

## WK - FIRST AID, INCIDENT, INJURY, TRAUMA, AND ILLNESS POLICY

### Purpose of the Policy:

Wonder Kidz believes that the health and safety of its stakeholders are paramount and aims to reduce the risk of incidents, accidents and injuries occurring. When these situations arise, our team responds with a duty of care to deal with the incident, accident, or injury appropriately, as guided by the active implementation of this policy.

In the event of an incident, injury, trauma or illness, the child's well-being is of the utmost importance. Staff members will act immediately to contain the situation to ensure the safety and well-being of all. First aid will be administered directly by staff members to provide the best outcome, and medical assistance will be sought as required.

### Definition of Incidents and Serious Incidents\*

Incidents are those events that have the potential to:

- Be a threat to the safety or well-being of the children and/or Wonder team.
- Cause a complaint to be lodged.
- Result in the assistance of Emergency Services.
- Result in a press release.
- Result in notification to Children's Protective Services; or
- Have the potential for legal action or insurance claims.

\*The definition of a severe incident is as stated in Regulation 12 of the Education and Care Service National Regulations (2011).

### Policy Objectives:

This policy is designed to set out the procedures to be followed so that staff members clearly understand their responsibilities during and after an incident.

This includes required documentation and reporting that must occur to the Wonder Kidz administration and the Regulatory Authority NDIS.

### Procedures:

- Wonder Kidz is responsible for all children enrolled in the program. Therefore, if a child is unwell, the parent/ guardian will be asked to keep the child at home. If a child becomes ill at the service, parents/ guardians will be telephoned and asked to pick up their child, if necessary, in the interests of the health, safety or well-being of that child or other children and staff at the program. Otherwise, the team leader will organise for the child to be dropped home. It is essential to minimise the spread of infection in the service.

- Children are to be adequately always supervised to ensure prompt attention in the case of an incident or the onset of an illness.

- First aid is administered quickly and effectively to prevent severe harm or secondary issues. All staff members on duty must ensure that other children in the program are kept safe.

Reporting and Documentation:

- Incidents, illness, injuries, and trauma will be recorded in compliance with Incident reporting as per NDIS.

- Incidents, illnesses, injuries, and trauma are recorded in as much detail as possible, using diagrams, if necessary, to back up the documented report, with the child's and families' privacy and confidentiality always maintained.

- All incidents, illnesses and injuries are to be reported to the Service Director immediately so they can discuss any details on the accident, incident, or injury with them when the family approaches them.

- The Service Director is responsible for the parent/guardian to sign the Incident Report form and provide them with a copy of all documentation upon request.

- Due to confidentiality laws, the name of only the child for whom the incident report was written can be documented in the report. Therefore, the names of other children involved in an incident will not be released in a report. If a child or children are hurt or injured during an incident, a separate accident report for each child injured is to be filled out in addition to the incident report or reports. If more than one child is involved in an incident, then separate incident reports for each child involved in the incident should be completed.

- All staff members must report serious incidents to the relevant Regulator Authority. The National Regulations intend to ensure that regulatory authorities are notified of incidents that seriously compromise children's health, safety, or well-being. The regulatory authority is then able to take appropriate action.

Management of Minor incidents, injury, trauma, or illness

In the case of a minor incident, injury, trauma or onset of illness, **staff members** will:

1. Assess the injury.
2. Attend to the child by staff with current approved first aid qualifications in first aid, asthma, and anaphylaxis management training, will apply first aid as required.
3. If a blood spill or contact with bodily fluids, staff must follow the procedures outlined in the Wonder Kidz Infection Control Policy.
4. Monitor the injured/ill child and inform the team leader who is responsible to notify the Service Director of any changes in the child 's condition

5. Notify the parent/guardian as soon as practicable; if the parent/guardian is not contacted at the event, they will be informed about the incident when they arrive to collect the child. This is not to be later than 24 hours after the occurrence of the nature of the incident, injury, trauma, or illness.

6. As soon as practicable, the staff will document the incident, injury, trauma, or illness details on the Incident Report record. This will include the following areas completed in full:

- Details of the person conducting this record
- Child details
- Incident details
- Action Taken
- Notifications: Time and date that the parent, guardian, or authorised nominee was notified of the occurrence (either by telephone during the program operations or on collection) or attempted to be informed.
- Any children with injuries involving blood must always have the wound covered (if not, parents should be aware).
- No medication will be administered to children without the written permission of their parents/guardians or verbal permission from a medical practitioner.
- Any injuries to a child's head, face, neck or back must be reported via a phone call to their parents/guardians immediately. Text and voice messages are inappropriate but may be sent/left to ask parents/guardians to phone the Service if they cannot be reached.
- Parents /guardians will be notified of any other illnesses/injuries deemed more than minor but which do not require professional treatment.
- Following a head injury or vomiting, an emergency procedure for dealing with serious injuries must be followed.

#### Serious Incident, injury, trauma, or illness:

A severe injury requires additional medical attention other than basic First Aid when a serious accident requiring more than simple First Aid treatment occurs at a Wonder Kidz Service.

For the definition of "serious incident" in section 5(1) of the Law, each of the following is prescribed as a serious incident:

A. the death of a child:

- while that child is being cared for by a care service; or
- following an incident occurring while that child was being cared for by a care service.

B. any incident involving serious injury or trauma to a child occurring while that child is being cared for by a care service:

- A reasonable person would consider requiring urgent medical attention from a registered medical practitioner; or
- which the child attended or ought reasonably to have participated in a hospital; Example: A broken limb.
- C. any incident involving severe illness of a child occurring while that child is being cared for by a care service for which the child attended or ought reasonably to have attended a hospital; Example: Severe asthma attack, seizure, or anaphylaxis reaction.
- D. any emergency for which emergency services attended.
- E. any circumstance where a child is being cared for by a care service appears to be missing or cannot be accounted for; or seems to have been taken or removed from the care service premises in a manner that contravenes these Regulations; or
- F. is mistakenly locked in or locked out of the care service premises or any part of the premises.

#### Management of Serious incidents, injury, trauma, or illness

In the case of a severe incident, injury, trauma or onset of illness, staff members, with the support of the team leader, will:

1. Remember to stay calm, reassure, assess the situation, and seek assistance.
2. Attend to the child and the staff with current approved first aid qualifications in first aid, asthma, and anaphylaxis management training, and will apply first aid as required.
3. The team leader is to contact an ambulance immediately if the accident or injury requires more than the administration of basic First Aid.
4. Ensure that the injured child remains comfortable.
5. A designated staff member is to closely monitor the injured child, while it may be applicable to inform their Service Manager of any changes in the child's condition. Due to other children's safety, bringing the rest of the children together in a common area with low-risk activities may be necessary.
6. If a blood spill or contact with bodily fluids, staff must follow the procedures outlined in the Wonder Kidz Infection Control Policy.
7. Monitor the injured/ill child and inform the Service Director of any changes in the child's condition.
8. Notify the parent/guardian as soon as practicable; if the parent/guardian is not contacted at the event, they will be informed about the incident when they arrive to collect the child. This is not to be later than 24 hours after the occurrence regarding the nature of the incident, injury, trauma, or illness.
9. As soon as practicable, staff members will document the details of the incident, injury, trauma, or illness on the Wonder Kidz Incident Report record on Appessment. This will include the following areas completed in full:
  - Details of the person completing this record
  - Child details
  - Incident details
  - Action Taken

- Notifications: Time and date that the parent, guardian, or authorised nominee was notified of the occurrence (either by telephone during the program operations or on collection) or attempted to be informed.
  - Parental acknowledgement: The team leader will ask the parent/guardian to sign this document on arrival to collect the child. The Parent/guardian will be given a copy of the record upon request.
10. Notify the Service Manager of any severe incident immediately so appropriate documentation can be completed, and the Regulatory Authority can be notified within the prescribed time frame required of 24 hours (R 176).

### Illness Procedure

When a child becomes ill in the program, a staff member will:

- Settle the child in a quiet area.
- Contact the parent/guardian and ask for the child to be picked up within a reasonable time frame.
- Telephone an authorised nominee to collect the child if they cannot contact a parent/guardian.
- Parents/guardians will be asked to notify Wonder Kidz if the illness results from an infectious disease, and the parents will be required to keep the child at home by recommendations on the DHHS Exclusions Table.
- Ask parents to consider the safety and well-being of others before bringing the child back to the service.

### Head Injuries

Terms relating to head injuries:

- Acquired Brain Injury (ABI) – an injury to the brain at any time after birth. Causes of ABI can include infection, stroke, or injury.
- Concussion – a traumatic brain injury that alters how the brain functions. Effects of concussion are usually temporary but can include varied levels of consciousness, headaches, confusion, dizziness, memory loss of events surrounding the injury, and visual disturbance.
- Convulsion, seizure or fit – this can occur when there is a momentary imbalance within the electrical and chemical circuits in the brain. The imbalance may create a temporary disturbance in the way the brain controls awareness and responsiveness and may cause unusual sensations and/or abnormal movements and postures.
- Loss of consciousness –when someone cannot open their eyes, speak, or follow commands. They have no awareness of stimulation from outside their body.
- An impact on the head causes traumatic head injury.

### GENERAL PROCEDURES

It is common for children to bang or bump their heads, and it can sometimes be difficult to tell whether an injury is serious. Many head injuries are not severe and result in a bump or bruise. Occasionally, head injuries can result in damage to the brain.

Any knock to the head that causes lumps, bruises, cuts, or more severe injuries is classified as a head injury. If a child has received a wound to the head, they should see a doctor. Parents/guardians are to be notified immediately.

Seek medical help immediately by calling an ambulance on 000 if:

- The child has had a hard knock to the head, such as falling off something.
- The child loses consciousness (passes out); or
- The child seems unwell and vomits after hitting their head.

**SIGNS AND SYMPTOMS OF A HEAD INJURY**

The symptoms experienced after a head injury are used to determine how severe the injury is. Head injuries can be classified as mild, moderate, or severe. The information below is a guideline. If any of these symptoms are evident in the child/team member following an injury to the head, please seek medical assistance.

mild head injury is when the child	moderate head injury is when the child	A severe head injury is when the child
<ul style="list-style-type: none"> <li>•May display an altered level of consciousness.</li> <li>•Is alert or interacts with you.</li> <li>•May have vomited.</li> <li>•May have bruising or cuts on their head.</li> <li>•Is otherwise normal.</li> <li>•You should seek medical advice if any of the above symptoms concern you; otherwise, continue to observe your child for any signs and symptoms listed as moderate and severe head injuries.</li> </ul>	<ul style="list-style-type: none"> <li>•Has lost consciousness for a brief period.</li> <li>•Is alert and responds to your voice.</li> <li>•Has vomited two or more times.</li> <li>•Has a persistent or recurring headache.</li> <li>•Experiences visual disturbance.</li> <li>•May have had one brief seizure, convulsion or fit straight after the head injury.</li> <li>•May have a large bruise, lump, or cut on their head.</li> <li>•Has confusion, loss of orientation to person, place or time, or memory loss.</li> <li>•You should call 000 for an ambulance immediately.</li> </ul>	<ul style="list-style-type: none"> <li>•Has lost consciousness for a prolonged period or continuously decreased consciousness.</li> <li>•Experiences visual disturbance.</li> <li>•Is drowsy and does not respond to your voice.</li> <li>•Have other significant head injury signs, such as unequally sized pupils or arm and leg weakness.</li> <li>•Has something stuck in their head?</li> <li>•Has a second seizure, convulsion or fit other than a brief one when the injury happened.</li> <li>•Has confusion or loss of orientation to time, person or place, or memory loss.</li> </ul>

		<p>•You should call 000 for an ambulance</p>
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**ACTION PLAN WHEN AN AMBULANCE IS NEEDED**

- Call 000 for an ambulance. Have service location details available.
- Please note that if calling emergency Service from the mobile phone, you can dial 112 without entering the pin code, and you will be connected to the ‘000’operator. You can also do this without the SIM card inserted.
- Have a trained First Aid staff member attend to the child.
- If possible, relocate children in the area to another area.
- Follow any direction as given by the ambulance. If possible, send a staff member to meet the ambulance at the entrance.
- Collect a copy of the child’s health information available to paramedics.
- The Service Director will contact the child’s parents/guardians or authorised nominee to advise them of the incident and where they may meet their child in the ambulance. Every effort will be made to deal with the situation calmly and efficiently.
- Any costs incurred in ensuring prompt medical attention for a child will be met by the parents/guardians.
- The incident will be documented on an Incident, Injury, Trauma, or Illness Record before the end of the session and forwarded to the manager.

**Trauma, Serious Injury and/or Death**

- If the tragedy of the death, trauma or severe injury of a child should occur while the child is at the Service, the team leader will:
  - Contact Emergency Services (police/ambulance), who should advise the child’s parents/guardians in person and assist them with transport to the Service or hospital; and
- Contact the Manager to advise of the situation and request they notify the relevant regulatory authority.
- Staff members will comfort children and be aware that some children may have shock reactions to the incident. Staff will do all they can to ensure each child’s health and well-being and apply appropriate First Aid in response to children’s shock reactions if required.
- If required, the manager will organise for families of the other children to be contacted to advise them of an emergency and request they arrive to collect their children as soon as possible. On arrival, families will be informed about the severe injury/death of the child and will be given information about trauma counselling for their child if needed.
- The Manager will facilitate a debriefing session with all Wonder team and provide information about trauma counselling for those who feel they need it. This may require the support of a Professional Counsellor.

**After death or severe incident at the Service:**

- The incident will be documented in compliance with NDIS Regulations.

- The Manager will report the incident to the relevant Regulatory Authority in compliance with NDIS Regulations.
- All costs incurred in ensuring prompt medical attention for a child in this circumstance will be met by the parents/guardians.
- Wonder Kidz maintains a register of the incident, illness, and trauma, accessible to the Service Manager for evaluation.

REFERENCES:

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 1 – Educational Program and Practice.
- Quality Area 2 – Children’s health and safety
- Staying Healthy in Child Care (5th Edition)
- Education and Care Services National Law Act (2010), S 168, S 167
- Education and Care Services National Regulations (2011), R 85, 86, 87, 89, 174, 175 & 176

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