



## Incident, Injury, Trauma and Illness Policy

### Aim

The service and all educators can effectively respond to and manage accidents, illness and emergencies which occur at the service to ensure the safety and wellbeing of children, educators and visitors.

### Implementation

This policy and related policies and procedures at the service will be followed by nominated supervisors and educators of, and volunteers at, the service in the event that a child -

- (a) is injured; or
- (b) becomes ill; or
- (c) suffers a trauma.

The Nominated Supervisor (or appropriate person) will ensure that a parent of a child is notified as soon as practicably possible and without undue delay. Parents will be notified no later than 24 hours of the injury, illness or trauma. An Incident, Injury, Trauma and Illness Record will be completed without delay.

First aid kits will be easily recognised and readily available where children are present at the service and during excursions. They will be suitably equipped having regard to the hazards at the service, past and potential injuries and size and location of the service.

We will ensure first aid, anaphylaxis management training and asthma management training is current and updated at least every 3 years, and that all components of the first aid certificate are current if some require an earlier revision.

There will be at least one first aid certified educator on at all times. They will never exceed their qualifications and competence when administering first aid.

During induction training for new educators and staff we will:

- advise which educators have first aid qualifications, and asthma and anaphylaxis management training and the location of the first aid kits

- obtain information about any first aid needs the educator may have that could require specific treatment in a medical emergency. This information will be placed in the Emergency folder, located in the filing cabinet, which will be taken with the child contact lists in an emergency.

We will review our first aid response plan, the location of the first aid kit and who our first aid trained educators are at least annually or when there are any changes during staff meetings or through newsletters, emails or memos.

## **Administration of First Aid**

If there is an accident, illness or injury requiring first aid, the following response procedure will be implemented:

- Educator or staff member notifies nominated supervisor and a first aid qualified educator of the incident, illness or injury
- Nominated supervisor or first aid qualified educator reviews child's medical information including any medical information disclosed on the child's enrolment form, medical management plan or medical risk minimisation plan before the first aid qualified educator attends to the injured or ill child or adult.
  - If the illness or incident involves asthma or anaphylaxis, an educator with approved asthma or anaphylaxis training will attend to the child or adult
- Nominated supervisor and educators supervise and care for children near the incident, illness or injury
- If required, first aid qualified educator or nominated supervisor notifies and co-ordinates ambulance
- If required, first aid qualified educator or nominated supervisor notifies parent or authorised nominee that child requires medical attention from a medical practitioner
- If required, educator or nominated supervisor contacts parent or authorised nominee to collect child from service
- Nominated supervisor ensures Incident, Injury, Trauma and Illness Record is completed in full and without delay and parent or authorised nominee is notified as soon as possible and within 24 hours of the injury, illness or trauma.

## **First Aid Kit Guidelines**

**Any First Aid kit at the service must -**

- Not be locked.
- Not contain paracetamol.
- Be appropriate for the number of employees and children and adequate for the immediate treatment of injuries at the service.
- Be in a place that takes an employee no longer than two minutes to reach, including time required to access secure areas.

- Contain a list of the contents of the kit.
- Be regularly checked using the First Aid Kit Checklist to ensure the contents are as listed and have not deteriorated or expired.
- Have a white cross on a green background with the words 'First Aid' prominently displayed on the outside.
- Display emergency telephone numbers.
- First Aid kits must be taken on excursions and be attended by First Aid qualified educators.

## First Aid Kit Checklist

Our Service will have the kits checked annually by an external supplier, who will restock anything that has expired or is in low supply.

We will determine whether we need additional items to those in the checklist, or whether some items are unnecessary, after considering the number of children at our Service and what injuries children or adults may incur. We will check our incident, injury, trauma and illness records to help us make an informed decision about what to include. Educators may wish to provide additional items or modules, for example burns modules and eye wound modules. We will also include appropriate resources to deal with a child at risk of anaphylaxis and other medical conditions.

## Notification of serious incidents and complaints

The Approved Provider will notify the regulatory authority within 24 hours of any serious incident at our service (s. 174). This includes any serious injury or trauma to, or illness of a child which a reasonable person would consider required urgent medical attention from a medical practitioner or for which the child attended, or ought reasonably to have attended, a hospital.

Serious injuries, traumas and illnesses include:

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| • head injuries  | • epileptic seizures                           |
| • broken limbs   | • bronchiolitis                                |
| • burns  | • whooping cough                               |
| • removal of fingers                                       | • measles                                      |
| • meningococcal infection                                  | • diarrhoea requiring urgent medical attention |
| • anaphylactic reaction requiring urgent medical attention | • asthma requiring urgent medical attention    |
| • witnessing violence or a frightening event               | • sexual assault                               |

A serious incident also includes:

- The death of a child at the service or following an incident at the Service
- An incident at the service where the emergency services attended or ought reasonably to have attended
- A child is missing

- A child has been taken from the service without the authorisations required under the regulations
- A child is mistakenly locked in or out of the service.

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

We will notify the regulator using the online portal NQAITS

The Approved Provider will also notify the regulatory authority in writing:

- within 24 hours of any complaints alleging that the safety, health or wellbeing of a child is being compromised at the service or
- within 7 days of any circumstances arising at the Service that pose a risk to the health, safety and wellbeing of a child.
- 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 service 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 service before deciding to accept the additional child/children.

## Work Health and Safety (WHS) requirements

**Serious injury or illness** is a “notifiable incident”. *Serious injury or illness means a person requires:*

- *immediate treatment as an in-patient in a hospital, or*
- *immediate treatment for:*
  - *the amputation of any part of the body*
  - *a serious head injury*
  - *a serious eye injury*
  - *a serious burn*
  - *the separation of skin from an underlying tissue (such as degloving or scalping)*
  - *a spinal injury*
  - *the loss of a bodily function*
  - *serious lacerations or*
- *medical treatment within 48 hours of exposure to a substance.*

and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

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 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. The nominated supervisor must ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by WorkCover.

**When a serious accident/dangerous incident occurs at the Centre**, staff with a current First Aid certificate will;

- assess the injury and administer emergency first aid and ensuring the injured person is kept comfortable and under adult supervision.
- organise for a second adult to inform the Nominated Supervisor, telephone for an ambulance (dial 000).
- contact the child's parents or the child/staff member's emergency contact person to advise them of the incident and that an ambulance is on its way to the Centre. If they are unable to meet the ambulance at the Centre, ask them to meet the ambulance at the hospital.
- a staff member known to the child will accompany the child to the hospital if the parent is unable to do so (or if the adult wants a staff member to accompany them). A copy of the child's *Enrolment Form* (or a *Staff Details Form*) PLUS, if possible, an *Accident/Injury Record* will be taken with the injured person
- assign a responsible staff member to support and supervise staff in caring for the other children. Children may need to be kept in one area, e.g. a sleep room

- ensure that any contact or suspicion of contact with the injured person's blood or body fluids has been appropriately dealt with.
- a full report of the accident detailing the incident and the action taken will be recorded on an *Incident Record* and a copy given to the parent, (as well as on a *Return to Work report form* for a staff member).

### Reporting Obligations

- The Nominated Supervisor or Team Leader of the room involved will notify Regulatory Authority, EECSRSB within 24 hours and in some cases the Centre's insurers and provide both with a copy of the *Accident/Injury Record*, and/or the *Incident Record*, or fill out any other forms deemed necessary (e.g. Return to Work SA and Safe Work SA) Failure to notify Safe Work SA of a serious/dangerous incident will incur penalties as stated the Work Health and Safety Act 2012 – Part 3, Section 38.

A person who conducts a business or undertaking must ensure that Safe Work SA is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred. The notice must be given in accordance with this section and by the fastest possible means by telephone or in writing (fax or email).

#### **The telephone number for SafeWork SA is 1300 365 255.**

A person giving notice by telephone must;

- (a) give the details of the incident requested by the regulator (SafeWork SA); and
- (b) if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made.

A written notice must be in a form, or contain the details, approved by the regulator.

If the regulator receives a notice by telephone and a written notice is not required, the regulator must give the person conducting the business or undertaking—

- (a) details of the information received; or
- (b) an acknowledgement of receiving the notice.

A person conducting a business or undertaking must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator under this section. Failure to do this will incur penalties as stated the Work Health and Safety Act 2012 – Part 3, Section 38.

### PRESERVATION OF INCIDENT SITE

- The Nominated Supervisor or senior staff member of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that

the 'site' where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

**Maximum penalty: SAFE WORK SA**

- (a) in the case of an individual—\$10 000;
- (b) in the case of a body corporate—\$50 000.
  - In number (1) (above) a reference to a 'site' includes any plant, substance, structure or thing associated with the notifiable incident.
  - Number (1) (above) does not prevent any action—
    - (a) to assist an injured person; or
    - (b) to remove a deceased person; or
    - (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or
    - (d) that is associated with a police investigation; or
    - (e) for which an inspector or the regulator (Safe Work SA) has given permission.

## Sources

**Education and Care Services National Regulations 2011**

**National Quality Standard**

**Work Health and Safety Act 2012**

**Work Health and Safety Regulations 2012**

**Safe Work Australia Legislative Fact Sheets First Aiders**

**Safe Work Australia First Aid in the Workplace Code of Practice**

## Review

The policy will be reviewed annually.

**Last reviewed: February 2019**

**Date for next review: February 2020**