



INCIDENTS, ILLNESS, INJURY AND TRAUMA PROCEDURE

Policy Hierarchy link	Children Education and Care Services National Law Application) Act 2010 Education and Care Services National Regulations 2011: 4.2 (85-89)		
Responsible Officer	Vice-President, University Services		
Contact Officer	General Manager – j.carlisle@unsw.edu.au 9385 1708		
Superseded Documents			
File Number	Contact the Records & Archives Office .		
Associated Documents			
Version	Authorised by	Approval Date	Effective Date
2.0	Early Years Management	20 November 2014	20 December 2014

1. Purpose and Scope

All reasonable effort is taken to prevent hazardous events at the Centres, however, it is possible that an unforeseen incident may occur resulting in injury, trauma or illness. The Centres have a duty to show reasonable care for the health and well being of all children, staff and other adults to avoid foreseeable harm or injury. Early Years at UNSW have committed to training at least 50% of educators in first aid and to ensuring that this training remains up to date. The centre will ensure that there is always at least one staff member who is trained in first aid is on the premises at all times. This procedure applies to all children, staff, families, students, volunteers and visitors to the centre.

UNSW security manager will be contacted **on ext 56666** for any incident requiring emergency management.

UNSW Early Years General Manager should also be contacted.

2. Definitions

Serious incident is any incident involving serious injury or trauma to, or illness of, a child which a reasonable person would consider required urgent medical attention from a registered medical practitioner or for which the child attended, or ought reasonably to have attended, a hospital.

3. Procedure

3.1 Procedures for Prevention of Incident or Injury

- All dangerous products and medication are kept in their original containers and stored in locked cupboards, sealed containers or areas that are inaccessible to children.
- Children are supervised at all times if visiting or using the kitchen or laundry area.
- Children are never left unattended on change tables.

- Medication procedures are followed at all times (refer to **Children's Health, Medication and Wellbeing Procedure**).
- Adults will use care should transportation of hot liquids through children's spaces be required. Drinking hot liquids is restricted to child-free areas.
- Children will remain seated and supervised while eating and drinking.
- Plastic bags are to be kept out of reach of children.
- A staff member will supervise water play areas at all times. (refer to **Supervision and Water Safety Procedure**).
- All playground equipment is checked daily for stability, broken pieces, insects, spiders, snake infestations, etc.
- All areas will be checked prior to use.
- Staff will be trained in work health and safety procedures.
- The centres will be regularly audited for safety.
- Staff will ensure that all children in the centre are adequately supervised at all times, by spreading out and engaging with children.

3.2 First Aid Procedure

- Staff will be trained in First Aid. **Staff who hold the Senior First Aid certificate will hold positions of First Aid Officers.**
- At no time will assistance or First Aid be refused to any child.
- Charts showing resuscitation and external cardiac compression procedures are displayed in prominent positions around the Centre.
- First Aid manuals are kept at the Centre.

First aid supplies

It is the responsibility of the workplace health and safety representative to ensure the first aid boxes are replenished and all stock is within expiry.

The supplies are checked quarterly by the WHS rep as part of the workplace health and safety environment risk assessments/audits.

An external accredited agency shall conduct an annual check on all centre kits during scheduled visits.

3.3 Minor Injury

- When a staff member gives First Aid (of any kind) to a child, they will complete an incident report.
- All Injury Reports will be sighted by the Responsible Person as soon as practicable on the day that the incident occurred. Reports will be filed and maintained for 24 years.
- If the injury is minor, requiring simple First Aid e.g. graze, scratch, bruise, sting or nose bleed, families are to be informed upon arrival at the Centre that an injury has occurred.
- If there is a minor injury to the head/face, staff will call the parent at the time of injury to minimize the shock parents may have when they pick up their child.
- Staff will discuss and evaluate the management of injuries and comment on the success of the treatment and how, if at all, the procedures could be improved.

- The centres will audit incidents monthly and maintain a register summary for work health and safety meetings.

3.4 Serious incident

- In the event of a serious incident e.g. broken limb, stitches, anaphylactic reaction medical attention will be sought and family member contacted.
- One staff member (with current First Aid Certificate) will attend to the child's/adult's needs by immediately performing the necessary first aid.
- Another staff member will assume responsibility for all the other children and make sure they are safe.
- **A staff member telephones 000 for an ambulance and then contact security on ext 56666.**
- When a serious incident occurs, the Department of Education and Communities will be notified (**02 9716 2100 / 1800 619 113**) along with UNSW Early Years General Manager. **A serious injury form will be completed and sent to DEC within 24 hours of the incident occurring. These forms are found on the ACECQA website or may be logged online.**
- In case of poisoning call **POISONS INFORMATION 13 11 26**.
- **Local area health services may also need to be contacted in the event of an outbreak of illness** (refer to **Staying Healthy** for which need to be reported).

3.5 Fatality of Child or Adult

- Do not move the child or adult that has been critically injured or move anything within the area until the police arrive. A member of staff with current First Aid qualification must begin first aid procedures until the ambulance paramedics arrive to take over.
- A staff member will calmly remove all the other children from the area to another room and settle them whilst making sure they are secure and reassured and adequately supervised.
- The Nominated Supervisor or Responsible person must call:
 - **the ambulance services**
 - **the police**
- Where staffing is available, a staff member should stay at the main gates to meet and direct emergency services personnel into the Centre.
- The Nominated Supervisor or Responsible person must contact the parent/s or next of kin, informing them there has been an accident and asking them to come to the Centre.
- The Nominated Supervisor or Responsible person must contact the UNSW Early Years General Manager and Department of Education and Communities (**1800 619 113**) to inform them of the emergency and ask them to attend.
- If necessary, all families will be contacted to request them to pick their children up from the Centre, explaining that there has been an emergency. Reassurance will be given that their child is fine but should not be given details of the incident.
- When paramedics and police arrive to relieve staff providing first aid, staff will assist authorities with any questions and complete an incident report.

3.6 Subsequent Procedures

- The Nominated Supervisor, Responsible person or UNSW Early Years General Manager must notify the Director-General of the Department of Education and Communities of the accident immediately **(1800 619 113)**.
- If required the University will close the Centre until all staff have been counseled for trauma and only re-open the Centre when a sufficient number of staff have been cleared by health professionals to return to work. Familiar casual staff may be used if required. Trauma counseling for staff will be offered if necessary through the EAP.
- All families will be informed through a brief, factual statement about what has occurred, what actions the Centre has taken and what strategies the staff are using with the children to come to terms with the loss.
- Trauma counseling for staff will be offered if necessary through the UNSW Employee Assistance Program.
- Families at the Centre will also be offered trauma counseling if necessary.
- Following such an incident, children will be provided with a safe, consistent environment and encouraged to talk about their feelings.
- The staff shall closely observe the children over the following weeks and notify the Nominated Supervisor of any possible concerns/issues related to this. Further counseling shall be recommended if necessary.
- Legal advice will be sought on behalf of the Centre and staff if necessary.
- Documentation concerning the fatality shall be kept for 6 years after the person's death in a safe and confidential place.

4. Review & History

5. Acknowledgements

National Health and Medical Research Council (2012) Staying Healthy: Preventing Infectious diseases in early childhood education and care services, 5th Ed.

Appendix A: History

The authorisation and amendment history for this document must be listed in the following table. Refer to information about [Version Control](#) on the Policy website.

Version	Authorised by	Approval Date	Effective Date	Sections modified
1.0	Vice President, University Services	11 November 2013	11 November 2013	
2.0	Early Years Management	20 November 2014	20 December 2014	