

Scope

This procedure applies to any child incident, serious incident, injury, trauma or illness, which occurs whilst the child is in attendance in any SDN service.

Key Terms

Incident

Any child incident, serious incident, illness, injury or trauma that occurs in any SDN service.

Please refer to the *Child Incident, Injury, Trauma and Illness Policy* for the definition of the following terms:

- incident
- illness
- injury
- trauma
- serious incidents.

Key Lead

The Key Lead is first staff member responding to the incident, illness, injury or trauma.

Procedure Details

How to undertake first response

Person responsible	Steps
Key Lead	<ol style="list-style-type: none"> 1. Conduct an immediate assessment of the incident and the environment for risks associated with the incident and acts accordingly (whichever applicable): <ul style="list-style-type: none"> • approach, engage with and re-assure the child/ren • ask the child/ren what happened • explain to the child what is happening and what will happen • coordinate with other staff members who were there at the location and time of the incident • is first aid required? (if yes, proceed to step #3)

Person responsible	Steps
	<p>2. if any child appears to be missing, cannot be accounted for, has been taken or removed from the service,</p> <p>2.1. contacts the police and notifies the family immediately</p> <p>2.2. for SDN Children’s Education and Care Centres, if the Key Lead is not the Nominated Supervisor themselves or the Nominated Supervisor is not on site at the time of the incident, immediately notifies the Nominated Supervisor of the child missing and of the calls that have been made to the police and family (proceed to step #2.4)</p> <p>2.3. for all other SDN services, if the Key Lead is not the Service Manager themselves or the Service Manager is not on site at the time of the incident, immediately notifies the Service Manager of the child missing and of the calls that have been made to the police and family (go to next step)</p>
Nominated Supervisor/ Service Manager	2.4. immediately informs the Community Leader of the child missing and of the calls that have been made to the police and family
Community Leader	<p>2.5. supports the Nominated Supervisor/Service Manager to:</p> <ul style="list-style-type: none"> • manage the incident for the child and family including responding to concerns of risk of harm • assess and mitigate risks of future incidents • support any additional or further communication required with emergency services and/or the media • communicate with other families impacted by the Incident (directly or indirectly) • support the staff communication and wellbeing where impacted by the incident.
Key Lead	<p>3. if first aid is required, alerts the first aid trained staff. Refer to <i>First Aid Procedure</i></p> <p>4. if death of a child occurred, performs steps in the <i>Death of a Child Procedure</i> and then steps under to <i>How to document and report an incident Procedure Details Section</i> of this document</p> <p>5. for all incidents, stays with the child and continues to support and re-assure her/him</p>

Person responsible	Steps
Key Lead/Qualified First Aider	<p>6. ensures appropriate first aid is administered in response to the incident, if applicable</p> <p>7. calls or directs another staff member to call emergency services, if necessary</p>
Key Lead along with the Nominated Supervisor/ Service Manager/ Responsible Person	<p>8. direct a staff member, who has knowledge of the incident and is not required to stay with the child, to notify parent/guardian/ authorised nominee as soon as possible after the incident has occurred</p> <p>9. communicate with any children and/or staff members who witnessed the incident</p> <p>10. follow up as necessary. Proceed to the next <i>procedure details section</i>.</p>

How to document and report an incident

Steps 1 to 5.2 are required to be done within 24 hours from the time of the incident.

Person responsible	Steps
Key Lead	1. completes as much of the <i>SDN Child Incident, Injury, Illness and Trauma Form</i> as possible
Nominated Supervisor/ Service Manager/ Responsible Person	<p>2. checks the completeness of the <i>SDN Child Incident, Injury, Illness and Trauma Form</i> and coordinates with the Key Lead, witness and/or Qualified First Aider for any queries/concerns raised as soon as possible after the incident has occurred</p> <p>3. records all incidents (child incident, injury, trauma and illness) in the <i>Child Incident Register</i> and uses the <i>Child Incident Register</i> to cross check the number of repeat incidents for any child added to the register and to respond to any pattern/s of concern presenting</p> <p>4. for serious risks to the life, health or safety of a child supported through SDN Disability Services in the ACT, notifies the Director-General of ACT Community Services of the circumstances of the risk (CSD@act.gov.au) as per <i>Disability Services Regulation 2014</i></p> <p>5. for serious incidents in services other SDN Children's Education and Care Centres, sends the completed <i>SDN Child Incident, Injury, Illness and Trauma Form</i> to the Community Leader and copies in accountability@sdn.org.au and Corporate Services (corporateservices@sdn.org.au). Go to step #7</p> <p>6. for serious incidents in SDN Children's Education and Care Centres,</p> <p>6.1. using the NQA ITS System, completes the <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01:</i></p>

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 3 of 9

Person responsible	Steps
	<p><i>Notification of Complaints, Incidents and additional children in an emergency Form</i> and reports to the Regulatory Authority as per <i>Education and Care Services National Law Act 2010</i>, within 24 hours of the incident. The completed <i>SDN Child Incident, Injury, Trauma and Illness Form</i> is uploaded as an attachment.</p> <p>6.2. submits a copy of the completed <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> and the <i>SDN Child Incident, Injury, Trauma and Illness Form</i> to the:</p> <ul style="list-style-type: none"> • Community Leader • Centre Director or Program Manager • accountability@sdn.org.au • Corporate Services - corporateservices@sdn.org.au
Relevant staff member	7. updates master files and uploads <i>SDN Child Incident, Injury, Illness and Trauma Form</i> and <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> (where applicable) on the dashboard within 2 business days of receipt
Relevant Corporate Services staff member	8. contacts the insurance company regarding the incident and documents the correspondence for serious incidents or incidents that will result to insurance claims. Proceed to the next procedure details.

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 4 of 9

How to follow up on an incident

Two (2) follow ups will be done in relation to the incident:

- the initial follow up will be conducted within 2 business days from time of incident
- the second follow up will be within 2 business days from the time of the initial follow up.

Person responsible	Steps
Key Lead with Nominated Supervisor/Service Manager/ Responsible Person	<ol style="list-style-type: none"> 1. contact the parent/guardian/authorised nominee to obtain any updates regarding the child’s status including any medical treatment received 2. assess the physical environment of incident and make changes as appropriate if needed 3. monitor and ensure completion of any action plans put in place from the follow up and investigation 4. document findings from investigation, any additional notes, and updates/information obtained into <i>the SDN Child Incident, Injury, Trauma and Illness Form</i>, where applicable For the second follow up, any updates/information obtained during this time will be documented on Section 8 of the <i>SDN Child Incident, Injury, Trauma and Illness Form</i> 5. for the following circumstances (these will be treated as a new incident and documented within a new <i>SDN Child Incident, Injury, Trauma and Illness Form</i> and/or reported to the Regulatory Authority using the NQA ITS System to complete and submit an <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> for serious incidents in SDN Children’s Education and Care Centre), follow steps under the <i>How to undertake the first response</i> and <i>How to document and report an incident Procedure Details Sections</i>. These are followed as standard : <ul style="list-style-type: none"> • if a separate unrelated incident for the child in the same day • if a child presents additional or new symptoms on site in the same day as the incident having occurred • if the child stays at the service and presents symptoms later within the same day, days to follow when at the service <p>Otherwise, proceed to next activity</p> 6. for services other than SDN Children’s Education and Care Centres, notify the relevant Community Leader and copies in the accountability@sdn.org.au, and Corporate Services at

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 5 of 9

Person responsible	Steps
	<p>corporateservices@sdn.org.au with the updated <i>SDN Child Incident, Injury, Trauma and Illness Form</i> (refer to steps #4 and 5 of the <i>How to document and report an incident Procedure Details Section</i>, then perform last step of this procedure details section)</p> <p>7. for SDN Children’s Education and Care Centres,</p> <p>7.1. for the following instances, perform step #6 to 8 of the <i>How to document and report an incident Procedure Details Section</i> (the updated <i>SDN Child Incident, Injury, Trauma and Illness Form</i> and a completed <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> must be reported to the Regulatory Authority within 24 hours of receiving the new information about the child):</p> <ul style="list-style-type: none"> • if the new information results for the incident to be classified as a serious incident • if the incident was a serious incident (i.e. a completed <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> was submitted in the first instance) but additional information is necessary to report to the Regulatory Authority <p>7.2. if an <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> was already submitted to the Regulatory Authority, within 24 hours from the time of the incident, resubmits the same notification with the updated <i>SDN Child Incident, Injury, Trauma and Illness Form</i> to the Community Leader and copies in the accountability@sdn.org.au (refer to step #6 to 8 of the <i>Documenting and reporting of an incident Procedure Details</i>)</p> <p>8. if hazards are identified, complete <i>Hazard Report Form</i> and <i>Risk Assessment Form</i> in consultation with the Work Health and Safety (WHS) and Injury Management Consultant</p> <p>9. conduct second follow up within 2 business days after the initial follow up (performs step #1 to #8 of this procedure details section)</p> <p>10. sign section 8 of the <i>SDN Child Incident, Injury, Trauma and Illness Form</i> along with the Parent/Guardian and offers a copy to the Parent/Guardian for their records</p> <p>11. once the initial and second follow up are done (including step #10),</p>

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 6 of 9

Person responsible	Steps
	<p>file completed <i>SDN Child Incident, Injury, Trauma and Illness Form</i>, <i>ACECQA SI01: Notification of Serious Incident Form</i> or <i>ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form</i> (where applicable) and any follow up or investigation records into the child's file</p> <ul style="list-style-type: none"> •

How to follow up an illness/infectious disease

Person responsible	Steps
Nominated Supervisor	<ol style="list-style-type: none"> 1. notifies the SDN Incident Line (1300 838 152) and in NSW the Public Health Unit (PHU) by phone (call 1300 066 055) and in the ACT The Communicable Disease Control Information Line (call 02 62052155) as soon as possible after they are made aware that a child enrolled at the service is suffering from a notifiable preventable diseases. 2. maintains a current list of notifiable diseases for their State or Territory. 3. notifies the SDN Incident Line (1300 838 152) immediately if the PHU contacts a service directly to notify them of a suspected outbreak of a communicable disease at the service 4. seeks advice from the SDN Incident Line (1300 838 152) and the local PHU or The Communicable Disease Control Information Line when they suspect an infectious disease outbreak is affecting their centre, such as outbreaks of a gastrointestinal or respiratory illness 5. informs families of the nature of the infectious disease and display all relevant information from <i>Staying Healthy in Childcare: preventing Infectious Diseases in Early Childhood and care services</i> (5th edition) 6. For an illness, keeps record of any illness in children, educators or other staff at the Education and Care Service. Using SDN Illness record form

Related SDN Documents

Policies

- GI-HLP-1.06: Risk Management
- GI-HLP-1.07: Providing a Child Safe Environment
- GI-HLP-1.08: Managing Critical Incidents
- GI-HLP-1.09: Privacy

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 7 of 9

- GI-OP-1.14: Communication with Families
- SD-HLP-2.02: Child Protection and Wellbeing
- SD-OP-2.05: Supervision of Children
- SD-OP-2.09: Arrival, Departure and Late Collection
- SD-OP-2.14: Children with Medical Conditions
- SD-OP-2.15: Child Incident, Injury, Trauma and Illness
- SD-OP-2.17: Water Safety
- SD-OP-2.18: Excursions, Incursions and Regular Outings
- SD-OP-2.19: Death of a Child in Care
- SD-OP-2.24: Interactions with Children
- WHS-OP-4.05: First Aid
- WHS-HLP-4.01: Work Health and Safety
- WHS-OP-4.03: Infectious Diseases
- WHS-OP-4.06: Emergency Preparedness

Procedures

- GI-PRO-1.07-01: Providing a Child Safe Environment
- SD-PRO-2.02-01: Reporting an Allegation of Possible Reportable Conduct
- SD-PRO-2.02-02: Responding to Concerns of Risk of Harm
- HR-PRO-2.02-03: Working with Children and Vulnerable People and Police Checks
- SD-PRO-2.19-01: Death of a Child in Care
- SD-PRO-2.06-01: Determining the Responsible Person
- SD-PRO-2.09-01: Arrival, Departure and Late Collection
- SD-PRO-2.14-01: Children with Medical Conditions
- SD-PRO-2.14-02: Administration of Medication
- SD-PRO-2.18-01: Excursions, Incursions and Regular Outings
- WHS-PRO-4.05-01: First Aid
- WHS-PRO-4.06-01: Emergency and Evacuation
- WHS-PRO-4.07-01: Safe Home Visiting
- WHS-PRO-4.09-01: Dangerous Substances

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 8 of 9

Forms/Templates

- SD-FRM-2.15-01-01: Child Incident, Injury, Trauma and Illness Form
- SD-FRM-2.15-01-02: Child Incident Register
- WHS-FRM-4.01-01: Hazard Report Form

Relevant Legislation/Regulations

- Education and Care Services National Law Act 2010, sections 174 and 291
- Education and Care Services National Regulations 2011, regulations 12, 85 to 87, 168(2)(b), 176, 177(1)(b), 178, 181, 183(2)(a) to (c) and 190(d)
 - Schedule 1: National Quality Standard, quality area 2, standards 2.1. and 2.3, quality area 3, standard 3.1, quality area 4, standard 4.1, quality area 7, standard 7.3
- Amendments to the Education and Care Services National Regulations 2013 (12b Meaning of Serious Incident)
- Disability Services Regulation 2014

Other References/Related Documents

- Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)
- ACECQA SI01: Notification of Serious Incident Form
- ACECQA NL01: Notification of Complaints, Incidents and additional children in an emergency Form
- NQA ITS System: <http://acecqa.gov.au/national-quality-agenda-it-system>

CHILD INCIDENT, INJURY, TRAUMA AND ILLNESS PROCEDURE		SD-PRO-2.15-01	
Approved by Senior Leadership Team	Approval Date September 2017	Review Date September 2021	Page 9 of 9