

## D-8 MANAGEMENT OF INJURY, INCIDENT, TRAUMA AND ILLNESS

### POLICY STATEMENT

This policy has been established to ensure clear lines of action are identified to effectively manage an event involving a child becoming injured, ill, or involved in an incident. The sound management of incidents, through adherence to careful procedures, will aid in the prevention of any worsening of the situation and will provide support to children, families and staff.

### PROCEDURES

#### a) Planning for the management of incidents

- Educators will receive relevant and up-to-date training to ensure they can effectively respond to incidents, injuries, trauma and illness (see Administration of First Aid policy).
- All educators and staff will be provided with the necessary resources to respond to incidents and injuries.
- This may include specialized training to support educators to understand and manage children's specific medical or additional needs.

#### b) Enrolment Information

- Families are required to provide consent for educators to seek medical attention for their child, if required, as part of the enrolment process. This will be kept in the enrolment record.
- Families are required to supply details of their preferred doctor, if they have one, and Medicare details.
- Families are required to supply details of at least one (1) emergency contact in case of an emergency or accident where the parent/carer cannot be immediately contacted.

#### c) Incident, injury or trauma to a child whilst in the service

- If a child, educator or visitor has an accident while at the centre, an educator who holds a first aid certificate will attend to them immediately.

- Anyone injured will be kept under adult supervision until they recover or until a parent/carer or authorised nominee takes charge of them.
- Care will be taken when assessing the seriousness of an incident and if there is a need for emergency services to be contacted.
- All incidents requiring response, whether major or minor, require the completion of an Incident, Injury, Trauma or Illness form and will be notified to the Responsible Person on duty as soon as possible and to the family within 24 hours.
- Records relating to incidents, injuries, trauma and illness will be kept by the organization at least until such time as the child reaches 25 years of age.
- Keeping families informed is paramount. Our service will management notification in the following ways:
  - Families will be notified on arrival at the service of minor incidents and injuries and requested if possible to acknowledge the notification.
  - In cases where the family won't arrive soon, such as in before school care, the Responsible Person will notify incidents by way of the Kidsoft Konnect, email, SMS or a phone call.
  - Any serious incident involving a child will be notified to the family by phone as soon as possible.
  - Any injury to the head or neck, however minor, will be notified to the family as soon as possible.
- In the event of a serious incident, injury, trauma or illness, a review will be undertaken at a later time, which will including a risk assessment, and any appropriate action will be taken to improve practices, remove or rectify any cause.

#### **d) Procedures for minor first aid incidents**

- Assess the injury
- Attend to the injured person and commence first aid as required.
- Manage the presence of bodily fluids in a safe manner:
  - Wear disposable gloves
  - Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner – use biohazard kit if necessary.
  - Anyone who has come into contact with any fluids should wash area of contact in warm soapy water.
- Record the incident and treatment given on an incident/injury/trauma and illness record.
- Inform the Responsible Person of the incident as soon as possible.

- The Responsible Person will inform the family on arrival at the service or immediately via phone in the case of head/neck injuries and will obtain if possible, acknowledgement of the injury/trauma/illness.
- The Nominated Supervisor will file the incident/injury/trauma/illness record in the Accidents/Incidents folder and manage any follow up required.

## **e) Procedures for major first aid incidents**

- An educator who holds a current first aid certificate will assess the injury and commence first aid treatment.
- Another educator will call 000.
- Educators who are not providing first aid treatment will remove all other children from the vicinity of the injured person and ensure supervision is maintained and reassurance is provided.
- At least one educator will remain with the injured person at all times, providing first aid treatment and monitoring their symptoms until an ambulance or further help arrives.
- Use disposable gloves when in contact with blood or bodily fluids as per the infectious disease policy.
- Inform the Responsible Person and Nominated Supervisor of the incident as soon as possible.
- Contact the parent/carer or primary contact of the injured person.
- An educator will accompany a child in the ambulance and stay with the child at the hospital until or unless a parent/carer or authorised nominee arrives.
- First aid incidents requiring ambulance or follow up medical treatment will be notified to the Regulatory Authority by the Nominated Supervisor within 24 hours.
- Ensure all blood or bodily fluids are cleaned up in a safe manner.

## **f) Death or serious injury to a child or educator**

- Educators in the service 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, a clear emergency procedure will be maintained for the other children at the service.

- 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 educators 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 sensitive manner.
- The site of the accident should not be cleared nor any blood or fluids cleaned up except following approval from the Police.
- All other children should be removed from the scene and families contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.
- The Nominated Supervisor will notify the NSW Regulatory Authority within 24 hours.

## **g) Reporting of Serious Incident, Injury and Trauma**

- All serious incidents, injury, illness or trauma will be recorded and notified to the Nominated Supervisor within 12 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.
- The Nominated Supervisor will notify the NSW Regulatory Authority is advised as well as the Approved Provider (Springwood Neighbourhood Centre Co-operative Ltd) within 24 hours.
- It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the NSW Regulatory Authority within 24 hours of becoming aware that the incident was serious.

## **h) How to decide if an injury, trauma or illness is serious**

- If the advice of a medical practitioner was sought or 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.

## **i) Illness**

- Families are advised via the family information booklet provided 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 takes ill 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/authorized nominee.
- A child or adult will be considered sick if he/she:
  - Sleeps at unusual times, is lethargic
  - Has a fever over 38<sup>o</sup>
  - Is crying constantly from discomfort
  - Vomits or has diarrhoea
  - Is in need of constant one to one care
  - Has symptoms of an infectious disease
- If a child is unwell at home, the family is not permitted to bring the child to the service. Children who appear unwell when arriving with their parent/carer will not be permitted to be left at the service.
- If a child becomes ill whilst at the service, the family will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the service promptly.
- A child who is ill will be comforted, cared for and placed in a quiet isolated area, will be regularly monitored until the child's family or other authorised nominee takes them home.
- The educator will complete the incident, injury, illness, trauma form and have it signed by the parent/guardian on arrival.
- During 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 reaches 40°C and their family cannot be reached, an ambulance will be called.
- An educator will travel in the ambulance with the child and stay with them at the hospital until a parent/guardian or authorized nominee arrives.
- If a staff member becomes ill or develops symptoms at the centre they can return home if able or the Responsible Person will organise for someone to take them home.
- First aid incidents, including illnesses, requiring ambulance or follow up medical treatment will be notified to the Regulatory Authority by the Nominated Supervisor within 24 hours.
- The Nominated Supervisor will advise the families using the service if a child has been in recent attendance who was later diagnosed with a communicable illness.

## CONSIDERATIONS

### National Quality Standards

2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
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
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised 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
7.1.1	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service

### Education and Care Service National Regulations 2011

Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm and hazards
Section 174	Offence to fail to notify certain information to Regulatory Authority
85	Incident, injury, trauma and illness
86	Notification to parent of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
90	Medical conditions policy
93	Administration of medication
94	Exception to authorization requirement – anaphylaxis or asthma emergency
95	Procedure for administration of medication
136	First aid qualifications
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
176	Time to notify certain information to Regulatory Authority

## Related Policies / Forms

Service enrolment record
Family Information Booklet
D-12 Providing a child safe environment
D-7 Administration of First Aid
A-3 Enrolment and orientation
D-6 Emergency and evacuation
D-9 Dealing with infectious diseases
A-11 Acceptance and refusal of authorisations

## ENDORSEMENT AND REVIEWS

Date	Action
26.06.2014	Approved by SNCC Board
December 2020	Previous Review Date
15.03.2024	Last Review Date
March 2027	Next Review Date