



Incidents, injury, illness and trauma Policy

POLICY STATEMENT

We will ensure the safety and wellbeing of staff, children and visitors within the Centre and on excursions through proper care and attention in the event of an incident, injury, illness or trauma.

The Centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation and complete reports on each event that will be signed by the family of the child involved. Family members or emergency contacts will be informed immediately where the incident, injury, illness or trauma is deemed serious. The incident will also be reported to the NWS Regulatory Authority in accordance with the National Law and Regulations.

CONSIDERATIONS

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Other Service policies/documentation	Other
S167, 174 R12, 77, 81, 85, 86, 87, 88, 89, 90, 91, 97, 98, 99, 109, 161, 162, 175, 176, 177	Standards 2.1, 2.2, 3.1, 7.1 Elements 2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 7.1.2	<ul style="list-style-type: none"> - Acceptance and Refusal of Authorisations Policy - Enrolment and Orientation Policy - Medical Conditions and Administration of Medication Policy - Providing a Child Safe Environment Policy - Administration of First Aid Policy - Risk Assessment Policy - Governance and Management Policy - Child Protection Policy - Dealing with Infectious Diseases Policy - Emergency and Evacuation Policy 	<ul style="list-style-type: none"> - Work, Health and Safety Act 2011 - ACECQA "Frequently Asked Questions" - NSW Department of Health guidelines - Disability Discrimination Act 1975 - NSW Anti-discrimination Act 1977 - Staying Healthy in Child Care (5th Edition) - Parent Handbook - Staff Handbook - Enrolment records - Emergency procedures - Incident Report forms - Medication Records - Risk Assessments - Supervision Plans - Safety Checklists

PROCEDURE

The person caring for the child assumes responsibility for acting in the best interests of the child in the event of an injury. The careful exercise of this discretion is considered part of the staff's duty of care.



1. Families are required to provide written consent for staff to seek medical attention for their child if required before they start at the Centre. This will be recorded in the enrolment form.
2. Families will be required to supply the contact number of their preferred doctor or dentist, Medicare number and advise if they have ambulance and private health cover.
3. Families will be required to supply two contact numbers in the case of an emergency or accident.
4. If a child, staff member or visitor has an accident while at the Centre, they will be attended to immediately by a staff member who holds a first aid certificate.
5. In the case of medication being required in an emergency without prior consent of the families/guardians, staff are to secure that consent from a registered medical practitioner.
6. Anyone injured will be kept under adult supervision until they recover, or an authorised person takes charge of them.
7. It is noted that the Centre does not cover the cost for dental injuries that may occur whilst the child is in attendance

In the case of a minor accident the first aid attendant will:

1. Assess the injury.
2. Attend to the injured person and apply first aid as required.
3. Ensure that disposable gloves are used with any contact with blood or bodily fluids.
4. Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner.
5. Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
6. Staff are to record the incident and treatment given in the incident register including name, date, time, nature of injury, how it occurred, treatment provided and by whom. This report is to be signed by the staff member and Coordinator. The incident log and individual incident reports must be stored for a period of five years from the date of the last entered incident.
7. Staff are to notify the families either by phone after the incident if appropriate or upon their arrival to collect the child.
8. Families will be required to sign the individual incident report on collection of their child.

In the case of a major incident, illness or trauma to a child whilst in the services:

1. Staff are to assess the injury and decide whether the injured person needs to be attended to by a doctor or whether an ambulance should be called. The educator in charge or Nominated Supervisor will be advised of their decision.
2. If the injury is deemed to be serious, the first priority is to get immediate medical attention. Families or emergency contacts should be notified straight away where possible. If not possible, there should be no delay in organising proper medical treatment.
3. Staff are to attend to the injured person and apply first aid as required.
4. Staff will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the infectious disease policy.
5. Staff will remain with the child until medical assistance arrives, or further treatment is carried out.
6. Staff will make all attempts to make the child comfortable, keep them calm and reassure them.



7. If an ambulance is required and the child is taken to hospital, a staff member will accompany the child and take the child's medical records with them.
8. Staff are to complete a service accident report and report a serious incident report (SI01 - to ACECQUA) within 48 hours of the incident.

If an additional staff member is available during an incident, their role will be to:

1. Notify family or emergency contact person immediately regarding what has occurred and the action that is being taken including clear directions of where the child is being taken (e.g. hospital). Every effort must be made not to cause panic and to provide a brief and factual account of the injury.
2. Ensure that all blood or bodily fluids are cleaned up in a safe manner.
3. Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
4. Try to reassure the other children and keep them calm, keeping them away from the area and informed about what is happening.

Death or Serious Injury at the Centre

1. Accidents which result in serious incident, injury, illness and trauma (including death) to a child must be reported to:
 - The ambulance service;
 - The Police;
 - Family or emergency contact person; and,
 - Regulatory Authority.
2. The Centre will notify the family or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person is deceased, therefore staff should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.
3. This information should be provided in a calm and extremely sensitive manner.
4. The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.
5. All other children should be removed away from the scene and parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

In the event that a child is found to be unresponsive at the Centre:

1. Immediate resuscitation attempts should be made by a first aid qualified staff member and the Major Accident Procedure followed.
2. An ambulance is to be called immediately by another staff member.
3. Family or emergency contacts are then to be contacted.
4. The Committee should be notified.
5. The Principal of Lapstone Public School should be notified.

In the event of a death at the Centre:

1. The Major Accident procedure should be followed.
2. Family or emergency contacts should be contacted.
3. The child's doctor should be contacted.
4. The Management Committee should be contacted.
5. The Principal of Lapstone Public School should be notified.
6. If other children are present at the time of the accident, staff should answer questions and explain what has happened simply, clearly and factually, without



- confirming or denying at this stage whether a death has occurred. Every effort should be made to keep the children calm and provide them with comfort.
7. Families of other children present at the time should be advised and offered assistance where necessary in dealing with the grief and distress that their children may experience at home.
 8. As soon as possible, the Coordinator will write a full and clear statement of the events which led up to the death and inform the families, Ambulance Service, the Police, Family and Community Services, the Management Committee, the Principal of Lapstone Public School and the NSW Regulatory Authority. The school the child attends and Network of Community Activities should be contacted to seek additional support, resources or advice.

Reporting requirements for serious incidents, injuries and trauma

1. All serious incidents, injury, illness or trauma will be recorded within 24 hours of the event occurring. The child's family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
2. The Nominated Supervisor is responsible for ensuring that, in the event of a serious incident, the regulatory authority is advised as well as the Approved Provider (e.g. Committee).
3. It may not be until after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

How to determine whether an injury, trauma or illness is a 'serious incident'?

If the child attended hospital in connection with the incident, injury, trauma or illness, then the incident is considered 'serious' and the regulatory authority must be notified.

An incident, injury, trauma or illness will be regarded by the service as a 'serious incident' if more than basic first aid was needed to manage the incident, injury, trauma or illness and medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment

Families are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of a sick child are difficult to meet without dramatically reducing the general level of supervision of the other children, or risking other children's health.

Where a child becomes unwell at the service, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.

Procedure when a child/staff is sick/unwell.

1. Some indications that a child is sick/unwell can include:
 - Sleeping at unusual times, appearing lethargic.
 - Having a fever over 38 degrees Celsius.
 - Crying constantly from discomfort.
 - Vomiting or diarrhea.
 - Being in need of constant one to one care.
 - Having symptoms of an infectious disease.
2. If a child is unwell at home, families will be asked not to bring the child to the Centre. Children who appear unwell when being signed in by their family member will not be permitted to be left at the Centre.



3. If a staff member is unwell, they should not report for work. Staff should contact the service as soon as possible to inform them that they are unable to attend work. If a staff member develops symptoms or becomes unwell during their shift, they will return home if able or the Co-ordinator will organise someone to take them home. The Co-ordinator will organize a suitable replacement as soon as possible.
4. If a child becomes ill or develops symptoms at the service:
 - Staff will contact the child’s family or emergency contact to discuss the situation and ask that the child be collected if deemed necessary.
 - The Co-ordinator will organize a quiet area for the unwell child to rest in. This area will be away from the main playing area and separate from the other children at the Centre. A staff member will supervise the child.
 - For a fever, natural methods will be employed to bring the child’s temperature down until the family arrives or help is sought. Such methods include removing clothing as required, clear fluids given, tepid sponges administered.
 - If a child’s temperature is very high, cannot be brought down and their family cannot be contacted, the child’s enrolment will be checked for permission to give paracetamol. If the situation becomes serious, the child will be taken to the Doctor noted in the enrolment form or an Ambulance will be called.

REVISIONS

Date of review	Reviewed by	Endorsed by	Date of next review
Dec 2021	Loosh staff & parent committee	Loosh parent committee	Dec 2022