

Policy Statement

Activity Centres Inc. aims to ensure the safety and well-being of all Staff, children and visitors within the Service and on excursions, through proper care and attention in the event of an incident, injury, illness or trauma. The Organisation will make every attempt to ensure sound management of the incident to prevent any worsening of the situation and complete reports on each incident that will be signed by a parent/guardian if a child is involved. Parents or next of kin will be informed as soon as it is possible to do so, in the event of an incident, injury or trauma that is deemed serious. All serious incidents will be reported to the relevant authorities including the NSW Regulatory Authority.

We believe that in order to ensure that the highest level of care is provided for children attending the Service, Staff should be suitably qualified in emergency first aid management. Our Organisation will ensure that first aid equipment and support is available to all children, Staff and visitors to the Service. All permanent Staff are required to undertake first aid, asthma management and anaphylaxis awareness training as part of their conditions of employment to ensure full and proper care. We aim to ensure that we are prepared to handle all incidents that might occur. If a tragedy such as the death of a child or Staff Member was to occur our Staff and Management would respond in a professional and sensitive manner.

Considerations

- ✓ Education and Care Services National Law 2010
- ✓ Education and Care Services National Regulations 2011 (current version 1 February 2018)
 - Regulation 12 - meaning of serious incidents
 - Regulation 85 - Incident, Injury and illness policies and procedures
 - Regulation 86 - Notification to parents of incident, injury, trauma and illness
 - Regulation 87 - Incident, injury, trauma and illness record
 - Regulation 89 - First aid kits
 - Regulation 136 - First aid qualifications
 - Regulation 168 – Education and care service must have policies and procedures
- ✓ Education and Care Services National Quality Standards 2011(current version 2018)
- ✓ My Time Our Place Framework
- ✓ Work, Health and Safety Act 2011
- ✓ Safe Work Australia
- ✓ ACI Hygiene and Cleaning Policy, ACI Laundry Policy, ACI Infectious Disease Policy, ACI Medication Administration Policy, ACI Enrolment Policy and ACI Reporting to the Regulatory Authority Policy
- ✓ ACECQA Frequently Asked Questions www.acecqa.gov.au

Procedures:

- ✓ Staff and volunteers will be required to supply at least two contact numbers in case of an emergency or accident, involving themselves.
- ✓ All Staff are to complete an emergency contact form on employment, informing Management of emergency contacts, Medicare number, health fund, medical conditions etc.
- ✓ If a child or adult has an accident while at the Service, they will be attended to immediately by a Staff member who holds a current accredited first aid certificate.
- ✓ In the case of medication being required by a child in an emergency, without prior consent of the parents/guardians, Staff are to secure that consent from a registered medical practitioner, as per ACI Medication Administration Policy.
- ✓ Nominated Supervisors are responsible for ensuring that a minimum of one Staff member must be present at the Service at all times who is currently qualified in an accredited first aid, asthma management and anaphylaxis awareness.
- ✓ Where possible we will encourage all casual Staff to obtain an accredited first aid qualification, which includes asthma management and anaphylaxis awareness.

First Aid Policy

Management of Incident, Injury, Illness and Trauma

- All newly advertised positions will require that applicants need to have first aid qualifications which includes asthma management and anaphylaxis awareness or willing to obtain.
- Permanent Staff will undergo first aid training as part of their condition of employment. Thereafter, Staff will renew their certificates as required.
- Our Organisation will budget for the cost of the first aid renewal for permanent Staff as part of the training budget. Refer Children's Services Award 2010 and NSW Ombudsman for employment entitlements.
- Separate travelling first aid kits will be maintained and taken on all excursions and to outdoor activities.
- First aid kits will contain the minimum equipment suggested by the Red Cross or St John's Ambulance and a first aid manual will be kept with each first aid kit.
- A fully stocked and updated first aid kit will be kept at the Service. Shift Supervisors are to ensure that this is easily accessible to all Staff and volunteers.
- Cold packs will be kept in the freezer at all times for treatment of bruises and strains.
- It is the responsibility of the Coordinator to ensure that all first aid kits are fully stocked, and that all items are within the use by date.
- An inventory of the kits will be maintained and checked on a regular basis and signed off by the Coordinator. Coordinator may be required to produce these checklists in the event of a request from Management or from the NSW Regulatory Authority.
- At orientation, Staff and volunteers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it.
- Telephone numbers of emergency contacts, local doctor and Poisons Centre will be available at the Service. In the event of an emergency the Staff Member administering the first aid must not leave the patient until emergency services or the patient's next of kin arrives. Wherever possible emergency calls should be made by a Staff member that is not administering first aid, so the patient is still getting appropriate treatment.
- Where the Service has administered first aid and the incident is deemed serious as per Regulation 12, Coordinator must inform a Nominated Supervisor. A Nominated Supervisor will ensure that the steps outlined in the ACI Reporting to the Regulatory Authority Policy, are followed and the Regulatory Authority is notified within 24 hours.

On enrolment: See ACI Enrolment Policy

- Conditions of Enrolment that parents/guardians sign at enrolment and annually, provides written consent for Staff to seek medical attention for their child, if required. This is part of the Organisation's enrolment process.
- Parents/guardians will be required to supply the contact details of their preferred doctor, Medicare number, expiry date and health fund details.
- Parents/guardians will be required to provide contact details for themselves and an emergency contact if parents can not be reached. It is the families responsibility to update information through the Organisations online system as needed.
- Parents/guardians will be made aware of ACI First Aid Policy – Management of Incident, Injury, Illness & Trauma, ACI Infectious Diseases, and all other Service policies – these will be available on our Service web page www.activitycentres.com.au or at Services on request.

In the case of a minor accident/incident :

Note: By minor accident, we mean any accident that occurs at the Service that requires basic first aid that does not require medical attention (eg: grazed knee, small cuts and bumps etc).

- Only Staff who hold a current accredited first aid certificate will be able to perform first aid at the Service.
- Assess the injury, determine if additional medical attention is required, and if yes refer to serious Incident, Injury and Trauma section of this policy.
- Attend to the injured person and apply first aid as required.
- Ensure that disposable gloves are used for any contact with blood or bodily fluids.

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Management of Incident, Injury, Illness and Trauma

- Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner as per ACI Hygiene and Cleaning Policy and ACI Laundry Policy.
- Ensure that anyone who has come in contact with any blood or fluids wash their hands thoroughly in warm soapy water.
- Record the incident and treatment given on the ACI first aid form.
- Shift Supervisor should inform parent/guardian of the incident and obtain parental signature confirming knowledge of the ACI first aid form.
- First aid form is then to be placed in current first aid book.

In the case of an incident, illness or trauma at the Service requiring more than basic first aid:

- Only Staff with current accredited first aid certificate to administer first aid.
- Assess the injury, and decide whether the injured person needs to be attended by local Doctor or whether an ambulance should be called and tell the Supervisor in charge of the injury as soon as possible, the priority is the injured individual's treatment.
- First Aider should direct other Staff to what assistance is needed eg -if ambulance needs to be called, next of kin, etc.
- In the event of a serious incident the first priority is to get immediate medical attention, there should be no delay in organising proper medical treatment. If an ambulance is needed the First Aider should instruct another Staff Member /Supervisor to do so immediately. If an ambulance is not deemed necessary the First Aider should instruct another Staff Member /Supervisor to call emergency contacts and continue to administer first aid.
 - Notify next of kin as soon as possible regarding the incident and the action that is being taken, including clear directions of what actions are being taken (eg: ambulance called, administering first aid etc). Every effort must be made not to panic or distress the next of kin/emergency contact and to provide basic detail regarding the extent of the injuries and how the injury occurred. If patient is taken to hospital prior to next of kin arrival, Staff are to ensure details of where patient is being transported to be relayed to next of kin.
- First Aider will continue to administer first aid, monitor injury and condition of injured person and stay with patient until suitable help arrives, or the emergency contact arrives or further treatment taken.
- The First Aider will try to make the patient comfortable and reassure them as much as possible and inform them that assistance is on its way and emergency contact has been notified (or being notified).
- If an ambulance is called and the patient is a child, and the child is taken to hospital, a Staff member will accompany the child, if parents/guardians or emergency contact have not been able to get to the Service in time. Once parent/guardian or emergency contact arrives at the hospital, Staff member is to catch a taxi back to the Service or home and the Organisation will reimburse the cost of the taxi.
- Staff will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the ACI Hygiene and Cleaning policy.
- Coordinator/Supervisor to ensure all other Staff are directed to where other children are to be and what other Staff are to do to ensure a second incident does not occur.
- Ensure that all blood or bodily fluids are cleaned up in a safe manner, ensuring ACI Hygiene and Cleaning Policy is followed. Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
- Other Children should be removed away from the scene, depending on the circumstances of the incident it may be necessary that parents be contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.
- Depending on the severity of the incident the Police may need to investigate, therefore the site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.
- Once first aid has been completed, and injured child/person has been treated and either taken in an ambulance or taken by emergency contact, First aider and all other Staff involved are to complete a Service accident report and give the report to the Shift Supervisor.
- Coordinator/Shift Supervisor is to report incident to a Nominated Supervisor. A Nominated Supervisor is to provide details of the incident and injury to the Management Committee as soon as possible.
- A Nominated Supervisor is to report the incident to the Regulatory Authority within 24hours of the incident, illness, and trauma occurring. This can be done by logging onto our ACECQA portal account .Refer to ACI Reporting to the Regulatory Authority Policy for more details on how to make a report.

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Management of Incident, Injury, Illness and Trauma

- In the event that it was not instantly apparent an incident was serious, a Nominated Supervisor must report the incident to the Regulatory Authority within 24 hours of being made aware of the serious incident.

In the case of Death of a child or Staff Member during the hours of operation of the Service:

- Contact OOO asking for both the Police and Ambulance service to respond.
- All children should be removed from the scene, where possible to avoid distress.
- All Parents should be contacted for early collection of children as soon as possible to do so.
- The children should be reassured and notified only that a serious incident has occurred.
- The site of the accident should not be touched, cleaned or cleared of any blood or fluids until after approval from the Police.
- Supervisor/a Nominated Supervisor will notify the parent/guardian/next of kin that an incident has happened and advise them to contact the relevant medical agency.
- Only a qualified Medical Practitioner can declare a person dead and therefore Staff should ensure the next of kin are only advised that the injury/illness has occurred and refer them to the medical agency (i.e. hospital) where the child or Staff Member have been taken. This information should be provided in a calm and extremely sensitive manner.
- The death of a child or Staff Member must be reported to:
 - An ambulance service
 - Police
 - Parent / guardian / next of kin
 - Regulatory Authority- only if death of a child
 - Management Committee
- Counselling would be made available for children, families and Staff, as needed.
- Coordinator/Nominated Supervisor should make contact with child's School to liaise an appropriate response to the event and assist other children and members of the community to process the event.
- Supervisor to report incident to a Nominated Supervisor, and Management Committee as soon as possible. Details of the incident and injury are to be provided.
- A Nominated Supervisor is to report the incident to the Regulatory Authority within 24 hours of the incident, illness, and trauma occurring. This can be done by logging onto our ACECQA portal account. Refer to ACI Reporting to the Regulatory Authority Policy for more details on how to make a report.

Death or Serious Injury to a child outside the hours of operation of the Service.

- All Staff at the Service must be prepared to handle all incidents in a professional and sensitive manner.
- If death of child occurs outside Service operation hours as a result of an injury or illness that happened at the Service, then the Regulatory Authority is to be informed within 24 hours of Service becoming aware of the death. Refer to the ACI Reporting to the Regulatory Authority.
- Coordinator/a Nominated Supervisor to inform the Management Committee.
- Parents and families should be notified of the death in a sensitive and respectful manner by Manager/or Management Committee.
- Counselling would be made available for children, families and staff, as needed.

Illness management at the Service

- Parents will be informed of ACI First Aid Policy – Management of Incident, Injury, Illness and Trauma and ACI Infectious Diseases Policy on enrolment.
- A child or adult will be considered sick if he/she:
 - Sleeps at unusual times, is lethargic
 - Has a fever over 38°C
 - Is crying constantly from discomfort
 - Vomits or has diarrhoea
 - Is in need of constant one on one care
 - Shows symptoms of an infectious disease – see ACI Infectious Disease Policy

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Management of Incident, Injury, Illness and Trauma

- If a child is unwell at home parents/guardians will be asked not to bring the child to the Service.
- If a child becomes ill or develops symptoms at the Service then the Coordinator or Supervisor is to call parents/guardians or emergency contacts and request that they come to collect child from Service or make arrangements for someone else to come and collect child.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's parent /emergency contact takes them home. Staff to continually monitor child's condition.
- If the child has a fever the parents will be informed and asked for permission to give paracetamol. If parents/guardian cannot be contacted, Coordinator/Supervisor will check child enrolment to see if child has been authorised to have paracetamol. If yes, Staff can proceed to administer paracetamol. If no, Coordinator/Supervisor will contact child's Doctor to receive authorisation, as per ACI Medication Administration Policy.
- During a fever other methods will be employed to bring the child's temperature down until the parents arrive or help is sought. Such methods include: clothes removed as required, clear fluids given, tepid sponges administered.
- If a child's temperature is very high, cannot be brought down and parents cannot be contacted, and Paracetamol does not seem to be helping and the situation becomes serious the child will be taken to the Doctor or an ambulance called.
- An ACI Illness form is to be completed by the Staff member administering care to the child.
- If child's illness is considered serious (eg – child taken to doctor by family, ambulance called etc) then this illness needs to be reported to the Regulatory Authority, by a Nominated Supervisor, within 24 hours. The Management Committee will also need to be informed that a serious incident has taken place.

How to decide if an Incident, injury, trauma or illness to a child is a serious incident?

- If the advice of a Medical Practitioner was sought or the child attended hospital in connection with the injury, trauma or illness, the incident is a serious one and the Regulatory Authority must be notified.
- An injury, trauma or illness will be regarded by the service as a serious incident if more than basic first aid was required to manage the injury, trauma or illness and medical attention was sought for the child or Staff Member, or should have been sought, including attendance at hospital or medical facility for further treatment.
- Accidents which result in the death of a person.
- Death of a child or Staff Member outside of Service operating hours that was the direct result of an injury or illness that occurred while child or Staff Member was at the Service.

What incidents need to be notified that involve a Staff Member?

If there is a serious injury or illness, a death or a dangerous incident, Manager must report it to SafeWork NSW immediately on 13 10 50 as an urgent investigation might be needed.

A 'notifiable incident' under the [work health and safety legislation](#) relates to:

- the death of a person
- a serious injury or illness of a person
- a potentially dangerous incident

Checklist for Staff

- Coordinators to keep and maintain an inventory of kits – which is to be checked regularly and stock updated as needed.

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

- Assess the injury, 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.
- Complete a first aid form
- Inform the Coordinator/Supervisor of the incident.
- Notify the parents on their arrival to collect the child.
- First Aider/Coordinator/Supervisor should obtain parental signature confirming knowledge of the accident report form.

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In the case of serious incident, injury and trauma

- Apply first aid to the injured and contact emergency services on 000 if needed.
- Contact the parent or next of kin and inform them of the incident – the injured must be your main priority,
- Contacting parents or next of kin may be delayed if emergency services need to be called– call at the earliest possible time.
- Complete accident report and inform a Nominated Supervisor of the incident.
- A Nominated Supervisor to inform regulatory authority and Management Committee within 24hours of incident, injury, and trauma.

In case of death

- Call 000 – request both ambulance and police
- Contact next of kin as soon as possible to do so, informing them that a serious incident has occurred.
- Move all children away from the scene, reassure, and comfort. All families/parents should be contacted for early collection of children.
- Do not clean or clear the area the incident occurred until the police have given the all clear.
- A Nominated Supervisor to inform Regulatory Authority and Management Committee within 24hours of death.

In case of Illness

- Parents will be asked to keep sick children at home.
- If a child becomes ill at the Service, parents/emergency contacts will be contacted to come and collect.
- Permission to administer paracetamol will be sought if child's temperature remains elevated. Permission sought from parents, enrolment form or medical professional.
- If parents/emergency contact are uncontactable and child's condition worsens, then Staff will seek medical attention for the child. – If this occurs then Regulatory Authority must be notified within 24 hours.

_____ end of policy _____

Policy is only endorsed if initialled by 2 members of the management committee

Endorsed by the Management Committee on the 30th April 2018

**First Aid Policy- Management of Incident, Injury, Illness and Trauma
is to be reviewed by the 30th April 2020**