

MANAGING INCIDENTS, INJURY, TRAUMA & ILLNESS

All Gowrie NSW employees and volunteers are committed to promoting the health, safety and wellbeing of all children, staff, and visitors. It is understood that from time-to-time children may experience a serious incident, injury, trauma or illness while in attendance at an early education and care centre. Situations that may lead to an incident, injury, trauma or illness may include:

Accidents involving a child, leading to injury

Natural disasters, such as a flood, bushfire, cyclone, severe thunderstorm, or earthquake

Unexpected onset of a severe illness in a child

Death of a child in the service

Fire

A missing child

A child mistakenly locked in or out of any part of the premises

Intruders (animal or human)

Gowrie NSW employees aim to minimise the risk of serious incidents, injuries or traumas occurring in centres. However, in the event that an unexpected or unavoidable situation arises, it is essential that there are clear procedures for Gowrie NSW employees to implement to effectively manage incidents, injuries or traumas, and to reduce the potentially negative outcomes (both physical and psychological) for the children involved.

In the case where an adult has been involved in an incident, injury or illness, please refer to the "Workplace Health and Safety" policy.

Responsibilities of Gowrie NSW Education and Care Centres

Under the Education and Care Services National Regulation 2011, Centres must comply with:

Regulation 85;

Regulation 86;

Regulation 87;

Regulation 89;

Regulation 168;

Under the National Quality Standards, Centres must meet:

Standard 2.2

- o *Element 2.2.1*
- o *Element 2.2.2*
- o *Element 2.2.3*

Standard 7.1

- o *Element 7.1.2*

This policy and procedures have been developed to:

Clearly describe the procedures that Gowrie NSW and its employees will implement to manage incidents, injuries and traumas in the centre.

Provide information for families and other stakeholders about the procedures that are used in Gowrie NSW centres to manage incidents, injuries and traumas in the centre.

Procedures

<i>In relation to injuries:</i>	
First Aid	<ul style="list-style-type: none"> ▪ Ensure there is at least one permanent educator who holds a current approved first aid qualification on premise at all times. ▪ Follow the procedures for the administration of first aid as outlined in the Gowrie NSW policy and procedures for 'Administering First Aid'. ▪ The centre has an appropriate number of suitable first aid kits that are stocked and easily recognisable and readily accessible to adults. ▪ Respond immediately to an injury of a child in the centre by seeking the immediate attendance of the educator/s who hold a current approved first aid qualification. ▪ Act immediately to call an ambulance on 000 if advised to do so by the educator/s who hold a current approved first aid qualification. Emergency details e.g. 000 number, nearest cross streets to be next to each telephone number.
Supervision	<ul style="list-style-type: none"> ▪ Ensure that all children are adequately supervised during the management of an injury to a child or adult, and ensure that other children's exposure to/witnessing of the management of the injury is minimised as far as possible. ▪ Ensure that any potential further dangers to children and/or adults are assessed and either removed, or the dangerous area secured to prevent children's access to it.
Notification and documentation	<ul style="list-style-type: none"> ▪ As soon as possible, notify the child's parent/guardian or authorised nominee (if a parent cannot be contacted) of the child's injury. ▪ Record the required details of the injury and actions taken in the centre's Injury Record ▪ A representative of Gowrie NSW will notify the Regulatory Authority of the occurrence of any serious injury within 24 hours.

<i>In relation to serious illness or health emergencies:</i>	
Respond	<ul style="list-style-type: none"> ▪ Ensure there is at least one permanent educator who holds a current approved first aid qualification on premise at all times. ▪ Respond immediately to occurrence of a serious illness or health emergency of a child by seeking the immediate attendance of the educator/s who hold a current approved first aid qualification. ▪ Act immediately to call an ambulance if advised to do so ▪ Administer any medication as required according to the procedures outlined in the Gowrie NSW policy and procedures for the 'Administration of Medication'
Document and Notify	<ul style="list-style-type: none"> ▪ As soon as possible, notify the child's parent/s or authorised nominee (if a parent cannot be contacted) of the child's illness. ▪ Record the required details of the illness and actions in the "Illness Record" ▪ Record the details into the centre's illness register ▪ A representative of Gowrie NSW will notify the Regulatory Authority of the occurrence of any serious incident within 24 hours.

<i>In relation to grievances, complaints, allegations</i>	
Respond	<ul style="list-style-type: none"> ▪ Ensure all staff are aware of child protection reporting requirements ▪ Ensure all staff are aware of Reportable Conduct ▪ Refer to Gowrie NSW "Grievance Complaints Handling - Feedback Communications" Policy
Document and Notify	<ul style="list-style-type: none"> ▪ Grievance Complaints Handling - Feedback Communications ▪ Notify all families of the emergency within 24 hours of the incident occurring. ▪ Complete the emergency evacuation/lockdown evaluation. ▪ Notify Gowrie NSW General Manager ▪ If required, a representative of Gowrie NSW will notify the Regulatory Authority within 24 hours of the occurrence of any serious emergency incident with accordance to the regulations

<i>In relation to emergencies requiring evacuation and/or the attendance of emergency services</i>	
Respond	<ul style="list-style-type: none"> ▪ Ensure all staff are aware of emergency evacuation procedures ▪ Follow the Gowrie NSW policy and procedures for 'Emergencies and Evacuations'.
Document and Notify	<ul style="list-style-type: none"> ▪ Notify all families of the emergency within 24 hours of the incident occurring. ▪ Complete the emergency evacuation/lockdown evaluation. ▪ Notify Gowrie NSW General Manager ▪ If required, a representative of Gowrie NSW will notify the Regulatory Authority within 24 hours of the occurrence of any serious emergency incident with accordance to the regulations.

<i>In relation to responding to a death or suspicious death of a child:</i>	
Respond	<p>Ensure that there is at least one educator who holds a current approved first aid qualification on the centre premises at all times.</p> <p>Call immediately for an ambulance on 000.</p> <p>Seek the immediate attention of the educator/s who holds a current approved first aid qualification to administer Cardio Pulmonary Resuscitation (CPR) procedures or other life support until the arrival of medical emergency services.</p> <p>CPR charts to be visible in all playrooms and playgrounds.</p>
Contact	<p>As soon as possible, contact Gowrie NSW General Manager and notify of the current situation.</p> <p>As soon as possible, notify the child's parent/s or authorised emergency contact (if a parent cannot be contacted) that the child is seriously ill. <u>Advise the person contacted that the child is seriously ill and is being transported to hospital in an ambulance. Do not advise them that the child has, or is suspected to have, died.</u> Advise them of which hospital the ambulance is taking the child to.</p> <p>Contact the police to advise them of the death, or suspected death, of a child in the centre and seek advice from the police regarding the management of the environment in which the incident occurred (the police may wish to investigate the incident, and may request that the area in which the incident occurred is not cleaned, contaminated or physically interfered with in any way).</p>
Delegation of other staff	<p>Ensure that all children are adequately supervised during the management of the death or suspected death of a child in the centre, and ensure that children's exposure to/witnessing of the management of the death or suspected death is minimized.</p>
Notify	<p>Contact the parent/Guardian or authorised emergency contact (if a parent cannot be contacted) of any children who are seriously distressed by the incident, and request that the child be collected from care. Inform the person collecting the child of the general circumstances of the incident without disclosing the personal details of the person.</p> <p>Notify all families of the death or suspected death of a child at the centre without disclosing the personal details of the person</p>
Documentation	<p>A representative of Gowrie NSW will notify the Regulatory Authority within 24 hours of an incident.</p>

<i>In relation to potentially dangerous intruders (person or animal)</i>	
Respond	Where appropriate, follow the Gowrie NSW policy and procedures for 'Emergencies Evacuations and Lockdowns'.
Document and Notify	<p>Record the required details of the incident on the "Emergency evacuation/lockdown record."</p> <p>If emergency services were required to attend the Centre, complete the notification of incident.</p> <p>As soon as possible, notify the child's parent/s or authorised nominee (if a parent cannot be contacted) of the child's illness</p> <p>Forward to Gowrie NSW General Manager and a representative will notify the Regulatory Authority within 24 hours of the incident.</p>

<i>In relation to a missing child</i>	
Respond	<ul style="list-style-type: none"> ▪ Staff are aware of the procedures for the 'Delivery and Collection of Children' and 'Providing a Child Safe Environment' ▪ Immediately inform the Responsible Person that a child is missing or cannot be accounted for. ▪ If the child has left the premise and immediately returned to safety. ▪ Arrange for a thorough search of the premises, indoors and outdoors, ensuring that all children continue to be adequately supervised. ▪ If the child cannot be located, immediately compile a description of the child, including age, height, hair color, what they were wearing, when and where they were last seen and who last saw them. If possible, locate a recent photograph of the child.
Contact	<ul style="list-style-type: none"> ▪ Contact Gowrie NSW General manager or Executive Director of Programs ▪ Contact the police and advise them that the child is missing. ▪ Once the police have been informed, advise the child's parent/s or authorised emergency contact that the child is missing.
Document and Notify	<ul style="list-style-type: none"> ▪ As soon as possible, notify the child's parent/s or authorised nominee (if a parent cannot be contacted) of the child's illness ▪ Record the required details of the incident as per the guidelines provided in the 'In relation to recording of incidents, injury, trauma and notifying the Regulatory Authority of serious incidents of incidents, injury, trauma' section below. ▪ A representative of Gowrie NSW will notify the Regulatory Authority within 24 hours of the incident. ▪ Complete an incident form ▪ All educators Complete a statement of what occurred.

In relation to the recording of incidents, injury, trauma and notifying the Regulatory Authority of serious incidents of incidents, injury, trauma

Gowrie NSW General Manager will complete notify the Regulatory Authority via NQAITS within 24 hours after the incident, injury or trauma, or the onset of the illness. The following information is to be included:

- The full name and age of the child.

The circumstances leading to the incident, injury or trauma.

The time and date the incident occurred, the injury was received, or the child was subjected to the trauma.

The details of the incident, injury, or trauma to which a child has been subjected.

The details of any person who witnessed the incident, injury, or trauma.

The details of any illness that becomes apparent while the child is at the centre.

The relevant circumstances surrounding the child becoming ill and any apparent symptoms.

The time and date of the apparent onset of the illness.

The details of the action taken, including any medication administered or first aid provided and any medical personnel contacted

The name of anyone that the centre notified or attempted to notify, of an incident, injury, trauma or illness that a child has suffered and the time and date of the notifications or attempted notifications.

The full name, signature of the person making an entry in the record, and the time and date.

In relation to providing support for children, families and employees following a serious incident, injury, trauma or illness at the centre

Gowrie NSW recognises that the occurrence of a serious incident, injury, trauma or illness at the centre can potentially affect the physical and psychological wellbeing of children, families, employees, volunteers and centre management. To provide appropriate support to stakeholders affected by a serious incident, injury or trauma at a centre Gowrie NSW will assess the circumstances relating to individual incidents and, where appropriate:

Provide individuals with information about where they can seek appropriate grief or other counseling, including for children. (Employee Assistance Program is available to all Gowrie employees).

In negotiation with the Gowrie NSW HR manager, a professional counselor may be engaged to provide support and counseling for groups of children and/or employees and/or families and/or management who have been affected.

Work collaboratively with families to develop programs and experiences to support children who have been affected by or who have witnessed a serious incident, injury or trauma at a centre.

Maintain effective ongoing communication with families if their child has been affected by or who have witnessed a serious incident, injury or trauma at a centre.

Related legislation/standards

Education and Care Services National Regulations 2011
Education and Care Services National Law Act, 2010, (Cwlth)
National Quality Framework
National Quality Standard

Related Gowrie NSW policies and procedures

Grievance Complaints Handling - Feedback Communications
Dealing with Illness
Administration of First Aid
Emergency Evacuations and Lockdowns
Administration of Medications
Dealing with Medical Conditions
Delivery and Collection of Children
Providing a Child Safe Environment

References

Australian Children's Education and Care Quality Authority. (2011). Guide to the National Quality Standard.

National Health and Medical Research Council. (2012). Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care (5th ed.).

Education and Care Services National Regulations.

Australian Children's Education and Care Quality Authority. (2011). Guide to the National Quality Standard.