

# D-11 Management of Incident, Injury and Trauma

Epping Heights OSHC.

## NQS

QA. 2.1.2	Health practices and procedures.
QA. 2.2.1	Supervision.
QA. 2.2.2	Incident and emergency management.
QA. 2.2.3	Child protection.
QA. 7.1.2	Management systems.

## 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

LO. 1	Children and young people feel safe, secure, and supported
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## POLICY STATEMENT

We will ensure the safety and well-being of staff, children and visitors within the Centre and on excursions through proper care and attention in the event of an accident, incident, injury or trauma. The Centre will make every attempt to ensure sound management of the accident, injury, incident or trauma to prevent any worsening of the situation. Parents/guardians or emergency contacts will be informed immediately where the incident, injury or trauma is deemed serious and all serious incidents will be reported to the relevant authorities.

## RELATED POLICIES

- Epping Heights OSHC Policy A-4: Enrolment
- Epping Heights OSHC Policy A-10: Acceptance and Refusal of Authorisations
- Epping Heights OSHC Policy A-11: Maintenance of Records
- Epping Heights OSHC Policy A-15: Role of the Management Committee
- Epping Heights OSHC Policy C-3: Staff Orientation and Induction

- Epping Heights OSHC Policy D-2: Hygiene
- Epping Heights OSHC Policy D-10: First Aid
- Epping Heights OSHC Policy D-12: Death of a Child or Staff Member
- Epping Heights OSHC Policy D-13: Illness and Infectious Diseases
- Epping Heights OSHC Policy D-20: Medication

## **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 Educator's duty of care.'

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

Under regulation 161, parents are required to provide written consent for the Approved Provider, Nominated Supervisor or an educator to seek:

- medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
- transportation of the child by an ambulance service

Parents are required to provide written consent for staff to seek medical attention for their child before they start in the Centre. This will be recorded in the enrolment form.

Parents will be required to supply the contact number of their preferred doctor, and Medicare number.

On engagement, Staff Members will be required to supply two contact numbers in case of an emergency or accident involving the staff member. E.g. Parent, relative, friend, spouse.

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 an emergency without prior consent of the parent/guardian, medication can be given by a registered Medical Practitioner or Paramedic.

In the case of an Asthma or Anaphylaxis Emergency, medication can be given without prior written consent as long as the parent/guardian or child's Medical Practitioner is contacted as soon as possible.

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

To prevent a reoccurrence of a serious incident a root cause analysis may require revision of policies and procedures and codes of conduct to reduce the opportunity of the incident happening again.

### **Minor Accident**

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

Assess the injury

Attend to the injured person and apply first aid where required.

Ensure that disposable gloves are used with any contact with blood or bodily fluids.

Ensure that all blood or bodily fluids are cleaned and disposed of in a safe manner.

Ensure that anyone who has come in contact with any blood or bodily fluids wash in warm soapy water.

Record the incident on the Record of a Minor Incident/Injury/Trauma form (see Appendix 3) ensuring to indicate name, date, age, time, injury, description of accident, actions taken and by whom and name and signature of 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 major head injury occurs, a concussion is suspected, or a child's demeanor or condition worsens shortly after a head injury an ambulance will be called and the parents informed.

If seen fit to do so, notify parent/guardian by phone immediately or otherwise upon their arrival at the Centre to collect the person.

A parent must be informed within 24 hours of the incident, injury or trauma and must sign the appropriate form to confirm this has been communicated.

## **Serious Accident**

### **Meaning of *serious incident*:**

For the purposes of section 174(5) of the Law, the following are prescribed as serious incidents:

- the death of a child
  - while being educated and cared for by an education and care service; or
  - following an incident while being educated and cared for by an education and care service;
- any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service:
  - which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
  - for which the child attended, or ought reasonably to have attended, a hospital;  
**Examples** Whooping cough, broken limb, anaphylaxis reaction.
- any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought;
- any circumstance where a child being educated and cared for by an education and care service:
  - appears to be missing or cannot be accounted for; or
  - appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or

- is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

In the case of a major accident requiring more than first aid, the first aid attendant will:

Assess the injury and decide whether the accident requires attendance by a local doctor or whether an ambulance should be called and tell the Nominated Supervisor of their decision.

If the person's injury is serious the first priority is to get immediate medical attention. The ambulance service will be called immediately. Parent/guardian should be notified also, however there should be no delay in organising proper medical treatment. Another educator can continue to attempt contact with the parent/guardian in the meantime if available.

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.

Stay with the person until suitable help arrives or further treatment is taken.

Try to make the injured person comfortable and offer reassurance.

If an ambulance is called and the person is taken to hospital a staff member will accompany them and their medical records. E.g. Allergies, medications, parent declaration on enrolment form.

Record the incident on Serious Incident/Injury/Trauma form, ensuring to indicate name, date, age, time, injury, description of accident, actions taken and by whom, any medical personnel contacted, name of any person the centre notified or attempted to notify including the time and date of each attempted and successful notification and name and signature of staff member reporting and witness.

In relation to a child being injured, the parent/guardian should sign the forms to acknowledge that they have been informed of the accident. The notification must happen as soon as practicable, however no later than 24 hours after the incident, injury or trauma.

All records of Incident/Injury or Trauma are to be recorded NO LATER than 24 hours after the accident occurred.

The Centre Coordinator or another responsible staff member will:

Notify the parent/guardian or emergency contact person immediately regarding what happened and action being taken. Every effort will be made not to panic the parent/guardian.

Ensure that all blood or bodily fluids are cleaned up in safe manner.

Ensure that anyone who has come in contact with any blood or bodily fluids is treated as per the Illness and Infectious Diseases policy.

Try to reassure the other children and keep them calm, keeping them informed about what is happening (while still maintaining confidentiality), and away from the injured person.

Staff will adhere to the Hygiene Policy in all accident situations.

Accidents which result in serious injury to a child must be reported to:

Parents/Guardians

An ambulance service

The police

The Department of Communities and Justice.

The Management Committee.

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 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 approval from the Police.

All other children should be removed 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:

<https://www.acecqa.gov.au/resources/national-quality-agenda-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

Educators will ensure that the NSW Regulatory Authority (see below) is notified of the child's death or of a serious injury / incident / trauma as soon as practicable and within 24 hours, or as soon as the educator hears of the death. This is a requirement under the Education and Care Services Regulations (2011)

Notification to the Department of Education and Communities should occur in the case of a significant accident or injury.

NSW Early Childhood Education and Care Directorate  
Department of Education and Communities

Locked Bag 5107  
PARRAMATTA NSW 2124  
Phone: 1800 619 113 (toll free)  
Fax: (02) 86331810

Website: [www.det.nsw.gov.au/ecec](http://www.det.nsw.gov.au/ecec)  
E-mail: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

## **SOURCES**

- Education and Care Services National Regulations 2011
- National Quality Standard
- Work, Health and Safety Act 2011
- Privacy Act 1988
- Children (Education and Care Services National Law Application) Act 2010
- First Aid Manual
- NSW Office of the Children's Guardian

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