

# INCIDENT, INJURY OR TRAUMA

## OVERVIEW

This user guide covers the use of DECD documents relating to the management of Incidents, Injuries, Trauma or Illness including guides to reporting on IRMS and procedures to follow after an incident occurs. This document should be used in conjunction with site specific policies including the Centre's 'Accident and Injuries Policy'.

## INSTRUCTIONS

### Leadership will:

- Develop and review this policy as needed.
- Communicate with school care or their immediate Line Manager when managing a critical incident.
- Report critical incidents on IRMS.

### Facilitators will:

- Ensure they report critical incidents to Director/ Assistant Director (see definition of **Critical Incidents** below)
- Follow the Critical Incidents Flowchart

### Educators will:

- Follow the appropriate first aid procedure for the injury if they are trained in first aid or find a staff member who is.
- Follow phone call protocol when notifying parents of incidents over the phone.
- Complete an [Incident, Injury, Trauma or Illness Record](#) if they witness the incident or are the first person to be made aware of the incident (for example, if a child reports an injury or was not in view when the incident occurred).
- Place the Incident report in a folder marked confidential, kept in either the storeroom or near the sign-in sheet. The child's parent must sight the record and sign it when they arrive to collect the child. A note will be placed next to the child's name on the sign-in sheet reading 'Please see staff'. The staff member who filled in the sheet (or, in their absence, another core team member) should speak with the parent at pick up time to give details in regards to the incident and have the parent sign it. Once the form is completed, it should be sighted and signed by the Director or the Assistant Director and then filed in the child's file. As per the National Regulations all incident, injury, trauma and illness records need to be kept until the child is 25 years old so are required to include surnames of educators and children involved and be filled in accurately with as much detail as possible.
- Copy the Incident, Injury, Trauma and Illness Record and hand to the person picking up a child if medical attention is sought elsewhere (Doctor, Dental etc.) This is to provide accurate information about the nature of the incident and injury and any first aid the child has received.
- Notify the child's parents as soon as possible via phone, if the child is involved in a critical incident (defined below), injured above the shoulders or bitten. All other incident/injury/illness

records will be made available to parents at pick-up time on the day of the incident and parents should be notified verbally of the incident.

- Contact the parents in regards to illness and follow the Centre's 'Dealing with Infectious Diseases' User guide and the guidelines outlined in the most recent edition of '[Staying Healthy in Childcare](#)'.
- Remain with an injured or ill child until their guardian or emergency services arrive. The educator who supervises them should be a primary caregiver or trusted educator. The Centre is not resourced to provide 1:1 care for children and parents who do not collect their children within an hour when contacted may incur a late fee.
- Contact families to collect children if they are emotionally distressed for an extended period, unable to be calmed and require 1:1 care (see above). Families with children experiencing psychological or emotional trauma should inform their child's primary caregiver. In keeping with Circle of Security and on advice from AAIMHI, children may be sent home if staff believe a distressed child would benefit from their home environment and contact with family.
- Not be responsible or liable for any costs due to medical or emergency treatment.
- A familiar qualified staff member will travel with the child where an ambulance is required.

**Parents will:**

- Check for injury, incident reports at pick-up time and sign them.
- Be aware that they are responsible for any costs due to medical or emergency treatment for their child.

**Critical Incidents:**

The following matters must be reported on IRMS (via [eduportal.sa.edu.au](http://eduportal.sa.edu.au) or a [Critical Incident Report](#)) as a matter of urgency (within 12 hours) when they involve DECD children:

- Injury or trauma to, or illness of, a child for which medical attention was sought, or ought reasonably to have been sought
- Attendance of emergency services at the education and care services premises was sought, or ought reasonably to have been sought
- The death of a child while being educated and cared for by the service, or following an incident while being cared for by the service
- A child was missing or not able to be accounted for
- A child was taken or removed from the service in a manner that contravenes the [Regulations](#)
- A child was mistakenly locked in or out of the premises
- An incident that requires the service to close or reduce the number of children attending
- Any incidents of sexual assault
- A circumstance that posed a significant risk to the health, safety or wellbeing of a child.

If you do not have access to IRMS, you must contact your regional office with details within 12 hours. All incidents including children onsite (both DECD and childcare) must be reported to the regulatory authority.

**If an educator, student, volunteer, program facilitator, participant or parent is injured:**

- Prompt first aid will be applied by staff trained in First Aid and the Assistant Director or Director will be informed.
- Depending on the injury / incident, the injured party are advised to remove themselves from working with children until they are deemed fit to return to work.
- If medical attention is required (ambulance or doctor), the injured person's emergency contact must be contacted and informed of the situation. The injured person's confidential medical details are to go with them to the hospital / doctors.
- Staff must be accompanied by a senior staff member (Room Leader, Director/Assistant Director) when going to the hospital by ambulance.
- An [Injury Report Form](#) must be completed and submitted on IRMS.
- If appropriate, a [WorkCover claim form](#) may need to be submitted. See [workcover.com](http://workcover.com) for details. Those accessing the Centre outside regular hours of childcare and preschool services (6pm to 6:45am) refer to the Service Agreement for OH&S procedures and emergency contact details.

**Implemented:** November 2013

**Reviewed:** March 2017

**Next Review:** March 2018

**DECD Policies:**

Incident, Injury, Trauma and Illness sub-category (found at <http://www.decd.sa.gov.au/childrensservices/pages/policies/NQFpolicies/>)

**DECD Forms:**

Incident, Injury, Trauma and Illness record

Critical Incident Report

Injury Report Form

**Centre Policies:**

Accident and Injuries Policy

Dealing with Infectious Diseases User Guide