



Management of Incident, Injury, Illness & Trauma

POLICY STATEMENT

Our service aims to ensure the safety and wellbeing of all Educators, children and visitors while attending our service. This includes on excursions and ensuring proper care and attention in the event of an incident, injury, illness or trauma. Educators will make every attempt to ensure proper management of the event. Incident Reports will be completed on each event which has occurred. These are to be signed by the family of the child involved and the Responsible Person. Events which are deemed serious, family members or emergency contacts are to be informed immediately followed by the Management Committee, School and reported to the NSW Regulatory Authority as per the National Law and Regulations. Serious incidents, injuries or traumas will be directed to the First Aid Officer who will oversee the treatment and management of the event.

CONSIDERATIONS

Education & Care Services National Regulations	National Quality Standard	Related Service Policies / Documentation	Other
R12, 85, 86, 87, 88	2.1	<ol style="list-style-type: none"> 1. Parent Handbook (203) 2. Employee Handbook (202) 3. Acceptance and Refusal of Authorisations Policy (108) 4. Enrolment and Orientation Policy (110) 5. Dealing with Medical Conditions and Medical Administration Policy (115) 6. Providing a Child safe Environment Policy (116) 7. Administration of First Aid Policy (101) 	<ol style="list-style-type: none"> 1. Work Health and Safety act 2011 2. ACECQA "Frequently Asked Questions" 3. NSW Department of Health guidelines 4. Disability Discrimination Act 1975 5. NSW Anti – discrimination Act 1977 6. Staying Healthy in Child Care

PROCEDURE

1. Enrolment Information

- 1.1 Families are required to provide written permission for Educators to seek professional medical attention for their child, if required. This will be recorded in the enrolment form.
- 1.2 Families are required to supply information on their: preferred Doctor, Doctors details, health fund, and Medicare details.
- 1.3 Families are required to supply two emergency contacts in case of an emergency or accident.
- 1.4 Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form (*refer HNCCA 115 – Dealing with Medical Conditions and Medication Administration Policy*).

Families are required to supply all vaccination history of the child/ren in order to ensure compliance with the NSW Public Health Act which states “children who are unvaccinated due to their parent’s conscientious objection can no longer be enrolled in child care”.

2. Minor Incident, Injury & Trauma to a Child while in Care

- 2.1 If a child, Educator or visitor has an accident while at the Centre, an Educator who holds a current first aid certificate will attend to them immediately by following procedures stated in the *HNCCA 110 – Administration of First Aid Policy*
- 2.2 Anyone injured will be supervised by an Educator until they recover, or they are released to an authorised person who will take care of them.

3. Serious Cases of Major Injury, Incident, Illness or Trauma to a Child whilst in Care

First Aid Qualified Educator

In **serious cases** of major injury, incident, illness or trauma and required more than basic First Aid, the First Aid Qualified Educator will:

- 3.1 Assess the injury and decide if they need to be attended by the First Aid Officer or Management Team Member. The First Aid Officer or Management Team Member will make the decision to call for assistance, if this is required.
- 3.2 Attend to the injured person and administer First Aid as required.
- 3.3 If the injury is serious, the first priority is to get immediate medical attention. The Families or emergency contacts are to be notified straight away where possible.
- 3.4 Educators will ensure that proper hygiene is practiced when dealing with blood or bodily fluids (*refer HNCCA 114 – Dealing with Infectious Diseases Policy*).

- 3.5 The injured person is to be supervised/comforted by an Educator until suitable help arrives or further treatment is provided.
- 3.6 Educators are to comfort the injured person and reassure them that they will be okay and that their families have been called.
- 3.7 If the injured person is taken to hospital a Management member or First Aid Officer will accompany the injured person
 - 3.7.1 In the case in which the injured person is a child, the Management member or First Aid Officer will take the child's medical records with them.
- 3.8 A centre Incident form is to be completed and an injury form for the Regulatory Authority.

The Second Educator

- 3.9 Notify family or emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the injured person will be taken.
- 3.10 Ensure all bodily fluids and blood is cleaned up in a safe manner and all people who have come in contact with any blood or bodily fluids wash with warm soapy water.
- 3.11 Ensure the Educators keep the other children calm and away from the injured person.
- 3.12 Accidents which result in serious incident, injury, illness and trauma (including death) to a child must be reported to:
 - 3.12.1 The ambulance services
 - 3.12.2 The police
 - 3.12.3 Family or emergency contact person
 - 3.12.4 Management Committee/School Principal
 - 3.12.5 Regulatory Authority

4. Death or Serious Injury to a Child or Educator during Out of School Hours Care (OSHC)

- 4.1 All Educators in the service are to be prepared to handle all incidents in a sensitive and professional manner. Educators will follow guidelines in the event of tragic circumstances such as serious injury or death of a child or Educator.

- 4.2 In the event of a death occurring during out of service hour care, a clear emergency procedure will be followed for the other children at the service.
- 4.3 In cases of a deceased child the Director/Nominated Supervisor is to contact the school Principal and liaise with them regarding the school's response to the event.
- 4.4 The Director is to contact NSW Regulatory Authority and Management committee As Soon As Possible and within 24 hours to report the incident. The school and Network of Community Activities should also be contacted for support, advice and resources.

Procedure

- 4.5 Ensure the safety of all children, staff, visitors.
- 4.6 Remove all children and action a Lock down (Centre room, Kindergarten (K Green/K Yellow and Science room) procedure.
- 4.7 Contact Emergency services immediately.
- 4.8 The Nominated supervisor or Responsible Person will contact the Parent/guardian that a serious incident had happened and advise them to contact relevant medical agency.
- 4.9 This information is to be provided in an extremely sensitive manner.
- 4.10 It is not the role of the Centre to inform the Parent/Guardian If the incident results in the child's death.
- 4.11 A detailed Incident report must be completed as soon as possible.
- 4.12 Death of a child must be reported to:
 - 4.12.1 The Ambulance services
 - 4.12.2 The Police
 - 4.12.3 The Regulatory Authorities
 - 4.12.4 The Management Committee and School
- 4.13 Counselling will be made available for all children and staff involved

5. Reporting of Serious Incident, Injury & Trauma

- 5.1 All serious Injury, Trauma or Incident will be recorded within 24 hours of the event occurring (*refer HNCCA 003 – Incident, Injury, Trauma & Illness Report*). The family or emergency contact must be notified ASAP and not later than 24 hours after the event.
- 5.2 The Management Committee must be notified by the Responsible Person on duty as well as the Regulatory Authority.

- 5.3 If it is unknown until sometime after that the event was serious, the Director must inform the Regulatory Authority within 24 hours of becoming aware that the incident was serious.

6. How to decide if an injury, trauma or illness is a 'serious incident'?

- 6.1 If the advice of a medical practitioner was sought or the child attended hospital in connection with the incident, trauma, injury or illness, then the incident is considered 'serious' and the regulatory authority must be notified by the Responsible Person - 1800 619 113 (toll free) The NSW Department of Education and Care.

7. Illness

- 7.1 All families on enrolment are advised and given regular reminders not to bring sick children to the service and arrange immediate collection of children who are unwell.
- 7.2 Educators must ensure that the care needs of a sick child do not dramatically affect the level of supervision for all other children, whilst still taking care of the sick child.
- 7.3 If a child becomes ill at the service, all care and considerations will be given to comfort the child and minimise the risk of cross infections to other staff and children.
- 7.4 A child or Educator will be considered sick if they:
- 7.4.1 Have a fever over 38 degrees
 - 7.4.2 Vomits and/or has Diarrhoea
 - 7.4.3 Lethargic/sleeping at unusual times
 - 7.4.4 Has symptoms of an infectious disease, such as the flu or colds
 - 7.4.5 Is crying constantly from discomfort
 - 7.4.6 Is in need of constant one on one care
- 7.5 If a child is unwell whilst at home, the family is not permitted to bring the child to the centre.
- 7.6 If a child becomes ill whilst at the centre, parents will be contacted to collect the child promptly. Where parents are not contactable then the emergency contacts will be contacted.
- 7.7 Educators will make every effort to comfort and care for the child, placing them in a quiet, isolated area from other children. Educators will supervise and monitor the child until they are collected by their Parent or an authorised adult.

- 7.8 Educators will use natural measures to bring the child's temperature down when a fever is present. These will include removing any excess clothing, small sips of clear fluids and using tepid sponging of the child's face, neck and arms.
- 7.9 In the event that the child's temperature is very high, and staff cannot contact the Parents, Educators will check the child's enrolment form to check for permission to administer paracetamol. If the situation becomes serious further medical advice will be sought after, i.e. doctor or ambulance.
- 7.10 If an Educator becomes ill or develops symptoms at the centre they can return home, if able to the Responsible Person will organise for someone to take them home and have their shift covered.
- 7.11 If an Educator is ill, they are not to come into work to avoid spreading the illness but must follow process as defined in the Employee Handbook (202)

ENDORSEMENT BY THE SERVICE

Date Approved by Director: ____ / ____ / ____

Signature of Approval by Director: _____

Date Approved by Management Committee: ____ / ____ / ____

Signature of Committee Representative: _____

Role of Committee Representative: _____

Date for Review: ____ / ____ / ____