regulations or is mistakenly locked in or locked out of any part of the venue, a serious incident notification must be made to the Regulatory Authority.

A child may only leave the venue 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 other emergency.

Educators ensure that

- the attendance record is regularly cross-checked to ensure all children signed into the service are accounted for
- children are supervised at all times
- visitors to the service are not left alone with children at any time

Should an incident occur where a child is missing from the venue, teachers and educators 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 and the CSMP director notified; who will immediately 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 Director 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 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 medical practitioner. In the event of any head injury, the teacher or educator will assess the child in accordance with their first aid training, 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 after hitting their head

## TRAUMA

Trauma is defined as the impact of an event or a series of events during which a child feels helpless and pushed beyond their ability to cope. There are a range of different events that might be traumatic to a child, including accidents, injuries, serious illness, natural disasters (bush fires), assault, and threats of violence, domestic violence, neglect or abuse and war or terrorist attacks. Parental or cultural trauma can also have a traumatising effect on children. This definition firmly places trauma into a developmental context:

*“Trauma changes the way children understand their world, the people in it and where they belong.”*  
(Australian Childhood Foundation, 2010).

Trauma can disrupt the relationships a child has with their parents, educators and staff who care for them. It can transform children’s language skills, physical and social development and the ability to manage their emotions and behaviour.

**Behavioural responses for pre-school aged children who have experiences trauma may include:**

- new or increased clingy behaviour such as constantly following a parent, carer or staff around
- anxiety when separated from parents or carers
- new problems with skills like sleeping, eating, going to the toilet and paying attention



- shutting down and withdrawing from everyday experiences
- difficulties enjoying activities
- being jumpier or easily frightened
- physical complaints with no known cause such as stomach pains and headaches
- blaming themselves and thinking the trauma was their fault.

Children who have experienced traumatic events often need help to adjust to the way they are feeling. When parents, educators and staff take the time to listen, talk, and play they may find children begin to say or show how they are feeling. Providing children with time and space lets them know you are available and care about them.

It is important for educators to be patient when dealing with a child who has experienced a traumatic event. It may take time to understand how to respond to a child's needs and new behaviours before parents, educators and staff are able to work out the best ways to support a child. It is imperative to realise that a child's behaviour may be a response to the traumatic event rather than just 'naughty' or 'difficult' behaviour.

### **Educators can assist children dealing with trauma by:**

- observing the behaviours and expressed feelings of a child and documenting responses that were most 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 (e.g. drawing, playing with play dough, dress-ups and physical games such as trampolines)
- helping children understand their feelings by using reflecting statements (e.g. 'you look sad/angry right now, I wonder if you need some help?').

There are a number of ways for parents, educators and staff to reduce their own stress and maintain awareness, so they continue to be effective when offering support to children who have experienced traumatic events.



**Strategies to assist families, educators and staff to cope with children's stress or trauma may include:**

- taking time to calm yourself when you have a strong emotional response. This may mean walking away from a situation for a few minutes or handing over to another educator or staff member if possible
- planning ahead with a range of possibilities in case difficult situations occur
- remembering to find ways to look after yourself, even if it is hard to find time or you feel other things are more important. Taking time out helps adults be more available to children when they need support
- using supports available to you within your relationships (e.g., family, friends, colleagues)
- identifying a supportive person to talk to about your experiences. This might be your family doctor or another health professional
- accessing support resources- BeYou, Emerging Minds.

*Living or working with traumatised children can be demanding so it is important for all educators to be aware of their own responses and seek support from management when required.*

**MANAGEMENT/NOMINATED SUPERVISOR/RESPONSIBLE PERSON AND EDUCATORS WILL ENSURE:**

- preschool policies and procedures are adhered to at all times
- parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring
- 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)
- parents are advised to keep the child home until they are feeling well, and they have not had any symptoms for at least 24-48 hours (depending upon the illness and exclusion periods)
- first aid qualified educators are present at all times on the roster and in the Service
- first aid kits are suitably equipped and checked on a monthly basis
- first aid kits are easily accessible when children are present at the preschool 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 are excluded for the appropriate period



- children are excluded from preschool if staff feel the child is too unwell to attend or is a risk to other children
- educators or staff who have diarrhoea or an infectious disease do not prepare food for others
- cold food is kept cold (below 5 °C) and 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 the preschool, 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 are notified of any infectious diseases circulating the preschool within 24 hours of detection
- staff and children always practice appropriate hand hygiene and cough and sneezing etiquette
- appropriate cleaning practices are followed
- toys and equipment are cleaned and disinfected on a regular basis
- additional cleaning will be implemented during any outbreak of an infectious illness or virus
- all illnesses are documented in the *Service Incident, Injury, Trauma and Illness Record*

#### FAMILIES WILL:

- provide up to date medical and contact information in case of an emergency
- provide the preschool with all relevant medical information
- 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 preschool 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 preschool if required
- 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.





## RESOURCES

[beyou Bushfire resource](#)  
[Emerging Minds Community Trauma Toolkit](#)  
[Fever in children- \(health direct.gov.au\)](#)  
[Head Injury and concussion](#)  
[NSW Health Gastro Pack NSW Health](#)  
*Staying Healthy: Preventing infectious diseases in early childhood education and care services*  
[Recommended exclusion periods- Poster](#)  
[Minimum periods for exclusion from childcare services \(Victoria\)](#)

## SOURCE

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## REVIEW

POLICY REVIEWED	November 2021	NEXT REVIEW DATE	November 2022
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