

### 3. Incident, Injury, Trauma and Illness

#### Purpose

At OSHC, systems will be in place to minimise risks that may lead to incident, injury, trauma and illness. One such system is the establishment of effective partnerships that support children's access, inclusion and participation in the program. Another is compliance with Regulation 89 relating to first aid kits. The service will promote and implement effective incident, illness and injury management practices. It will ensure appropriate record keeping compliance, including in the event of a serious incident.

#### Scope

NQF Quality Area 2	Children's Health and Safety
Standard 2.1 Health	Element 2.1.2 Health Practices and Procedures
Standard 2.2 Safety	Element 2.2.2 Incident and Emergency Management
NQF Quality Area 6	Collaborative Partnerships with Families & Communities
Standard 6.2 Collaborative Relationships	Element 6.2.2 Access and Participation
NQF Quality Area 7	Governance & Leadership
Standard 7.1 Governance	Element 7.1.2 Management Systems

#### Serious Incidents

Despite the best intentions and planning, incidents of a serious nature sometimes occur.

In such an instance the care of the child is paramount.

The Education and Care Services National Regulations define a serious incident as one that involves any of the following:

- serious injury, trauma or illness of a child, where urgent medical or hospital attention is required (or where a child ought reasonably to have attended a hospital)
- the attendance of emergency services at the education and care service premises (or ought reasonably to have been sought) or
- the death of a child, while being educated and cared for by a service or following an incident at a service.

A serious incident is also any circumstance where a child being educated and cared for by a service:

- appears to be missing or cannot be accounted for
- appears to have been taken or removed from the education and care service premises in a manner that contravenes the National Regulations
- is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

#### Process/guidelines

The service aims to ensure that children are cared for in a safe environment.

In the event of a child/ren being involved in an incident, trauma or becoming ill, the following actions will occur:

- The first consideration if a child is involved in an incident, trauma or becomes ill, will be the well-being of the child and if appropriate medical treatment is required.
- The nominated supervisor will ensure that a parent is notified as soon as practicable, but no later than 24 hours if a child has been involved in any incident, injury, trauma or illness.
- Contact will be in the first instance by phone. If after repeated attempts this is not possible, an email will be sent requesting an acknowledgement from the parent.
- Details will be recorded of any incident in relation to a child, or injury received by a child, or trauma to which a child has been subjected. This recording is initially on paper by the staff member who witnessed and/or was most involved in the situation. Leaders then use this recording as the basis for web-based reporting with the relevant authorities.