



South Turrumurra Out of School Hours Care

Turrumurra Public School Kissing Point Rd
Turrumurra 2074 NSW (02) 9144 4769



Incident, Injury, Trauma and Illness

Policy

We believe that the safety, wellbeing and best interests of the children who attend our service is paramount. In an event that an incident occurs that results in injury or trauma, or a child becomes ill or is unwell while attending our service, the certified supervisor along with staff members and volunteers will follow the following procedure.

In adherence with regulations 12 and 176, any serious incident that occurs within the operating hours of the service will be reported within the prescribed times listed under each sub policy.

Legislative Requirements & Related Policies

- Education and Care Services National Regulations 12 (a) (b) (c), 85, 86, 87, 89, 92, 94,95,136, 168 (2) (b),161,170,171 176, 177 183 (2) (a) (b) (c), Section 165, 174,174A, 167
- Quality Area 2.1.2, 2.2.2
- Disability Discrimination Act Federal 1992
- NSW Anti-discrimination Act 1977
- NSW Health Fact Sheet
- Work Health and Safety Act 2011
- NSW Department of Healthy Guidelines
- Our 'Enrolment and Orientation' Policy
- Our 'Dealing with Medical Conditions' and 'Administration of Medication' Policies
- Our 'Infectious Disease' Policy
- Our 'Emergency Evacuation' Policy
- Surf Lifesaving Australia
- Our 'Providing a Child Safe Environment' Policy



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Procedure

Parent/Guardian Responsibilities

- Families are required to provide consent at enrollment, for educators to, if required, seek medical attention and ambulance transportation for their child(ren).
- Families are required to provide a Medical Management Plan and/or Action Plan if relevant to the child (Refer to 'Dealing with Medical Conditions' and 'Administration of Medication' policies).
- Families are requested to provide details of their preferred doctor and/or dentist during enrolment.
- Families are required to provide at least two contact numbers in case of an emergency or accident.
- Families are required to keep their children at home if it is known that their child is unwell.
- Families are required to pick their children up from the service if they become unwell while at OOSH.

Incident, Injury or Trauma

First Aid Qualifications and Equipment

- At South Turrumurra OOSH, all staff members are regularly trained in first aid, asthma and anaphylaxis management. Copies of all staff qualifications and certificates are kept onsite with a record of when they expire and require updating.
- Staff carry a basic first aid kit and Ventolin with disposable spacer when supervising outdoors. Kits are checked weekly, against a first aid checklist to ensure stock is up to date and maintained.
- The First Aid Officer wears a blue emergency bum bag. The emergency bum bag contains first aid kit, Ventolin, a disposable ice pack, two EpiPen's and an emergency whistle. Bum bag stock is checked weekly against a first aid checklist to ensure stock is up to date and maintained.
- All kits also contain a list of all children with a medical condition requiring treatment with an EpiPen, antihistamine or Ventolin.
- A fully stocked and updated first aid kit is always kept in a designated and well signed place inside the Centre. This kit contains two spare EpiPens, provided by the Centre and replaced when expired. The first aid kit is easily accessible by all staff and volunteers.
- Prescribed medication provided by individual families for anaphylaxis, asthma and other medical conditions are kept in insulated bags in the kitchen, clearly labelled with relevant action plans for staff reference. All medications and their expiry dates are recorded to ensure medication is kept up to date.
- Cold packs are kept in the freezer for treatment of bruising, bumps and scrapes. Cold packs are covered with paper towel before use and cleaned with warm, soapy water after use.
- A hazardous waste bin is kept in the first aid cupboard for disposing of blood and bodily fluids. A sharp/dangerous objects bin is kept there also.
- A first aid stock inventory is taken at the end of each term and stock is replenished as required.
- During staff induction, all new staff are shown the location and contents of all first aid equipment.
- Telephone numbers of emergency contacts, local doctor and poison Centre is located next to the phone in the office.

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In the case of a minor incident, first aid trained staff will:

- Reassure the child.
- Assess the injury.
- Attend to the injured child and apply the required first aid, within the capabilities of their training.
- Supervise the injured child until they recover or are signed out by an authorised collector.
- Ensure that disposable gloves are used when contact with blood or bodily fluids is a possibility.
- Ensure that all blood or bodily fluids are cleaned up and disposed of in the hazards bin as per our dealing with infectious diseases policy.
- Ensure that anyone who has come in contact with any blood or fluids washes their hands and any other affected area thoroughly, with soap and warm water.
- Record the incident and treatment given by completing our incident form which records the following:
 1. Name and DOB of the child.
 2. Date and time and location of the injury.
 3. The circumstances surrounding and nature of the injury.
 4. Any first aid or medication that was administered and the time it was administered.
 5. Any medical personnel contacted.
 6. Details of anyone who witnessed the injury.
 7. Time and date of the notifications / attempted notifications to parents, coordinators and other authorities.
 8. The name and signature of the person making the entry in the record, and the time and date the entry was made.
 9. Name and signature of a nominated supervisor.
- Parents/guardians will sight and sign the incident form as soon as possible. The form is to be signed by the Coordinator and then filed in the first aid folder.
- Where the service has had to administer first aid and the incident is deemed serious (as per Regulation 12), the nominated supervisor will ensure the following process is followed.

If an injury is deemed serious, staff will:

1. Assess the injury and decide whether the injured person needs to be attended by a doctor or whether and ambulance should be called.
2. The nominated supervisor must be notified immediately and the Approved Provider (management committee) will be advised within 24 hours.
3. In the case of a serious injury, the first priority is to seek immediate medical attention. Families or emergency contacts should be notified as soon as is practical. Any difficulty reaching emergency contacts should not delay the organisation of medical treatment.
4. The staff member will continue to attend to the injured person and apply first aid as required and as training allows.
5. Staff will ensure that disposable gloves are used for any contact with blood or bodily fluids as per the infectious disease policy.
6. The staff member administering first aid will stay with the injured person until suitable help arrives, or further treatment taken.
7. Staff will comfort and reassure the child and assure them that their families have been called.



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8. If an ambulance is required and the child is taken to hospital, a staff member will accompany the child and take the child's enrolment form and incident report/notes with them. Any relevant Medical Plans or Action Plans should also be taken.
9. Notify the regulatory authority of a serious incident online using the NQAITS - SI01 Notification of Serious Incident record within 24 hours.
10. The completed incident, injury, trauma and illness forms are to be filled into appropriate folders for storing as per Regulation 177.

In the case of a head injury, staff will:

- In the instance where a head injury has occurred parents will be notified. Pain relieving medication will not be administered, parents will be made aware that this may mask other symptoms. Medical attention will be sought as necessary. Natural methods to reduce bumps and headaches will be used e.g. ice packs, lying the child down somewhere comfortable.

Death of a child

- Educators in the service must be prepared to handle all incidents in a professional and sensitive matter. In the event of a tragic circumstance such as the death of a child, the educators will follow the guidelines as set out below to minimize trauma to the remaining educators and children in the service.
- The Centre will notify the family or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare that a person is deceased, therefore staff should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.
- This information should be provided in a calm and sensitive manner.
- The site of the incident should be preserved. Staff should take care not to clean, tidy, remove blood or fluids or otherwise interfere with the site, and prevent others doing so, until police have advised that this can be done
- All other children should be removed away from the scene and if necessary, parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.
- Coordinator/nominated supervisor will contact the school to liaise with them regarding the school's response to the event.
- The nominated supervisor must also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. The school and any supporting networks should be contacted to seek additional support, resources or advice.

Reporting of a Serious Incident, Injury or Trauma

- All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring. The child's family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible.
- All serious incident, injury, illness and trauma (including death) to a child must be reported to the following (depending on the incident)

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- The ambulance service
 - The police
 - Regulatory Authority
 - Family or emergency contact
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- The nominated supervisor is responsible for ensuring that, in the event of a serious incident, the regulatory authority is advised in writing using designated forms downloadable from the website (Notification of Serious incident form S101). The Approved Provider (President of the Parent Committee) will also be notified within 24 hours along with the School Principal.
 - It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the nominated supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.
 - All incident, injury, trauma and illness records are filed and kept by the service until the child turns 25. If it is related to a death of a child, the record must be kept for 7 years. These records are kept in our storage shed located at Kennards Storage in Thornleigh.

Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell.
- If a child becomes ill at the service, all care and consideration will be given to comfort the child and minimize the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if he/she:
 - Sleeps at unusual times, or is lethargic
 - Has a fever over **38°C**
 - Is crying constantly from discomfort
 - Vomits or has diarrhea
 - Needs constant one-to-one care
 - Has symptoms of an infectious disease
 - Has had a reaction to an allergen
- If a child becomes ill at the service, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the service promptly.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's family or other authorised adult takes them home.
- For a child with fever (temperature 38°C or higher), methods will be employed to bring the child's temperature down until the family arrives or help is sought. Such methods include removing excess clothing as requires, giving clear fluids and making the child comfortable until they go home.
- If a child's temperature is **38°C** or higher, educators will contact parents via phone to collect their child from the service.
- A child cannot be administered Panadol/paracetamol or any other type of medication without a medical plan in place with a Medical Administration form completed to assist with managing the specific medical condition. Doctor's letters are required in this case. The Panadol/paracetamol or fever-relieving medicine must be supplied by the family in the original packaging with child's name and dosage recorded on the label.



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- This medication can be kept along with the plan at South Turrumurra OOSH (Regulation 92). Parents will still be called to collect the child, and if their condition does not change, an ambulance may be called.
- If temperature reached **39°C** and cannot be brought down without the use of fever-relieving medication and their family cannot be contacted, the situation will be deemed serious and an ambulance will be called for the child.
- If an educator becomes ill or develops symptoms at the Centre, they can return home if able or the nominated supervisor will organize their emergency contact to collect them or for someone to take them home.
- The nominated supervisor will organize a suitable staff replacement as soon as possible.

Absent and Missing Children

- South Turrumurra OOSH has duty of care for a child from when they are signed into a session until they are signed out by an authorised person.
- Parents are required to notify the service via phone or email as soon as possible if their child will be absent for an afternoon session. This absence will be noted in the daily communication diary located at the front desk in the OOSH room.
- If parents fail to notify the service by 3pm that their child will be absent for an afternoon session, a \$30 finder fee will be added to their account.
- Parents will be notified of their responsibility of notifying the service if their child is absent via the “Guide to Life at OOSH” parent handbook during enrolment and “Delivery and Collection of Children” policy, upon request.
- Should a child not arrive at the service when expected, staff will complete the following steps.
 1. Radio all staff to ask if the child has been seen. If the child has been seen and has forgotten to sign in, the child will be sent inside to confirm that they are in attendance.
 2. Staff will call the school office to confirm if children were sent home from school early.
 3. The “Shepherd” Educator will check the infant school area and other school drop off and pick up points to make sure the child is not waiting unattended. The “Lessons” Educator will check all extra-curricular sessions for the child.
 4. Staff will contact the parents of the child via the phone to confirm that the child will be absent from the afternoon session. If the parent/Guardian does not answer the phone, a voice message will be left and a text message will be sent from the OOSH mobile requesting that the parent/guardian contact the service to confirm their child’s whereabouts.
 5. If staff have been unsuccessful in their attempts to contact both parents/guardians by 3:30pm, the staff member will attempt to contact other members of that child’s emergency contact list.
 6. If the child’s whereabouts have not been confirmed by 4pm, the police will be called and search parties will be sent out.
 7. Staff will look up the child’s address and, whilst remaining in ratio at the Centre, spare staff members will follow multiple routes to their house, to locate the child.
 8. Once the child has been found, an incident report will be completed and a report will be made in the NQA ITS Portal within 24 hours of the incident.

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