



Incident, Injury, Trauma and Illness

Sources

- **Education and Care Services National Law Act 2010**
- **Education and Care Services National Regulations 2011**
(In particular:
Regulations 82, 85–89,
103, 136–137, 176, 245)
- **Children and Young Persons (Care and Protection) Act 1998 (NSW)**
– including
the **paramountcy principle** that the safety, welfare and wellbeing of the child is the primary consideration
- **Guide to the National Quality Standard**
Australian Children's Education and Care Quality Authority (ACECQA)
- **Guide to the Education and Care Services National Law and National Regulations**
Australian Children's Education and Care Quality Authority (ACECQA)
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Review Date: 20/05/2028

PARAMOUNTCY OF THE CHILD

In accordance with the **paramountcy principle under NSW child protection legislation**, the safety, welfare and wellbeing of children is the paramount consideration in all decisions, actions and responses taken by the service in relation to incident, injury, trauma and illness.

All educators, staff, volunteers, students and management will:

- Act in the **best interests of the child at all times**, with particular regard to their safety, dignity, rights and developmental needs;
- Ensure that **children are protected from harm, abuse and neglect**, including during and following any incident, injury, trauma or illness;
- Recognise that **children have a right to be heard** and taken seriously, with their views considered in an age-appropriate and culturally responsive manner;
- Prioritise children's emotional wellbeing alongside physical health when responding to incidents or illness;
- Take a **child-centred, trauma-informed approach** when responding to distressing incidents, injuries or illness.

Goals – What are we going to do?

Our preschools will:

Develop program goals that promote the wellbeing of each child;

Establish procedures and practice that minimise the risk of harm to children;

Maintain communication with families to ensure that they are informed of any incidents, injury, trauma and illness to their child/ren as required;

- **NSW Child Safe Standards / Child Safety Reforms**
Office of the Children's Guardian (NSW)
- **Belonging, Being and Becoming: The Early Years Learning Framework for Australia V2 2023**

Health and Safety in Children's Services Model Policies and Practices – 2nd Edition revised (2003)

Links to Other Policies

This policy should be read in conjunction with the service's:

- **Child Protection / Safeguarding Policy** – including mandatory reporting, reportable conduct and child-safe practices
- **First Aid Policy and First Aid Plan** – procedures for responding to injury and medical emergencies
- **Medical Conditions Policy** – management of illness, allergies and health care plans
- **Emergency and Evacuation Policy** – responses to serious incidents and emergencies
- **Work Health and Safety Policy** – safe practices when administering first aid or responding to incidents

Ensure that records of any incident, injury, trauma and illness are documented, transmitted to the Department of Education and Communities as required and kept in storage according to regulatory requirements; and

Ensure that this policy is implemented in conjunction with our Emergency and Evacuation policy.

Strategies - How will it be done?

The approved provider, nominated supervisor and educators will consider the development of children's wellbeing as paramount to the educational philosophy of the service. All educators will be aware of the development of wellbeing, and children's emerging capabilities, and plan the program accordingly.

NSW Child Safety Reforms

The service is committed to implementing the **NSW child safety reforms** and strengthening child-safe practices in line with legislative requirements and sector expectations.

This includes:

- Maintaining **robust incident, injury, trauma and illness procedures** that support early identification, appropriate response, documentation and follow-up;
- Ensuring staff understand their **mandatory reporting obligations** and respond to concerns about a child's safety, wellbeing or protection in a timely and lawful manner;
- Embedding **child-safe culture and practices**, including supervision, record keeping, transparency with families and continuous improvement;
- Supporting children who may have experienced trauma through **safe, consistent and predictable responses**, and referrals where required.

Where an incident, injury, trauma or illness raises a **child protection concern**, the service will follow its **Child Protection / Safeguarding Policy**, including any obligations relating to reportable conduct and notifications.

The procedures of the service will include the following:

Approved Providers will:

- **Confidentiality and Privacy Policy** – secure handling and storage of incident records
- **Enrolment and Orientation Policy** – family information, authorised nominees and communication processes

Alignment across these policies ensures a **consistent, child-centred and trauma-informed approach** to responding to incident, injury, trauma and illness.

- Notify the Regulatory Authority of any serious incident at the preschool (*a notifiable serious incident is defined as a serious injury, trauma or illness that required the urgent medical attention of a registered medical practitioner or attendance at hospital at the time, or if these ought reasonably to have been sought at the time of the incident*), the death of a child, or complaints alleging that the safety, health or wellbeing of a child was, or is, being compromised.

Nominated Supervisors will:

- Ensure that educators are rostered so that at least one educator who holds a current approved first aid qualification is present at all times that the children are being educated and cared for by the service;
- Ensure the service holds the correct number of first aid kits required, suitably equipped, and maintained;
- Ensure that all staff are aware of the completion of appropriate records in OWNA (incident reports, Illness & infectious disease) and complete an Injury on Intake form (attachment 1) in the event of any incident, injury, trauma or illness to children whilst in the care of the service, or upon its detection whilst in the care of the service, and that this information is completed no later than 24 hours after the incident occurred);
- Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements;
- Complete an audit of the Injury, incident, trauma and illness reports to reflect on the effectiveness of the procedures in place at the service;
- Give staff access to appropriate up to date information, or professional development on the management of incidents; and
- Make certain that all staff have access to the Regulations and Law and are aware of their responsibilities under these ensuring that this occurs as part of staff induction or orientation to the service and that position descriptions reflect this responsibility.

Educators will:

- Greet families noting each child's wellbeing and complete an Injury on Intake form if required.
- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate;

- Consider the planning of the physical environment and experiences, ensuring that the spaces are safe;
- Thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing;
- Respond to children in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is paramount at all times;
- Seek further medical attention for a child if required;
- Be aware of the signs and symptoms of illness/trauma, and update their understanding as part of their ongoing professional development;
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness;
- Respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or to request the collection of the child;
- In response to a child registering a high temperature, follow procedures for temperatures, and complete the incident, injury, trauma and illness record in OWINA as required;
- Maintain appropriate work health and safety standards when attending to children's injuries and applying first aid;
- Develop partnerships with families and use this understanding to guide the development of practice in relation to individual children's emerging capabilities;
- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired and added to the maintenance log in OWINA.
- Ensure that hazardous items are inaccessible to children; and
- Be involved in regularly reviewing and discussing policy and procedure, consider any improvements that need to be made to this policy.

Families will:

- Be informed of policies and procedures upon enrolment with regards to first aid, illness whilst at the service, and exclusion practices, including immunisation status and illnesses at the service;
- Inform the service of their child's particular requirements, and provide any relevant paperwork to the service, such as immunisation status, letters from medical professionals, Health Care Plans, etc;
- Be notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident, and will be provided with a copy of the report
- Receive access to this policy and notification of its existence;
- Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service;
- Be provided access to information on children's development, the service program, and relevant resources (such as fact sheets, for example) from the service.

Evaluation

Educators respond in a timely manner to any incident, and documentation is completed, shared, and stored as appropriate. Regular reviews of procedures and policy are implemented.

Documentation and Record Keeping

I. Incident Notification and Record Keeping

Incident, injury, trauma and illness records will be completed **accurately, promptly and in full**, in accordance with regulatory requirements.

Records will:

- Clearly document **what occurred**, when and where the incident took place, and the actions taken by educators;
- Include **details of medical treatment provided**, first aid administered, and any follow-up action;
- **Include the name and signature of the person who gave, or attempted to give, notice of the incident** to the child's parent or authorised nominee;

- Record the **date, time and method of notification**, including any unsuccessful attempts to notify;
- Be shared with families as required and retained securely in line with legislative timeframes.
- Archive and retain Incident, injury, trauma and illness records until the child is at least 25 years of age.
- The regulatory authority will be notified of any serious incidents requiring medical attention within 24 hours.

Approved Provider Representative:

Name:..... Ashliegh Mitchell

Role: President

Signature:

Date Adopted:20 / 05 / 2026.....

REVIEW DATE:20 / 05 / 2028.....

POLICY REVISIONS		
Policy Reviewed/ Adopted	Approved Provider Representative	Review Date
03/08/2017	Belinda Fayle	03/08/2019
15/06/2021	Aaron Kennedy	15/06/2023
24/10/2023	Narissa Cuskelly	24/10/2025
24/10/2025	Ashliegh Mitchell	24/10/2027
20/05/2026	Ashliegh Mitchell	20/05/2028