



INCIDENT, ILLNESS, ACCIDENT & TRAUMA POLICY

In Out of School Hours Services, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. When groups of children play together and are in new surroundings accidents and illnesses may occur. Our Service is committed to reducing illness and the likelihood of accidents through its risk management and effective hygiene practices.

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
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161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
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RELATED POLICIES

Administration of First Aid Policy Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Control of Infectious Disease Policy Diabetes Management Policy Epilepsy Policy	Family Communication Policy Immunisation Policy Infectious Disease Policy Medical Conditions Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy
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PURPOSE

Educators have a duty of care to respond to and manage illnesses, accidents, incidents, and trauma that may occur at the Service. This policy will guide Educators to manage illness and prevent injury and the spread of infectious diseases.

SCOPE

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

IMPLEMENTATION

IDENTIFYING SIGNS AND SYMPTOMS OF ILLNESS

OSHC 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 is required to ensure a safe and healthy environment.

Symptoms indicating illness may include:

- Behaviour that is unusual for the individual child

- High temperature or fevers
- Loose bowels
- Faeces that are grey, pale or contains blood
- Vomiting
- Discharge from the eye or ear
- Skin that display rashes, blisters, spots, crusty or weeping sores
- Loss of appetite
- Dark 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

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 OSHC Service until 24 hours after the temperature/fever has subsided.

WHEN A CHILD HAS A HIGH TEMPERATURE OR FEVER

- Educators will notify parents when a child registers a temperature of 38°C or higher.
- The child will need to be collected from the OSHC Service and will not be permitted back for a further 24 hours after the child's last temperature.
- Educators will complete an Illness, Accident & Trauma 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).
- Remove excessive clothing (shoes, socks, jumpers, pants etc.) Educators will be mindful of cultural beliefs.
- Sponge lukewarm water on the child's forehead, back of neck and exposed areas of skin: Never use cold water as this can have the opposite effect of increasing a temperature as the body fights back.
- If provided and requested by a parent, the most senior staff member present will administer Paracetamol (Panadol) according to provided instructions. A medication record will also be completed.

DEALING WITH COLDS/FLU (RUNNING NOSE)

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.

Management have the right to send children home if they appear unwell due to a cold or general illness. 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. Management will assess each individual case prior to sending the child home.

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 the OSHC Service, Management will notify parents or an emergency contact to collect the child immediately. If the Service has a total of three cases of gastroenteritis, the Public Health Unit must be notified.

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

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.
- Anxiety or emotional stress.

SERIOUS INJURY, INCIDENT OR TRAUMA

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

DEFINITION OF SERIOUS INCIDENT:

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 where the attendance of emergency services at the Education and Care Service premises was sought, or ought reasonably to have been sought

(d) Any circumstance where a child being educated and cared for by an Education and Care Service

- (i) Appears to be missing or cannot be accounted for or
- (ii) Appears to have been taken or removed from the Education and Care Service premises in a manner that contravenes these regulations or
- (iii) Is mistakenly locked in or locked out of the Education and Care Service premises or any part of the premises.

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.

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, war, terrorist attacks, assault, and threats of violence, domestic violence, neglect or abuse. 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.

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.

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

MANAGEMENT, NOMINATED SUPERVISORS, RESPONSIBLE PERSON, AND EDUCATORS WILL ENSURE:

- OSHC Service policies and procedures are adhered to at all times.
- Parents or guardians are notified as soon as practicable, but no later than 24 hours of the illness, accident, or trauma occurring.
- 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.
- An Illness, accident or trauma record is completed accurately and in a timely manner as soon after the event as possible.
- First aid qualified educators are present at all times on the roster and in the OSHC Service. First aid, anaphylaxis management training, and asthma management training is current and updated as required.
- First aid kits are suitably equipped and checked regularly.
- First aid kits are easily accessible when children are present at the OSHC Service and during excursions.
- Educators or staff who have an infectious disease do not prepare food for others.
- Cold food is kept cold (below 5 °C) and hot food, hot (above 75°C) 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 OSHC Service, 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 OSHC Service within 24 hours of detection.
- Staff and children always practice appropriate hand hygiene.
- Appropriate cleaning practices are followed.
- Toys and equipment are cleaned and disinfected on a regular basis.
- All illnesses are documented in the service Illness Register.

FAMILIES WILL:

- Provide up to date medical and contact information in case of an emergency.
- Provide the OSHC Service with all relevant medical information, including Medicare and private health insurance.
- Provide a copy of medical management plans.

SOURCE

Australian Childhood Foundation. (2010). Making space for learning: Trauma informed practice in schools: <https://www.theactgroup.com.au/documents/makingspaceforlearning-traumainschools.pdf>

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REVIEW

Date Reviewed	Modifications	Next Policy Review Date
September 2019	Ratified by the Kingsbury Primary School Council on 19/09/19.	September 2020