

Incident, Injury, Trauma & Illness Policy

PURPOSE

At Bateau Bay Before & After School Care, the health and safety of children, staff, families, and visitors is our highest priority. This policy guides educators in responding to and managing incidents, injuries, illnesses, and trauma, ensuring that all actions are consistent with the Education and Care Services National Law, National Regulations, and the National Quality Standard. Educators are responsible for promoting a safe environment, preventing the spread of infectious diseases, and taking appropriate action whenever a child, staff member, or visitor experiences an incident, injury, or illness.

SCOPE

This policy applies to all children, families, staff, management, and visitors at the OSHC Service. It ensures clear procedures are followed to protect the health, safety, and wellbeing of all individuals in the service.

Policy Statement

Our Service is committed to preventing incidents and minimising risks through comprehensive risk management, effective hygiene practices, and ongoing professional development for educators. We recognise that illnesses and infectious diseases can spread quickly, even with best practice hygiene and infection control, and we adhere strictly to public health recommendations, exclusion periods, and government guidelines to maintain a safe environment.

Identifying and Managing Illness

Educators monitor children for any signs of illness, including behaviour that is unusual for the child, high temperatures, vomiting, diarrhoea, rashes, persistent coughing, or difficulty breathing. If a child appears unwell or shows symptoms of a contagious illness, they are supervised in a separate area and parents or emergency contacts are notified immediately for collection. Children experiencing high fevers of 38°C or higher are not permitted to return until 24 hours after the fever subsides, and educators closely monitor these children while providing comfort and reassurance. Educators may administer paracetamol or ibuprofen to reduce fever only with written parental consent and according to the child's medical history.

During outbreaks of infectious illnesses such as gastroenteritis or COVID-19, exclusion periods are followed in line with guidance from the Australian Government Department of Health and local Public Health Units. Parents are requested to keep children at home if they display symptoms such as fever, vomiting, diarrhoea, or respiratory symptoms, and to provide medical clearance if required before returning to the Service.

Incident, Injury, Trauma & Illness Policy

Hygiene and Infection Control

Our Service promotes effective hygiene practices for staff, children, families, and visitors. Educators model handwashing, correct cough and sneeze etiquette, and regular cleaning and disinfecting of toys, equipment, and high-touch surfaces. All children and staff follow routines for handwashing before and after eating, using the toilet, and after touching the face. Alcohol-based hand sanitizers are used under adult supervision. During outbreaks or pandemics, additional measures may include restricted entry to the Service, designated drop-off and collection points, and enhanced cleaning protocols.

Incident, Injury, Trauma and Illness Management

All incidents, injuries, trauma, or illnesses are treated seriously. Educators with approved first aid training attend to affected individuals immediately, assessing the need for hospital care, administering first aid, and following documented medical management plans where relevant. Parents or authorised contacts are notified as soon as possible, and an Incident, Injury, Trauma and Illness Record is completed for each occurrence. These records are maintained confidentially and are kept until the child reaches 25 years of age. Serious incidents are reported to the Regulatory Authority within 24 hours, in line with National Law and Regulations.

Head Injuries and Emergency Situations

Any head injury is considered serious. The child is assessed, provided with first aid, and closely monitored until collected by a parent or guardian, or transferred to a hospital. Emergency services are contacted immediately if the child has lost consciousness, shows signs of severe injury, or requires urgent medical attention. Educators follow DRSABCD procedures to ensure the safety of all individuals. Action plans for children with known medical conditions, such as asthma or anaphylaxis, are implemented immediately, including administration of medication and calling an ambulance if required.

Trauma Support

Children who experience trauma may demonstrate changes in behaviour, language, social interactions, or emotional responses. Educators provide patience, care, and time to help children express their feelings and adjust. Trauma responses are treated with understanding and sensitivity, recognising that behaviours may reflect past experiences rather than misbehaviour. Educators and staff collaborate with parents to support the child's wellbeing and recovery.

Supervision and Missing Children

Children are continuously supervised to ensure their safety and protection from hazards. Attendance records are checked regularly, and any missing child is immediately located following the service's procedures, including thorough searches, contacting parents, and calling emergency services if required. Children only leave the Service with authorised individuals or for medical emergencies.

Incident, Injury, Trauma & Illness Policy

Roles and Responsibilities

Management, Nominated Supervisors, Responsible Persons, and educators ensure that policies and procedures are followed, parents are notified of any incidents or illnesses within 24 hours, first aid kits are equipped and accessible, and staff maintain current training in first aid, asthma, and anaphylaxis management. Families support the Service by providing up-to-date medical information, completing necessary documentation, adhering to exclusion periods, and giving written consent for first aid and emergency care when required.

Documentation and Reporting

All incidents, injuries, trauma, or illnesses are documented promptly in the Incident, Injury, Trauma and Illness Record, ensuring privacy and confidentiality. Parents acknowledge and sign records when collecting their child. Serious illnesses and incidents are reported to the Regulatory Authority and, where applicable, the Public Health Unit. The Service maintains these records according to legislative requirements.

Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the management and response to incidents, injuries, trauma and illness.

This means that in any situation involving an incident, injury, trauma or illness, the immediate safety, health and wellbeing of the child will take precedence over all other considerations. Educators, staff and management are required to exercise professional judgement and take all reasonable steps to protect children from harm and hazards, ensuring that prompt and appropriate action is taken, including the administration of first aid, seeking medical assistance, and notifying families and relevant authorities where required.

The Service will ensure that all incidents and health-related events are responded to in a timely, calm and effective manner, with educators remaining attentive to children's physical and emotional needs. Children will be supported with care, reassurance and dignity, particularly in situations involving trauma or distress. Educators will also ensure that appropriate supervision is maintained, risks are minimised, and all procedures, including documentation and reporting, are completed in accordance with legislative and regulatory requirements.

All practices relating to incidents, injuries, trauma and illness must prioritise the protection of children from harm, uphold their dignity and wellbeing, and ensure that every child is safe, supported and cared for at all times.



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REVIEW

This policy will be reviewed regularly to ensure ongoing compliance with legislation, the NQS, WHS requirements, and emerging health and safety needs, ensuring the Service remains a safe and supportive environment for all.

Review

Date:	Changes:	Reviewed by:
26/11/2021	New policy (All updated)	Charmayne Nathan
04/07/2024	Procedure was added to policy	Charmayne Nathan
17/09/25	Policy was updated, information was condensed.	Charmayne Nathan
24/4/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan