

Incident, injury, trauma and illness

- First aid
- Transporting children by ambulance
- Notification of serious incidents and complaints
- Work, health and safety requirements

Policy Introduction

Weldon Children's Services is the approved provider and ALL of our staff consider the development of children's wellbeing as paramount to the educational philosophy of the service. A child's innate desire to explore and test his or her growing capabilities is essential in developing wellbeing. Educators will consider the understanding of all of the elements of wellbeing, and ensure that programs also acknowledge the importance of risk management to provide a safe environment and reasonably protect children from potential harm. All educators will be aware of the development of well-being, and children's emerging capabilities, and plan the education and leisure programs accordingly.

As required by law we will observe relevant policies and procedures and maintain documented records to ensure we effectively manage the event of any incident, injury or trauma and illness that occurs in any of our programs.

Our policy in action

We will:

- Develop program goals that promote the well-being of each child
- Establish procedures and practices that minimise the risk of harm to children
- Maintain communication with families to ensure that they are informed of any incidents, injury, trauma and illness to their child as required
- Ensure that records of any incident, trauma and illness are documented and provided to the Department of Education and Communities as required and stored/archived according to regulatory requirements
- Ensure that children, educators/staff, families and visitors who are involved in accidents and incidents whilst at one of our programs and require immediate assistance will be administered first aid in accordance with guidelines and recommended practices of a first aid qualification
- Ensure that this policy is implemented in conjunction with our Emergencies and Evacuation policy

Statutory legislation and considerations

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Work Health and Safety (WHS) Act 2011
- Work Health and Safety (WHS) Regulation

Strategies for policy implementation

Professional development of educators and staff

As the approved provider we will ensure that:

- All educators are supported to achieve a current approved first aid qualification
- All educators are working towards approved anaphylaxis management training
- All educators are working towards approved emergency asthma management training
- The employee induction includes an induction to the anaphylaxis management and emergency asthma management training and administration of first aid

Our nominated supervisor will:

- Ensure the skills and competencies of trained first aiders are maintained and skills are kept up to date, refresher first aid and CPR training will be scheduled and maintained in a staff register
- Collaborate and consult with staff and educators to develop and implement a risk assessment and management plan
- Ensure anaphylaxis management, emergency asthma management and first aid guides and publications are accessible to staff at all times to assist them in their understanding in responding to emergency situations and administering first aid
- Give staff access to appropriate up to date information, or professional development on the management of incidents and accidents
- Make certain that all staff have access to the Regulations and Law and are aware of their responsibilities under these, ensuring that this occurs as part of staff induction or orientation to Weldon Children's Services and those position descriptions reflect this responsibility

Hazard identification and risk assessment

As the approved provider we will:

- Provide a child-safe environment

Our nominated supervisor will:

- Guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur, and rectify their potential causes
- Introduce preventive measures to eliminate the risk, or control measures to minimise the risk
- Review and analyse accident, injury, incident and 'near miss' data
- Collaborate with educators and staff to develop a *first-aid plan* for the program

Educators and staff will:

- Regularly undertake risk assessments in the environment in order to plan safe experiences for children
- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired
- Ensure that hazardous items are inaccessible to children

Incident, injury, trauma and illness

This policy and related policy and procedures will be followed by the approved provider, nominated supervisors and educators in the event that a child is: injured; becomes ill or suffers a trauma.

As the approved provider we will:

- Ensure that a parent/guardian of a child is notified as soon as practicable and not later than 24 hours after the occurrence, if their child is involved in any incident, sustains an injury, experiences trauma or illness occurs while the child is attending one of our programs. An *incident, injury trauma and illness record* will be completed without delay

Our nominated supervisor, certified supervisor, responsible person in charge will:

- Ensure that a parent/guardian of a child is notified as soon as practicable and not later than 24 hours after the occurrence if their child is involved in any incident, sustains an injury, experiences trauma or illness occurs while the child is attending one of our programs
- Ensure that at least one first aid qualified educator will be present at all times on the roster and in the program while children are in attendance
- Ensure that an *incident, injury, trauma, illness record* is kept in accordance with regulation 87 and that all staff are aware of the requirement to complete this record
- Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements
- Complete an audit of the injury, incident, trauma and illness reports to reflect on the effectiveness of the procedures in place at the service;
- Ensure that first aids kits are readily available where children are present at the program and during excursions. The kits will be easily recognised and suitably maintained

Our educators will:

- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate
- Consider the planning of the physical environment and experiences, ensuring that the spaces are safe
- Thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing
- Respond to children, in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is paramount at all times
- Complete and file an *incident, injury, trauma, illness record* in accordance with regulation 87
- Seek further medical attention for a child if required
- Be aware of the signs and symptoms of illness/trauma, and update their understanding as part of their ongoing professional development
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness
- Respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or to request the collection of the child

- In response to a child registering a high temperature, follow *procedures for temperatures*, and complete the *incident, injury, trauma and illness record* as required
- Maintain appropriate work health and safety standards when attending to children's injuries and administering first aid
- Develop partnerships with families and use this understanding to guide the development of practices, in relation to individual children's emerging capabilities
- Be involved in regularly reviewing and discussing policy and procedure and consider any improvements that need to be made to this policy

Our families will:

- Be informed of policies and procedures upon enrolment with regards to first aid; illness whilst at the service; and exclusion practices, including immunisation status and illnesses at the program
- Inform the program of their child's particular requirements, and provide any relevant paperwork to the program, such as immunisation status, letters from a medical professional etc.
- Be notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident, and will be provided with a copy of the record
- Receive access to this policy and notification of its existence
- Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service via various methods
- Be provided access to information on children's and relevant resources (such as Kidsafe and SIDs and Kids)

First aid

First aid is the emergency aid or treatment given to persons suffering illness or injury following an accident and before obtaining professional medical services if required. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards and participation in safety programs.

Administration of first aid

If first aid is required, the nominated supervisor or first aid qualified educator will:

- review the child's medical information including any medical information disclosed on the child's enrolment form, medical management plan or medical risk minimization plan before the first aid qualified educator attends to the injured or ill child or adult. If the incident involves asthma or anaphylaxis, an educator with approved asthma or anaphylaxis training will attend to the child or adult
- if required, notify and coordinate an ambulance
- if required, notify the parent or authorised nominee that the child requires medical attention from a medical practitioner
- if required, contact the parent or authorised nominee to collect the child from the program
- ensure that the *incident, injury, trauma and illness record* is completed without delay and the parent or authorised person is notified as soon as possible and within 24 hours of the injury, illness or trauma

First Aid Kit Guidelines:

- The program will have the correct number of *first aid kits*, readily available when children are present at the program and on excursions
- First aid kits are easily accessed and identifiable
- First aid kits are regularly checked and maintained in proper condition and the contents are replenished as necessary – *refer first aid kit checklist*

First Aid Precautions

- At no time will assistance or first aid be refused to any child. When dealing with external bleeding, educators/staff should minimise the risk of infection from contact with blood by taking the following precautions:
 - use disposable gloves when dealing with blood, urine or faeces
 - wash hands before and after administering first aid
 - any body parts that come in contact with blood should be washed thoroughly
 - place wastes contaminated with blood in a plastic bag and seal for disposal
 - wipe down any bloodied areas
 - thoroughly wash any instruments used in first
 - if another child comes into contact with the blood, wash any area that has been bloodied
- To minimise the risk of infection when performing *expired air resuscitation*, it is required that educators involved in such resuscitation use a disposable pocket mask and one-way valve

Emergency contact numbers

- A notice containing emergency contact numbers will be displayed next to each telephone point at the program and included in the excursion first aid kit

Transporting children by ambulance

- In the case of an incident, injury, trauma or serious illness, educators/staff must ring an ambulance to transport the child/children to the hospital for treatment
- Where a child is transported to hospital in an ambulance, and the parents or emergency authorised person is not immediately available, an educator will accompany the child
- If the child has been cleared by a doctor and the parents or the emergency contact person are unable to be contacted to either collect the child or for the return trip to the program, the educator is to telephone a taxi and return to the program with the child
- A completed *hospital transfer form* is to accompany the child when being transported by ambulance to the hospital
- It is the responsibility of Weldon Children's Services to ensure each program holds full ambulance cover for enrolled children attending a Weldon program

Procedure for a child requiring an ambulance

- For incident, injury, trauma, illness Category A - Potential Fatality & Category B - Major

Immediate Action is required:

- an educator holding a current Senior First Aid Certificate is to assess the injury, trauma or illness and administer **Emergency First Aid**
- a second educator is to telephone an ambulance to attend – **dial 000**
- ensure the child is comfortable and kept under adult supervision
- inform the nominated supervisor
- parent/guardians/emergency contact must be informed **immediately**
- advise the parents/guardians/emergency contact that an ambulance is on its way to the program. If he or she is unable to reach the service to meet the ambulance, then ask him or her to meet the ambulance at the hospital (indicate the expected hospital)

The nominated supervisor is to ensure that an educator, who is known to the child, accompanies him or her to the hospital and will:

- complete an *incident, injury, trauma and illness record* and provide parents with a copy as soon as possible.
- ensure that educators have the following information when accompanying the child to the hospital: the *incident, injury, trauma and illness record* and *hospital transfer form*
- inform the general manager/area manager. The manager will organise appropriate support.
- notify the Department of Communities and Education (DECS), giving a short, factual account of the incident, injury, trauma or illness
- send the *incident, injury, trauma and illness record* to the CEO/Area Manager
- contact the parents/guardians/emergency contact for further information regarding the child's progress and well-being

The CEO/Area Manager will:

- contact the program to obtain more specific details
- provide a written report (SI01) to the DECS within 24 hours

Notification of serious incidents and complaints

As the approved provider we will notify the regulatory authority (*form: SI01 notification of serious incident*) within 24 hours of any serious incident at one of our programs this includes:

- Any incident involving serious injury or trauma to, or illness of, a child while attending one of our programs:
 - i. which a reasonable person would consider required urgent medical attention from a registered medical practitioner or
 - ii. for which the child attended, or ought reasonably to have attended, a hospital or medical centre

If we only become aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious

Serious injuries, traumas and illness include:

- Head injuries
- Epileptic seizures
- Fractures
- Bronchiolitis
- Burns
- Whooping Cough
- Removal of fingers
- Measles
- Meningococcal infection
- Diarrhoea requiring hospitalisation
- Anaphylactic reaction requiring hospitalisation
- Asthma requiring hospitalisation
- Witnessing violence or a frightening event
- Sexual assault

A serious incident also includes:

- The death of a child while attending a program
- The death of a child following an incident while attending a program
- An incident at the service where the emergency services attended or should have attended, except in the case where they attended as a precaution
- A child appears to be missing or cannot be accounted for
- A child has been taken from the program without the authorisation required under the regulations
- A child is mistakenly locked in or out of a program
- Where any complaint is received alleging that a serious incident has occurred or is occurring
- Where any complaint is received alleging that the National Law has been contravened
- An incident that requires the approved provider to close, or reduce the number of children attending the program for a period
- An incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while attending the program
- Where allegations are received that physical or sexual abuse of a child or children has occurred or is occurring while attending the program

As the approved provider we will also notify the regulatory authority in writing:

- Within 24 hours of any complaints alleging that the safety, health or wellbeing of a child of a child is being compromised at the program or within 7 days of any circumstances arising at the program that poses a risk to the health, safety and wellbeing of a child
- Within 7 days of any incident where the approved provider reasonably believes that physical or sexual abuse of a child occurred or is occurring.
- Within 7 days where allegations are received of physical or sexual abuse of children has occurred or is occurring
- Within 24 hours of the attendance of any children being educated and care for in an emergency. This includes where the child needs protection under a child protection order or the parent of the child needs urgent health care. The emergency care can be for no more than two consecutive days the program operates. We will advise the regulatory authority what the emergency is and make a statement that the approved provider has taken into account the safety, health and wellbeing of all the children attending the program before deciding to accept the additional child/children

Work, Health and Safety Requirements

Serious injury or illness is a “notifiable incident” under work, health and safety legislation. Serious injury or illness means a person requires:

- i. Immediate treatment as an in-patient in a hospital, or
 - ii. Immediate treatment for:
 - A serious head injury
 - A serious eye injury
 - A spinal injury
 - The amputation of any part of the body
 - the separation of skin from an underlying tissue (such as degloving or scalping)
 - Medical treatment within 48 hours of exposure to a substance
 - A serious burn
 - Serious lacerations
 - Loss of bodily function
- A serious illness includes any infection to which the carrying out of work is a significant contributing factor, for example, an infection that can be linked to providing treatment to a person or, coming into contact with human blood, or body substances
- A dangerous incident is also notifiable under the legislation. Dangerous incidents include:
- an uncontrolled escape, spillage or leakage of a substance
 - an uncontrolled implosion, explosion or fire
 - an uncontrolled escape of gas or steam
 - an uncontrolled escape of a pressurised substance
 - electric shock
 - the fall or release from a height of any plant, substance or thing
 - the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
 - the collapse or partial collapse of a structure
 - the collapse or failure of an excavation or of any shoring supporting an excavation
 - the inrush of water, mud or gas in workings, in an underground excavation or tunnel

The approved provider or nominated supervisor must:

- Notify WorkCover by telephone or in writing (including by facsimile or email) as soon as possible after the injury, illness or incident. Records of the incident must be kept for at least 5 years from the date that the incident is notified
- Ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by WorkCover

Evaluation

- Educators respond in a timely manner to any incident, and documentation is completed, shared, and stored as appropriate. Regular reviews of procedures and policy are implemented
- Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

Procedures

The following list of procedures supports the implementation of this policy.

- Enrolment Form
- Notification of complaints and incidents form
- Late Collection Procedure (contained within policy)
- Orientation checklist – in the enrolment form
- Attendance records

Links to other policies

The following policies may be linked to this policy:

- Confidentiality and Privacy
- Enrolment and Orientation
- Establishing a Protective Environment
- Complaints and Feedback
- Partnerships and Communication with Families
- Supervision

The National Quality Framework

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: 12, 85-89, 168 (2) (b), 103, 136-137, 176 (2) (a) (ii), 176 (2) (b), 245
- National Quality Standard for Early Childhood Education and Care and School Age Care (Nov 2010) QA 2- Standard 2.1 and 2.2, QA 7 -Standard 7.1: Element 7.1.2, 7.1.3 Standard 7.2

Sources

- Department of Education, Employment and Workplace Relations
- Community Early Learning Australia
- PSC National Alliance – IPSP Online Library – policies
- Work Health and Safety (WHS) Act 2011
- Work Health and Safety (WHS) Regulation