

### **Policy Statement**

Our Organisation 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. This Policy has been established to ensure clear lines of action are identified to effectively manage an event involving a Staff member or a child becoming injured, ill, or involved in an incident. 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.

### **Procedures:**

- ✓ Staff are to complete an emergency contact form on employment with at least two contact numbers in case of an emergency or accident.
- ✓ 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 ensure that consent from a registered medical practitioner is sought, as per ACI Medication Administration Policy.
- ✓ Nominated Supervisors are responsible for ensuring that a minimum of one Staff member must be always present at the Service, who is currently qualified in 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.
- ✓ 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.
- ✓ Our Organisation will budget for the cost of the first aid renewal for permanent Staff as part of the training budget.
- ✓ 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 the Australian Red Cross First Aid app is available on Service mobile.
- ✓ Cold packs will be kept in the freezer 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 each term and signed off by the Coordinator in the Service Instruction Manual (SIM)
- ✓ 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 services, essential services 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 authorised nominees if parents cannot be reached. It is the family's 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 are available on our Service web site [www.activitycentres.com.au](http://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 with current accredited first aid certificate to administer first aid.
- ✓ 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.
- ✓ 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.
- ✓ Responsible Person 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 First Aider in charge of the injury as soon as possible, the priority is the injured individual's treatment.
- ✓ Staff will ensure that disposable gloves are used with any contact with blood or bodily fluids.
- ✓ 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 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 to do so immediately. If an ambulance is not deemed necessary, the First Aider should instruct another Staff Member 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/authorised nominee 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 try to make the patient comfortable and reassure them as much as possible and inform them that assistance is on its way and parent/authorised nominee 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 authorised nominee have not been able to get to the Service in time. Once parent/guardian or authorised nominee 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.
- ✓ 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 moved 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 parent/authorised nominee, First Aider and all other Staff involved are to complete a Service Incident/Injury/Trauma Report and give the report to the Responsible Person.

- ✓ Coordinator/Responsible Person 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.
- ✓ If it was not instantly apparent an incident was serious, a Nominated Supervisor must report the incident to the Regulatory Authority within 24hours 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 000 asking for both the Police and Ambulance service to respond.
- ✓ All children should be moved from the scene, where possible to avoid distress.
- ✓ Parents/authorised nominee should be contacted for early collection of children as soon as possible.
- ✓ 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.
- ✓ Coordinator/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:
  - 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 contact child's School to liaise an appropriate response to the event and assist other children and members of the community to process the event.
- ✓ Responsible Person 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 24hours of the incident, illness, and trauma occurring.

### **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 because 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.
- ✓ 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.

### **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, the 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

### **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
  - Needs constant one on one care
  - Shows symptoms of an infectious disease – see ACI Infectious Disease Policy
- ✓ 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, the Coordinator/Responsible Person will call parents/authorised nominee 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 /authorised nominee 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/Responsible Person 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/Responsible Person will contact child's Doctor to receive authorisation, as per ACI Medication Administration Policy.
- ✓ During a fever, other methods will be used to bring the child's temperature down until parent/authorised nominee 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 parent/authorised nominee 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. Management Committee will also need to be informed that a serious incident has taken place.

### **Dental Accidents**

If a dental incident occurs at the Service, the following will occur:

For babies and toddlers:

- ✓ The incident will be managed as an emergency. ACI Incident/Injury/Trauma form will be completed.
- ✓ The tooth will not be reinserted into the socket, but gently rinsed in clean water or clean milk to remove any blood and dirt. Tooth will be placed in a clean container with milk, do not use water, or wrapped in cling wrap to give to the child's parent/authorised nominee or dentist.
- ✓ Parent/authorised nominee must seek dental advice as soon as possible and take the tooth/tooth fragment to the dentist with the child.

For older children and adults:

- ✓ The accident will be managed as an emergency. ACI Incident/Injury/Trauma form will be completed.
- ✓ Locate tooth as quickly as possible and pick it up by the crown. Avoid touching the root of the tooth.
- ✓ Gently rinse the tooth fragments in clean milk or clean water for a few seconds to remove excess dirt and blood.

- ✓ Insert the tooth back into its previous position in the mouth, making sure it is the right way around. Once it is in place, get the patient to bite down on a clean piece of gauze or tissue. If First Aider cannot get the tooth back in, do not force it. Always keep tooth moist by storing in container with small amount of milk. Do not place tooth in water.
- ✓ Seek dental advice as soon as possible and ensure parent/authorised nominee takes the child to the dentist with the tooth/tooth fragments within 30 minutes.

### Considerations

#### Education and Care Services National Law

Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm and hazards
Section 174	Offence to fail to notify certain information to Regulatory Authority
Section 301	National regulations

#### Education and Care Services National Regulations

12	Meaning of serious incidents
85	Incident, injury and illness
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
89	First aid kits
136	First aid qualifications
162	Health information to be kept in enrolment record
168	Education and Care Service must have Policies and Procedure
170	Policies and Procedures to be followed

#### Education and Care Services National Quality Standards

Quality Area	Standard	Element
QA 2 Children's health and Safety	2.1 Health	2.1.2 Health practices and procedures
	2.2 Safety	2.2.2 Incident and emergency management
QA3 Physical environment	3.1 Design	3.1.2 Upkeep
QA 7 Governance and Leadership	7.1 Governance	7.1.2 Management Systems

#### Activity Centres Inc. Policies and Procedures

Acceptance and Refusal of Authorisation	Hygiene and Cleaning
Child Safe Environment	Infectious Diseases
Emergency	Reporting to the regulatory authority
Enrolment	Staff Training
Hazardous Material	Work Health and Safety

#### My Time, Our Place

<u>Learning Outcome 3</u> Children have a strong sense of wellbeing	<ul style="list-style-type: none"> <li>• Children take increasing responsibility for their own health and physical wellbeing</li> </ul>
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#### Early Years Learning Framework

<u>Learning Outcome 3</u> Children have a strong sense of wellbeing	<ul style="list-style-type: none"> <li>• Children take increasing responsibility for their own health and physical wellbeing</li> </ul>
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#### Legislation

#### Website

Safework NSW	<a href="https://www.safework.nsw.gov.au">https://www.safework.nsw.gov.au</a>
Staying Healthy - Preventing infectious diseases in early childhood education and care services	<a href="https://www.nhmrc.gov.au/about-us/publications/staying-healthy">https://www.nhmrc.gov.au/about-us/publications/staying-healthy</a>

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Policy is only endorsed if initialled by 2 members of the Management Committee

Endorsed by the Management Committee on 11 November 2022  
First Aid Policy- Management of Incident, Injury, Illness and Trauma  
is to be reviewed by 11 November 2024