

## Dealing with Incidents and Injuries

*This procedure should be read in conjunction with the 'Health Practices Policy'*

### Types of Incidents

- A Serious Incident is defined as:
  - The death of a child
  - An illness where the child attended or should have attended a hospital
  - An injury or trauma to a child where a reasonable person would consider that the child should have been taken to a hospital or require urgent attention from a medical practitioner
  - An incident where emergency services are called
- All other incidents are considered minor incidents

### Minor Incidents and Injuries Procedure

1. A staff member trained in First Aid will attend to the injured child, assess the injury and apply first aid. If any medication needs to be administered, ensure that the appropriate authorisation has been given before administering it.
2. Ensure anyone who has come into contact with the child's blood or body fluids wash any contaminated areas in warm soapy water.
3. Clean up the area using appropriate cleaning supplies including disinfectant, with the person cleaning wearing gloves and any other relevant PPE to prevent risk of contamination and infection.
4. Complete an Incident, Injury, Trauma and Illness Record (or in the case of a very minor incident, write in the band-aid book) and have a parent sign it as confirmation they have been notified of the incident or injury.
5. Contact the parent, depending on the nature of the incident. If the parent or guardian cannot be contacted at the time of the incident, they must be informed when they arrive to collect their child, or no later than 24 hours after the occurrence.

### Serious Incidents and Injuries Procedure

1. A staff member trained in First Aid will attend to the injured child, assess the injury and apply first aid. If any medication needs to be administered, ensure that the appropriate authorisation has been given before administering it.
2. If possible, relocate the other children to another area. Initiating a Lockdown may be required to allow unimpeded access by paramedics or to reduce the trauma to the injured child and the other children.
3. The supervisor should be sent for immediately, while ensuring the injured child is not left unmonitored by the first aider attending to them.
4. The Supervisor will assess the situation and then contact the child's parents or Emergency Contact to advise them of the incident. Every effort should be made not to panic the parent at this stage. The parent/guardian may elect to attend the service and collect the child instead of having an ambulance called, depending on the nature of the injury (e.g. a broken arm). Note: At any point the supervisor or first aid officer may elect to call an ambulance due to changes in circumstances.

5. The supervisor or educator who witnessed the incident will complete a Incident, Injury, Trauma and Illness Record. The report must be presented to and signed by the parents/guardians within 24 hours of the incident. Note: An Incident, Injury, Trauma and Illness Record should be commenced as soon as possible, as an accurate record of the event and steps taken. However, caring for the injured child and any other affected individuals is the first priority.
6. Ensure anyone who has come into contact with the child's blood or body fluids wash any contaminated areas in warm soapy water.
7. Clean up the area using appropriate cleaning supplies including disinfectant, with the person cleaning wearing gloves and any other relevant PPE to prevent risk of contamination and infection.
8. The General Manager should be advised of the situation as soon as possible and depending on the severity of the incident will arrange for any necessary counselling or support for children and staff who witnessed or were involved in the incident.
9. The supervisor will contact the parents of any child that witnessed or was directly affected by the incident to inform them as soon as possible. These families will be provided with information on trauma counselling and support.
10. Within 24 hours of the incident the Centre Manager will log on to the National Quality Agenda IT System (NQA ITS) and complete the online S01 Notification of Serious Incident form.
11. The Centre Manager will notify the centre's insurer and also provide them with a copy of the report.

**PROCEDURE VERSION AND REVISION INFORMATION**



**Authorised by** GENERAL MANAGER

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