

D-10 Management of Incident, Injury and Trauma

National Quality Standards (NQS)

2.1	Each child's health and physical activity is supported and promoted.
2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Each child is protected.
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
5.1.2	The dignity and rights of every child are maintained.
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

Reg. 12	Meaning of serious incident
Reg. 85	Incident, injury, trauma and illness policies and procedures
Reg. 86	Notification to parents of incident, injury, trauma and illness
Reg. 87	Incident, injury, trauma and illness record
Reg. 89	First aid kits
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 174	Time to notify certain circumstances to Regulatory Authority
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 183	Storage of records and other documents

My Time, Our Place

1.1	Children Feel Safe, Secure and Supported
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Child Safe Standard

1	Child safety is embedded in organisational leadership, governance and culture.
3	Families and communities are informed and involved.
6	Processes to respond to complaints of child abuse are child-focused.
7	Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
10	Policies and procedures document how the organisation is child safe.

Policy Statement

We will ensure the safety and wellbeing of staff, children and visitors within the Centre and while on excursions, through proper care and attention in the event of an accident/incident. We will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents or emergency contacts will be informed immediately where the accident is serious and within 24 hours of the accident occurring when not so severe.

Procedure

Parents are required to provide written consent for staff to seek medical attention for their child if required, upon enrolment. Parents will be required to supply the name and contact details of their preferred doctor as well as the child's Medicare number. These will be recorded on the enrolment form.

Staff members will be required to supply an emergency contact number in case they are involved in an emergency or accident.

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.

In the case of medication being required in an emergency without prior consent of the parents/guardians, the Responsible Person on duty is to secure that consent from a registered medical practitioner.

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

How to decide if an injury, trauma or illness is a 'serious incident':

For the purposes of section 174 of the National Law, the following are deemed serious incidents:

- The death of a child while under the care of the service
- Any incident involving serious injury, trauma or illness of a child
- Any incident where emergency services were sought to attend the service, or should have been sought
- Any circumstance where a child appears to be missing or unaccounted for, appears to have been taken from the premises without authority, or is mistakenly locked in or out of the service premises

If the advice of a medical practitioner was sought, should have been sought, or the child attended hospital in connection with the injury, trauma or illness, the incident is considered serious and the Regulatory Authority must be notified. If a 'serious incident' occurs, the Director will review current practices.

Preventative strategies to minimise the risk of serious incidents occurring

- The physical environment and planned experiences will be organised in a way to ensure the areas and activities are safe.
- Risk assessments are completed and reviewed on a 6 monthly basis for each area and further risk assessments are undertaken for new activities and new areas used by the Centre
- Daily hazard identification checks are completed, both indoors and outdoors, and appropriate action taken where a hazard is identified to ensure the safety of all children
- Children are grouped in a way which allows staff to effectively supervise and manage any potential risks to children's health and wellbeing
- Staff will respond to children in a timely manner, provide reassurance and ensuring children's emotional and physical wellbeing is always paramount
- The cause will be identified of any incident, injury or illness and appropriate action taken to remove the cause, where possible

In the case of a minor incident, 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, and Illness and Infectious Diseases Policy
- 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 wash in warm soapy water
- Record the incident on an Incident/Injury/Trauma Form, indicating name, date, time, nature of injury, how it occurred, treatment given and by whom, to be signed by staff member reporting and witness.

If the minor incident involves an injury to the head, parents should be contacted immediately to inform them of the incident. If a child's demeanor or condition worsens shortly after the incident then parents should be contacted to inform them, otherwise parents can be notified of the incident upon arrival at the Centre when collecting their child.

In the case of a major incident requiring more than basic 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 and advise the Responsible Person or Nominated Supervisor of their decision.
- If the child's injury is serious, the first priority is to get immediate medical attention. Parents/guardians should also be notified. There will be no delay in organising proper medical treatment. Another staff member can keep trying to contact the parents/guardians in the meantime.
- Attend to the injured person and apply first aid as required.
- Staff members will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the hygiene policy

- A staff member will stay with the child until suitable help arrives, or further treatment taken.
- The staff members will try to make the child comfortable and reassure them that they will be alright.
- If an ambulance is called and the child is taken to hospital, a staff member will accompany the child and take the child's medical records with them if the parents / guardians have not yet arrived.
- Complete an Incident/Injury/Trauma form and make a report to the Regulatory Authority.

The Responsible Person on duty will:

- Notify the parents or emergency contact person immediately regarding what happened and advise that action is being taken. Information about the incident will be provided to the parents in a calm manner.
- Ensure that all blood or bodily fluids are cleaned up in a safe manner.
- Ensure that anyone who has come in contact with any blood or fluids washes in warm soapy water.
- Reassure the other children and keep them calm, keeping them informed about what is happening, and if appropriate, keep them away from the injured child.

Incidents which result in serious injury to a child (including death) must be reported to:

- Parents/Guardian
- NSW ambulance service
- Regulatory Authority
- The Management Committee

Some incidents (including death) would also be required to be reported to the Police, as necessary.

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

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

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

Reporting of Serious Incident, Injury and Trauma

Any serious incident, injury, or trauma (including death) will be recorded within 24 hours of the event occurring. The child's parent/guardian must be notified of any incident 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 (Management Committee).

The form for notifying the Regulatory Authority of a serious incident is to be found on the ACECQA website, by logging into the National Quality Agenda IT System (NQA IT System).

It may not become apparent that an incident was serious until sometime after the incident occurred. If this is the case, the Nominated Supervisor must notify the Regulatory Authority within 24 hours of becoming aware that the incident was serious.

Records of an incident must be kept in a safe and secure location and for the relevant period of time, in accordance with the National Regulations:

- If the record relates to an incident, illness, injury or trauma suffered by a child while under the care of the service, it must be kept until the child is aged 25 years
- If the record relates to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while under the care of the service, it must be kept until the child is aged 25 years
- If the record relates to the death of a child while under the care of the service, or that may have occurred as a result of an incident while being cared for, it must be kept until the end of 7 years after the death

Regulatory Authority for NSW

NSW Early Childhood Education Directorate
NSW Department of Education

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PARRAMATTA NSW 2124
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Fax: (02) 8633 1810
Website: education.nsw.gov.au
E-mail: ececd@det.nsw.edu.au

Related Policies

- Acceptance and Refusal of Authorisations Policy
- Building Equipment Repairs and Maintenance Policy
- Communication Policy
- Dealing with Medical Conditions Policy
- Death of a Child or Staff Member Policy
- Enrolment and Orientation Policy

- First Aid Policy
- Hygiene Policy
- Illness and Infectious Diseases Policy
- Indoor & Outdoor Environment Policy
- Interactions with Children Policy
- Maintenance of Records Policy
- Medication Policy
- Privacy and Confidentiality Policy
- Staff Orientation and Induction Policy
- Work Health and Safety Policy
- Child Safe Environment Policy

Sources

- Child Safe Standards
- Community Early Learning Australia – Incident Injury Trauma and Illness, Sample Policy
- Duty of Care
- Education and Care Services National Regulations 2011
- Framework for School Age Care in Australia – My Time, Our Place
- National Quality Standard – Australian Children’s Education and Care Quality Authority
- United Nations Convention on the Rights of the Child – www.unicef.org.au
- Work Health and Safety Act 2011

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Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202312	<ul style="list-style-type: none"> - Child Safe Standards added - Format changed - Updated sources 	Director	
v.2.202305	- No changes made		
v.2.202206	<ul style="list-style-type: none"> - Update MTOP - Update Sources 	Staff	
v.2.202105	- No changes made		
v.2.202005	- Added to related policies		
v.2.201905	<ul style="list-style-type: none"> - Updated links to NQS and National Regulations - Added paragraph on how to determine if injury, trauma or illness is a “serious incident” 	Staff Staff Staff	

	<ul style="list-style-type: none"> - Added paragraph on how to minimise the risk of serious incidents occurring - Added paragraph on responsibilities of the Responsible Person on duty - Added paragraph on notification requirements when reporting a serious incident - Added contact details of the NSW Regulatory Authority 	<p>Staff</p> <p>Staff</p> <p>Staff</p>	
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