

# Incidents (Including Serious Incidents), Injury & Trauma and the Administration of First Aid

## POLICY STATEMENT

Our centre aims to ensure the safety and well-being of educators, children and visitors, within the centre and on excursions, through proper care and attention in the event of an incident, injury or trauma. The centre will make every attempt to ensure sound management of the event to prevent any worsening of the situation and complete reports on each event that will be signed by the parent of the child involved. Parents or emergency contacts will be informed as soon as possible where the incident, injury or trauma is deemed serious (see Regulation 12) and all serious incidents will be reported to the relevant authorities including the NSW Regulatory Authority.

## CONSIDERATIONS

National Law: Section 174-175 (notifying the Regulatory Authority)

National Regulations: 12 (meaning of *serious incident*), 85-87 (incident, injury and trauma policies, notification to parents, records), 168 (policies and procedures), 176 (notifying the Regulatory Authority), 177-178 (documents to be kept), 183 (storage of records and documents).

NQF Standard 2.3 (each child is protected)

NQF Standard 2, Element 2.1.4 (controlling the spread of infectious diseases and managing injuries and illness)

Work, Health and Safety Act 2011.

Duty of Care.

## 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."*

*(Guide to the Law for Children's Services, NSW Community Child Care Co-op.)*

Prior to the child's start at the Centre, parents are required to provide written consent for staff to seek medical attention and/or treatment for their child if required, before they start in the centre. This will be recorded on the child's enrolment form and kept with the child's records.

Parents will be required to supply emergency contact details as well as contact details of their preferred doctor or dentist, a Medicare number and expiry date and a private health fund number (if relevant) for their child.

Staff will be required to supply two contact numbers in case of an emergency or accident in which they are injured, or if they are ill.

If a child, staff member or visitor has an accident, incurs an injury or falls ill while at the centre they will be attended to immediately by a staff member who holds a senior first aid certificate.

In the case of medication being required in an emergency without prior consent of the parents/guardians, staff are to secure that consent from a registered medical practitioner and procedures as per the dealing with medical conditions and administration of medication policies will be followed.

Anyone ill or injured will be kept under adult supervision until they recover or an authorised person takes charge of them.

**In the case of a minor incident, injury or trauma the first aid attendant will:**

- assess the injury.
- attend to the injured person and apply first aid as required.
- ensure that disposable gloves are used with any contact with blood or bodily fluids, as per the hygiene policy.
- ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner.
- ensure that anyone who has come into contact with any blood or fluids washes in warm soapy water.
- record the incident and treatment given on an incident, injury and trauma form, indicating name, date, time, nature of injury, how occurred, treatment given and by whom, to be signed by staff and witnessed if possible. The responsible person in charge will obtain parent signature confirming knowledge of the accident.
- notify the parents either by phone after the incident if seen fit or on their arrival to collect the child. It is noted that in the case of a bump or injury to the head of any child, parents will be notified as soon as possible after the injury has occurred, regardless of the severity of the injury as per school policy.

**In the case of a serious incident, injury or trauma requiring more than first aid, the first aid attendant will:**

- assess the injury, and decide whether the child needs to be attended to by local doctor or whether an ambulance should be called.
- Notify the responsible person in charge that a serious injury has occurred and that an ambulance either has been or needs to be contacted.
- attend to the injured person and apply first aid required.
- if the child's injury is serious, the first priority is to get immediate medical attention, although parents should be contacted as soon as possible following the incident. If contact cannot be made with the parents or emergency contacts (as listed on the child's enrolment form), there should be no delay in organising proper medical treatment. Educators should keep trying to contact the parents in the meantime.

- ensure that disposable gloves are used with any contact with blood or bodily fluids, as per the hygiene policy.
- stay with the child until suitable help arrives, or further treatment given.
- try to make the child comfortable and reassure them that they will be ok
- if an ambulance is called and the child is taken to hospital a staff member will accompany the child in the absence of their parent/ guardian and take the child's medical records with them.
- record the incident and treatment given on an incident, injury and trauma form, indicating name, date, time, nature of injury, how occurred, treatment given and by whom, to be signed by staff and witnessed if possible.
- obtain parent signature confirming knowledge of the accident.
- Complete and submit a report to the regulatory authority within 24 hours of the incident occurring.

**The Co-ordinator or responsible person in charge will:**

- notify the parents or emergency contact person immediately regarding what happened and action being taken, including clear directions of where the child is being taken if medical attention has been sought. Every effort will be made not to panic the parents and reassure them.
- ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner.
- ensure that anyone who has come in contact with any blood or fluids washes in warm soapy water.
- try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child.

**Staff will adhere to the Hygiene policy in all accident situations.**

**Deciding if an injury, trauma or illness is a 'serious incident'**

An 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 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.

**A serious incident includes:**

- Death of a child whilst attending the centre, or following and related to an incident that occurred whilst attending the centre
- Any incident requiring more than basic first aid treatment, involving injury, trauma or illness of a child at the Centre where medical attention was sought, or should have been sought
- An incident at the service premises where the attendance of emergency services was sought, or should have been sought

- If a child:
  - appears to be missing or cannot be accounted for
  - appears to have been taken or removed from the service premises in a way that breaches National Regulations
  - is mistakenly locked in or locked out of any part of the service premises.

**Serious Incidents which result in serious injury and/or trauma to a child or the death of a child, in accordance with the National Law, must be reported to:**

- Parents/Guardian.
- The Management Committee.
- The relevant emergency services
- The Regulatory Authority.

In the event of a serious incident, injury and/or the death of a child, clear emergency procedure should be maintained for the other children at the centre.

The centre will notify the parent/guardian that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person dead and therefore staff will ensure that parents are only ever advised that the injury is very serious and refer them to the medical agency (e.g. hospital) where the child has been taken.

This information will be provided in a calm and extremely sensitive manner.

The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.

All other children should be removed away from the scene and if necessary parents contacted for early collection of children. The children should be notified only that a serious incident has occurred and will be calmed and reassured.

**Death or Serious Injury to a child or educator**

Educators in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.

In the event of the death occurring out of centre hours, a clear emergency procedure will be maintained for the other children at the centre.

If a child is the deceased, the nominated supervisor will make contact with the child's school to liaise with them regarding the school's response to the event.

The nominated supervisor will also make contact with the NSW Regulatory Authority to seek advice on an appropriate response from the service. The school and Network of Community Activities should be contacted to seek additional support, resources or advice.

## Reporting of Serious Incident, Injury and Trauma

**An Incident, Injury, Trauma and Illness record will be kept at the centre, documenting all incidents, injuries, trauma and illnesses. Information following incidents will be recorded as soon as possible following the injury or trauma and within 24 hours of the incident.**

The child's parent or emergency contact will 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.

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. Management Committee) within 24 hours of the incident.

The form for notifying the regulatory authority of a serious incident is to be found on the ACECQA website:

[http://acecqa.gov.au/storage/SI01\\_NotificationOfSeriousIncident.pdf](http://acecqa.gov.au/storage/SI01_NotificationOfSeriousIncident.pdf)

It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the nominated supervisor will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

DATE ENDORSED \_\_\_\_\_

DATE FOR REVIEW AND EVALUATION \_\_\_\_\_