

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.

This will include:

- The 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.
- Details of any illness which becomes apparent while the child is being educated and cared for by the education and care service including:
 - the name and age of the child;
 - the relevant circumstances surrounding the child becoming ill and any apparent symptoms;
 - the time and date of the apparent onset of the illness; and
 - details of the action taken by the education and care service in relation to any incident, injury, trauma or illness including any medication administered or first aid provided.
- This is also to include:
 - any medical personnel contacted;
 - details of any person who witnessed the incident, injury or trauma; and
 - the name of any person who the service notified or attempted to notify, including the time and date of the notifications, or attempted notifications.

The record will also include the name and signature of the person making an entry in the record, and the time and date that the entry was made.

Role and responsibilities

The OSHC Director will ensure that appropriate notifications are made.

These notifications include

- In the event of an incident, the OSHC Director is to inform the school principal. From this notification the principal will complete an incident report on the Department of Education, Incident Response Management System. This report then informs relevant departmental officers.
- The OSHC Director must notify the regulatory authority, the Education Standards Board, within 24 hours of becoming aware of a serious incident, by completing the form SI01 Notification of Serious Incident.
- If the OSHC Director is unsure if an incident is serious they will contact the regulatory authority to seek clarification.
- On some occasions, it may be some time after the incident that it becomes apparent it was serious. If this occurs, the OSHC Director will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

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