

INCIDENT, INJURY, TRAUMA & ILLNESS POLICY

WHY?

Thrive believes children's safety and wellbeing is of paramount importance.

All Thrive children's services are committed to a proactive approach where the emphasis is on risk management and prevention.

However, Thrive acknowledges that, even in a low risk early childhood environments, there will be occasions where incidents may occur involving injury, trauma to, or illness of a child.

Clear and concise procedures in the event of such incidents, is vital to preserving a child's life; supporting a child's emotional wellbeing and promoting a child's recovery.

WHO?

This policy applies to families, staff and Educators enrolled with, or working in the following Thrive Children's Services:

- Early Learning Services
- Outside School Hours Care Services
- Family Day Care Services

WHAT?

For the purpose of this policy serious incidents are defined as and include any of the following:

- The death of a child while attending Thrive children's services or following an incident in a Thrive children's service
- Events involving injury, trauma or illness of a child, where urgent medical attention is sought or should have been sought i.e. by a registered practitioner and/or attendance at hospital
- Any incident where assistance of emergency services is sought or should have been sought
- Any circumstance where a child attending Thrive services appeared to be missing or unaccounted for, taken or removed without authorisation from the service, mistakenly locked in our out of the services premises.

HOW?

Please refer to the Incident, Injury, Trauma & Illness Procedure (following this Policy).

WHEN?

Centre Based staff and Family Day Care Educators must have the following at all times while operating an early childhood education and care service:

- Fully equipped and readily accessible first aid kit
- Family emergency contact details
- Access to an operating telephone and/or mobile phone
- Access to emergency services contact numbers
- Ready access to Serious Injury/Illness or Death of a Child Procedure
- Ready access to Incident, Injury, Trauma and Illness Records.

In the event of a serious injury/illness or death of a child; emergencies relating to a child's medical condition; a missing child and/or the unauthorised removal of a child, the staff/Educator is to immediately implement the following procedures.

E5 THRIVE GROUP TASMANIA POLICIES AND PROCEDURES

Children's Services

Serious incidents are to be documented, utilising the Incident, Injury, Trauma and Illness Record and forwarded to the relevant Thrive Person with day-to-day Charge, or the Person with Management and Control within twenty-four hours of the incident occurring.

The Regulatory Authority – State Education and Care Unit must be notified of all serious incidents within twenty-four hours of being informed of the incident.

Thrive will provide families, staff and Educators with a copy of this policy to ensure they are aware of their responsibilities and obligations.

Thrive retains the sole discretion to reasonably vary, terminate or replace this policy from time to time.

Thrive will consult before any amendments are made and will notify and train those that the amendments apply to.

All persons covered under the paragraph 'Who' who breach this policy may be subject to the appropriate disciplinary action in accordance with the Disciplinary Policy and Procedure or removal from the workplace or termination of services (workers, other than employees and other persons in the workplace).

POLICY VERSION & REVISION INFORMATION:

Policy Authorised by: General Manager
Review Date/s:
Review Date: As required by the GM or as legislation changes

Original Issue: July19
Current Version: Mar22Ver1
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INCIDENT, INJURY, TRAUMA & ILLNESS PROCEDURE

HOW?

General First Aid Qualifications

All Family Day Care Educators, Centre based & OSHC nominated responsible persons, managers & field staff must hold a current and approved first aid qualification – see appendices of the Administration of First Aid Policy for details of approved qualifications.

Emergency First Aid Equipment

All services will have a fully equipped first aid kit which is:

- Easily identifiable
- Readily accessible to adults
- Inaccessible to small children – with a plan for emergency situations
- Inclusive of a list of kit contents
- Regularly checked to ensure it is fully stocked and does not contain any out-of-date items
- Taken on all excursions (e.g. portable type) and in an emergency evacuation situation.

Emergency Contact Details

All services will hold family enrolment details, including contact numbers for parents plus any other nominated individuals, in the event of an emergency.

Centre Based Services and Family Based Care Educators must:

- Have an emergency services directory displayed in a readily accessible place near the phone. Thrive recommends these contacts are stored on the staff/Educator's mobile phone as well
- Have the Serious Injury/Illness or Death of a Child procedure readily accessible or displayed in a staff/Educator only area.

Family Day Care Educators must have the above documents readily available i.e. in a folder at all times during care hours.

Communication

All services will have ready access to a landline and/or a mobile phone as a means of communicating with emergency services.

Mobile phones must be capable of making and receiving calls.

Documentation

All services will have Incident, Injury, Trauma and Illness Records available onsite (see Appendix A) or access to an approved digital form.

Staff/Educators will be aware of the documentation requirements and be able to complete a report following an incident.

All records/documentation will be stored safely and securely both at Thrive office level and at individual service level.

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Records will be retained for the required periods, for example:

- If records relate to the death of a child while attending a Thrive service, or following an incident while being educated and cared. These must be kept until the end of the seven-year period following the child's death.
- If records relate to an incident, injury or trauma suffered by a child while attending an NCN service, or following an incident while being educated and cared for, they must be kept for twenty-five years.

Review

Any serious incident which occurs in an Thrive service will give automatic rise to a thorough investigation of the circumstances surrounding the incident and a review of the service procedures which will be recorded and stored with the incident.

Specific

In the event of a serious injury/illness or suspected death of a child while attending a Thrive Centre Based or Family Day Care service:

- Contact ambulance – Dial 000 and ask for the appropriate assistance
- Maintain first aid and CPR as appropriate until the ambulance arrives
- Notify the relevant Thrive person with day-to-day Charge or the Person with Management and Control
- Centre staff, Family Day Care Educator or relevant Thrive Person with day-to-day Charge is to contact parents/guardian to notify that the child is on the way to the hospital in an ambulance and for the parents/guardians to go to the hospital to meet the child
- A Centre staff person must accompany the child leaving the service via ambulance, if this is deemed appropriate.

In the case of a Family Day Care Educator, a Thrive staff member:

- Will contact other parents and request collection of children at the earliest opportunity
- Will go directly to the Educator's home (where practicable) to offer support and assume responsibility for the remaining children.

Under no circumstances should an Educator/staff member/service admit any liability.

The Person in day-to-day Charge, Person with Management and Control, or the Family Day Care Educator will complete an Incident, Injury, Trauma and Illness Record, detailing as much information as possible about the circumstances of the injury/illness or suspected death.

The report is to be forwarded to the relevant Thrive Person in day-to-day Charge within twenty-four hours of the injury/illness or death.

The Thrive Person with Management and Control will advise the Regulatory Authority – State Education and Care Unit within twenty-four hour of the injury/illness or death and submit a 'Notification of Serious Incident' report.

In the event of an emergency relating to an individual child's medical condition e.g. anaphylactic reaction, the child's individual action plan is to be followed. If medical attention is needed, the staff/Educator must follow the procedures outlined above for serious injuries. Also see Medical Conditions Policy for further details.

In the event of an incident involving a missing child:

- Centre staff are to immediately notify the Person with Management and Control or the Person with day-to-day Charge
- The Family Day Care Educator will immediately notify the Thrive Person in day-to-day Charge or the Person with Management and Control (in the absence of the Person with day-to-day Charge) on 6341 1555
- The Person with day-to-day charge will assign other staff to check the building and outdoor areas thoroughly, or in the case of an excursion venue, the surrounding area
- The Family Day Care Educator will check the premises and outdoor areas as thoroughly as possible, or in the case of an excursion venue, the surrounding area
- If the child cannot be located, the Person with day-to-day Charge or the Person with Management and Control will contact the local Police and the child's family
- The Police will coordinate a formal search, based on information supplied by the service
- The Person in day-to-day Charge, in conjunction with the Person with Management and Control will advise the State Education and Care Unit of the incident/emergency by phoning 1300 135 513 or 6233 5693
- Centre staff or the Family Day Care Educator will provide a detailed report to Thrive's Person with day-to-day Charge within twenty-four hours
- Thrive Management will notify the Regulatory Authority – State Education and Care Unit both verbally and in writing via a Notification of Serious Incidents form
- A thorough internal investigation of the incident will be undertaken and filed by the relevant Thrive Person with day-to-day Charge, in conjunction with the Person with Management and Control
- See Missing Child Policy for more details.

In the event of an incident involving a child being taken from the service by an unauthorised person:

- The staff/Educator will immediately contact local Police and notify them of the incident, providing as much identifying information as possible i.e. physical features of the 'abductor', vehicle details, direction of travel etc.
- The staff/Educator will immediately contact the enrolling parent/guardian and explain the circumstances of the child being removed from care
- The staff/Educator will immediately contact the Thrive Person with day-to-day Charge or the Person with Management and Control and advise of the situation
- A report will be forwarded to the relevant Thrive Person with day-to-day Charge within twenty-four hours
- Thrive Management will notify the Regulatory Authority – State Education and Care Unit both verbally and in writing via a Notification of Serious Incidents form
- See Unauthorised Collection or Removal of a Child Policy for further details.

Incidents where seriousness becomes apparent at a later stage:

On occasions, it may be some time after an incident, that it becomes apparent it was serious i.e. a child may hurt his/her arm, be in no obvious pain and continue to play. If the parent later advises that the child's symptoms worsened, and a fractured arm is confirmed, then this constitutes a serious incident.

In this scenario, Centre Based Staff or the Family Day Care Educator needs to advise the relevant Thrive Person with Management and Control within twenty-four hours of becoming aware of the seriousness.

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The relevant Thrive Person with Management and Control will need to advise the Regulatory Authority within twenty-four hours of becoming aware that the incident was serious.

Post Incident Support

Centre Based Staff/Family Day Care Educators directly involved with and/or affected by a serious incident in their service, will receive support from Thrive. This will include the opportunity to access counselling services and critical incident debriefing sessions where needed.

These Procedures relate to legislation as detailed in the Incident, Injury, Trauma and Illness Policy.

BREACH OF THE PROCEDURE

Any breach of this procedure may result in disciplinary action including, but not limited to, termination of employment.

Thrive retains the sole discretion to reasonably vary, terminate or replace this procedure from time to time. Thrive will consult before any amendments are made and will notify and train those to whom the amendments apply.

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