



3.1 Accidents, Incidents, Trauma & the Administration of First Aid

Purpose

To document procedures managing accidents, incidents and trauma, including the administration of first aid by trained educators.

Objectives

To ensure that in the event of an accident, incident and trauma:

- appropriate care including first aid and/or CPR will be applied by a trained educator;
- children and parents/guardians receive adequate support and information in relation to any accident, incident and trauma;
- the Centre complies with its regulatory obligations regarding the reporting of incidents.

Definitions

Trained Educator – for the purposes of this policy, this refers to those educators who have received relevant professionally run training in the treatments or techniques required to administer medication, and hold first aid training, anaphylaxis management training, and emergency asthma management training qualifications approved by ACECQA, as prescribed in the *Education and Care Services National Law Act 2010* in accordance with regulation 137 (1) (e)

Scope of this policy

This policy applies to all educators and staff at John Street.

Policy Statement

All children, educators (including students and volunteers), contractors and visitors to John Street have the right to a safe environment that is free from hazards that may cause harm. John Street has a duty of care to respond to accidents and emergencies that occur, which may include the administration of first aid.

All staff members are encouraged to complete first aid training. The senior staff member in each room holds a current Level 2 First Aid Certificate. John Street will fund first aid training for all childcare staff and ensure that it remains valid.

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Procedures

Procedures to ensure the administration of first aid by trained educators:

- At least one educator with a current approved first aid qualification that is appropriate to children will be on duty at John Street at all times children are on the premises.
- At least one educator who has undertaken anaphylaxis management training will be on duty at John Street at all times children are on the premises.
- At least one educator who has undertaken emergency asthma management (EAM) training will be on duty at John Street at all times children are on the premises.
- At least one fully equipped and properly maintained first aid kit will be kept at John Street in which is out of reach of children but easily accessed by educators.
- The first aid box together with the trained educator in charge must also comply with the *Occupational Health and Safety Act 2004*.
- A cold pack will be kept in the freezer for treatment of bruises and sprains.
- A cold pack will be kept in the fridge for treatment of head injuries.
- Each first aid kit will be checked regularly using John Street's **First Aid Box Checklist** to ensure it is fully stocked, and that all medications are within the expiry date.
- First aid will only be administered by qualified first aiders in the event of minor accidents or to stabilise the victim until expert assistance arrives.
- The Board will ensure that adequate funds are allocated in each annual budget to ensure that educators' first aid qualifications and emergency asthma and anaphylaxis management training are updated as required.

Procedures for dealing with accidents/incidents:

- Families are required to provide written authority (included in the enrolment form) for educators to seek medical attention for their child if required.
- When a minor accident occurs, educators who are qualified in first aid will follow the service's **Accident Plan** to:
 - assess the injury;
 - attend to the injured child and apply first aid;
 - check that no-one has come into contact with the injured child's blood or body fluids;
 - require those who have (come into contact with blood/bodily fluids) to wash any contaminated areas in warm soapy water;
 - clean up the spill using disposable gloves if bleeding/body fluids involved;

- Contact the parent/guardian (depending on the nature of the injury). If the parent/guardian is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child; and
- write full details about the incident and the treatment given on an **'Accident/Illness/Trauma Report Form'** and require the parent/guardian/ authorised person to sign this form to confirm their notification of the incident.
- When a serious accident requiring more than simple first aid treatment occurs at the service an educator who is qualified in first aid and CPR will:
 - Assess the injury and report to the Director that an ambulance should be called;
 - Provide the child's medical record for the ambulance officer;
 - Discuss with the Director which educator will accompany the child in the ambulance;
 - Ensure that any contact with the injured child's blood or body fluids has been appropriately dealt with; and
 - Complete a full report of the accident detailing the incident and the action taken, on an **'Accident/Illness/Trauma Report Form'** and require the parent/guardian to sign the form to confirm their notification of the incident.
- The Director will contact the child's parents/guardians or emergency contact person to advise them of the incident and where they may meet their child from the ambulance. Every effort will be made not to panic the parent/guardian at this stage.
- The Director will endeavour to rearrange staffing, or where possible for emergency relief educators to attend the service, so that an educator known to the child can accompany the injured child in the ambulance where possible. The remaining children will be kept together until the emergency relief educator has arrived at John Street.
- The Director will contact the Board to inform them of the incident and steps taken.

Additional procedures for dealing with trauma, serious injury and/or death:

- If the tragedy of the death or serious injury of a child should occur whilst the child is at John Street, the Director will:
 - Contact the Board to advise them of the situation and request they notify the Victorian Government Department of Education and Training (DET) and arrange for trauma counselling for all those who may need it;
 - In the event of a child's death, contact the police, who should advise the child's parents/guardians in person and assist them with transport to the service or hospital;
 - Contact the families of the other children to advise them of an emergency, and request they arrive to collect their children as soon as they are able. On arrival families will be advised about the serious injury/death of the child, and will be given information about trauma counselling for their child if needed; and

- At the end of the day, hold a debriefing session with all educators and provide information about trauma counselling for those educators who feel they need it.
- Notify the Department of Health & Human Services in accordance with the Centre’s reporting obligations under the CMIS.
- After a serious incident at the service, educators will comfort children and be aware that some children may have shock reactions to the incident. Educators will do all they can to ensure each child’s health and well-being and will apply appropriate first aid in response to children’s shock reactions if required.
- The Director will notify the service's insurers and also provide them with a copy of the **‘Accident/Illness/Trauma Report Form’**.
- The Director will notify DET of the death or injury of an enrolled child during a care session that results in a hospital admission within one working day after the incident occurred.
- All costs incurred in ensuring prompt medical attention for a child will be met by the parents/guardians. John Street will provide families with information on available insurance cover to insure against these and other accident related costs.
- Accidents which result in death or serious injury to employees must be reported to WorkSafe.
- Educators in each room maintain a register of accident/illness/trauma regarding that room, which is accessible to the Director and OH&S Representative for evaluation.
- The Director and the OH&S Officer will be responsible for completing an evaluation of all the **Accident/Illness/Trauma Reports** which is discussed at educator/staff meetings and presented to the Board monthly where appropriate.

Responsibility

It is the responsibility of the Board through the Centre Directors and educators at John Street to ensure that this policy is actively implemented.

General Information

John Street is subject to notification requirements outlined in the *Education and Care Services National Law Act 2010*. and the *Education and Care Services National Regulations 2011*, which require it to notify the Department of Education and Training (the **Department**), as the Regulatory Authority, of incidents and any circumstances or complaints alleging the health, safety or wellbeing of a child has, or is, being compromised.

These require the centre to notify regarding incidents as follows:

Nature of incident	Timeframe
Serious Incident (see below for details)	In writing within 24 hours of the incident or the time the person becomes aware of the incident

Nature of incident	Timeframe
<p>Complaints alleging that the safety, health or wellbeing of a child or children was or is being compromised, while being educated and cared for by the approved education and care service, or that the National Law has been contravened In writing within 24 hours of the complaint</p>	<p>In writing within 24 hours of the complaint</p>
<p>Circumstance at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service. Incidents where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the education and care service</p>	<p>Within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant information</p>
<p>Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is or the children are being educated and cared for by the education and care service.</p>	<p>Within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant information.</p>

Notifications to the Department are submitted online via the National Quality Agenda IT System (NQA ITS).

Serious incidents

Serious incidents are incidents that must be reported to within 24 hours of the incident occurring.

A serious incident includes (defined in regulation 12):

- the death of a child while being educated and cared for by the education and care service or following an incident while being educated and cared for by an education and care service
- any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by a service 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
- any incident where the attendance of emergency services at the service premises was sought, or ought reasonably to have been sought
- any circumstance where a child being educated and cared for by the service:
 - appears to be missing or cannot be accounted for
 - appears to have been taken or removed from the service premises in a manner that contravenes the National Regulations
 - is mistakenly locked in or out of the service premises or any part of the premises.

Complaints

An approved provider must notify the Department of any complaints alleging that:

- the safety, health or wellbeing of a child or children was or is being compromised while being educated and cared for by the approved education and care service; or

- the National Law and/or National Regulations have been contravened.

Direct complaints can also be made to the Department by anyone other than the approved provider.

Circumstances that pose a risk to the health, safety or wellbeing of a child

There are specific circumstances that the approved provider must notify the Department of, including:

- occurrences of problem sexual behaviour between children;
- where children are being, or may be at risk of being subjected to, physical, emotional or sexual abuse, including instances where children are observed displaying concerning behaviour that may indicate they are being subjected to abuse;
- occurrence of inappropriate discipline (section 166);
- where the service premises is in a state of disrepair or there has been a natural disaster, such as flooding, which has damaged the premises in such a way that it poses a risk to children.

Incidents and allegations of physical and sexual abuse

Approved providers must report incidents and allegations of physical and sexual abuse of a child that occurs at the service to the Department (regulation 175(2)(d) and 175(2)(e)).

Incidents or allegations of abuse occurring within the service itself are considered criminal offences and must also be reported to Victoria Police – Sexual Offences and Child Abuse Investigation Team (SOCIT). This can include a notification/complaint alleging that a staff member has hit or sexually assaulted a child while the child is being educated and cared for by an education and care service.

Approved providers of subject to the reportable conduct scheme are required to notify the Commission for Children and Young People (CCYP) about notifications and complaints alleging abuse occurring within the service. John Street will be subject to this regime from 1 January 2019.

Legislative Provisions

Education and Care Services National Law Act – 167 (1) (2) and (3), 175 (1)

Education and Care services National Regulations:

R.4	Definitions - <i>diagnosed at risk of anaphylaxis; emergency; in attendance; infectious disease; medication; registered medical practitioner; serious incident; suitably qualified person</i>
R.12	Meaning of Serious Incident
R.85	Incident, injury, trauma and illness policies and procedures
R.86	Notification of incident, injury, trauma and illness
R. 87	Incident, injury, trauma and illness record
R.88	Infectious Diseases
R.89	First Aid Kits
R. 90	Medical Conditions Policy

R. 92	Medication Record
R. 93	Administration of Medication
R.94	Exception to authorisation requirement—anaphylaxis or asthma emergency
R. 95	Procedure for administration of medication
R.168	Education and Care Services must have policies and procedures (2) (d) – policies and procedures are required in relation to dealing with medical conditions in children, including matters set out in regulation 90
R.177	Prescribed enrolment and other documents to be kept by approved provider (b) –an incident, injury, trauma and illness record as set out in regulation 87 (c) – a medication record as set out in regulation 90
R.181	Confidentiality of records kept by approved provider
R.183	Storage of records and other documents
R.184	Storage of records after service approval transferred

National Quality Standard for Early Childhood Education and Care & School Age Care

Element 2.1.1	Each child’s health needs are supported
Element 2.1.4	Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines
Element 2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury
Element 2.3.3	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
Standard 4.1	Staffing arrangements enhance children’s learning and development and ensure their safety and wellbeing
Element 7.3.5	Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

Background Legislation

<i>Information Privacy Act 2000 (Vic)</i>	<i>Management of personal information</i>
<i>A New Tax System Act 2000 (Cth.)</i>	<i>Family Assistance Administration</i>
<i>Privacy Act 1988 (Cth.)</i>	<i>Information Privacy Principles</i>
<i>Health Records Act 2001 (Vic)</i>	<i>Personal Information</i>
<i>Disability Discrimination Act 1992 (Cth.)</i>	<i>Aims to ensure that people with disabilities have the same human rights as all members of the Australia community.</i>
<i>Equal Opportunity Act 2010 (Vic)</i>	<i>Covers discrimination in education, amongst other things. It does not assume everyone is the same and it does not mean treating everyone the same.</i>
<i>Victorian Charter of Human Rights & Responsibilities 2011</i>	<i>Sets out the rights, freedoms and responsibilities that are shared by all Victorians and protected by law.</i>
<i>Occupational Health & Safety Act 2004</i>	<i>Providing a safe environment</i>
<i>Public Health & Wellbeing Regulations 2009</i>	<i>Immunisation & Exclusion</i>

Sources

Department of Health & Human Services, *Client Incident Management Guide*, found at <http://providers.dhhs.vic.gov.au/client-incident-management-guide-cims-word>.

National Health and Medical Research Council – *Staying Healthy in Child Care – 4th Edition 2005* – Retrieved June 2012, from [www.nhmrc.gov.au/ files_nhmrc/publications/attachments/ch43.pdf](http://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch43.pdf)

John Ambulance – *First Aid Fact Sheets* – Retrieved August 2018, from <http://stjohn.org.au/first-aid-facts>

KidSafe - <http://www.kidsafe.com.au>

Related John Street Policies, procedures and guidelines

Policies	<i>Child Safe Standards Policy; Dealing with Medical Conditions & Medication; Anaphylaxis; Asthma; Blood Borne Viruses; Chemical Storage; Diabetes; Emergency & Evacuation; Illness & Infections; Occupational Health & Safety; Personal Safety & Security; Providing a Child Safe Environment; Establishing a Protective Care Environment; Inclusion of Children with Additional Needs; Sudden Infant Death Syndrome; Communication with Families; Recruitment & Retention of Educators; Supervision of Children;</i>
Appendices	<i>First Aid Box Checklist; Accident/Illness/Trauma Report Form; CPR Flow Chart; Emergency Action Plan; Educator/Employee Injury/Accident/Illness Report Form; Hazard Report.</i>

Authorisation

This policy was approved by the John Street Board in December 2018.