
Bendigo Regional YMCA Children’s Services – Incident, Injury, Trauma and Illness Policy and Procedure.

Mandatory – Quality Area 2

Policy Number	CS 2.14	Version	1
Drafted by	CSM	Approved by CEO on	04.04.2018
Responsible Person	CSM	Scheduled Review date	04.04.2019

1. OBJECTIVE

This policy will outline the procedures to be followed if a person is ill, or is involved in a medical emergency or an incident at the service that results in injury or trauma and the practices to be followed to reduce the risk of an incident occurring at the service.

2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, educators, bus drivers, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities.

3. POLICY

BRYMCA is committed to:

- providing a safe and healthy environment for all children, staff, volunteers, students on placement and any other persons participating in or visiting the service.
- responding to the needs of an injured, ill or traumatised person at the service
- preventing injuries and trauma
- preventing the spread of illness through simple hygiene practices, monitoring immunisation records and complying with recommended exclusion guidelines
- maintaining a duty of care to children and users of our services

4. PROCEDURES

BRYMCA is responsible for:

- ensuring that the children’s services premises are kept clean and in good repair
- ensuring that staff have access to medication, Incident, Injury, Trauma and Illness forms and WorkSafe Victoria incident report forms
- ensuring that the service has an occupational health and safety policy and procedures that outline the process for effectively identifying, managing and reviewing risks and hazards that are likely to cause injury, and reporting notifiable incidents to appropriate authorities
- ensuring that completed medication records are kept until the end of 3 years after the child’s last attendance
- ensuring that a parent/guardian of the child is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service

- ensuring that Incident, Injury, Trauma and Illness Records are kept and stored securely until the child is 25 years old
- ensuring that all educators have current approved first aid qualifications at all times
- ensuring that there are an appropriate number of up-to-date, fully equipped first aid kits that are accessible at all times
- ensuring that the orientation and induction of new and relief staff include an overview of their responsibilities in the event of an incident or medical emergency
- ensuring that children's enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
- ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency
- reviewing the cause of any incident, injury or illness and taking appropriate action to remove the cause if required, for example, removing a nail found protruding from climbing equipment or retraining staff to adhere more closely to the service's *Hygiene Policy*
- notifying DET in writing within 24 hours of an incident involving the death of a child, or any incident, illness or trauma that requires treatment by a registered medical practitioner or admission to a hospital

The ELC Director, OSHC Coordinator, Occasional Care Supervisor and OSHC Supervisors, and all Educators are responsible for:

- responding immediately to any incident, injury or medical emergency
- implementing individual children's medical management plans, where relevant
- notifying parents/guardians immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable
- requesting the parents/guardians make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, or informing parents/guardians if an ambulance has been called
- notifying other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable
- recording details of any incident, injury or illness in the *Incident, Injury, Trauma and Illness Record* as soon as is practicable but not later than 24 hours after the occurrence
- maintaining all enrolment and other medical records in a confidential manner
- regularly checking equipment in both indoor and outdoor areas for hazards, and taking the appropriate action to ensure the safety of the children when a hazard is identified
- assisting the YMCA with regular hazard inspections
- ensuring that the following contact numbers are displayed in close proximity of each telephone:
 - 000
 - DET regional office
 - BRYMCA Community Services Manager and CEO
 - Asthma Victoria: (03) 9326 7055 or toll free 1800 645 130
 - Victorian Poisons Information Centre: 13 11 26
 - local council or shire.

When there is a medical emergency, educators will:

- call an ambulance, where necessary
- administer first aid, and provide care and comfort to the child prior to the parents/guardians or ambulance arriving
- implement the child's current medical management plan, where appropriate
- notify parents/guardians as soon as is practicable of any serious medical emergency, incident or injury concerning the child, and request the parents/guardians make arrangements for the child to be collected from the service and/or inform the parents/guardians that an ambulance has been called
- notify other person/s as authorised on the child's enrolment form, if the parents/guardians are not contactable
- ensure ongoing supervision of all children in attendance at the service
- accompany the child in the ambulance when the parents/guardians are not present, provided that staff-to-child ratios can be maintained at the service
- notify the Community Services Manager or CEO of the medical emergency, incident or injury as soon as is practicable
- complete and submit an incident report to their Supervisor

When a child develops symptoms of illness while at the service, educators will:

- ensure that the Nominated Supervisor, or person in day-to-day care of the service, contacts the parents/guardians or authorised emergency contact for the child to outline the signs and symptoms observed
- request that the child is collected from the service if the child is not well enough to participate in the program
- ensure that they separate the child from the group and have a staff member remain with the child until the child recovers, a parent/guardian arrives or another responsible person takes charge
- call an ambulance if a child appears very unwell or has a serious injury that needs urgent medical attention
- ensure that the child is returned to the care of the parent/guardian or authorised emergency contact person as soon as is practicable
- ensure that, where medication, medical or dental treatment is obtained, the parents/guardians are notified as soon as is practicable and within 24 hours, and are provided with details of the illness and subsequent treatment administered to the child
- ensure that their Supervisor is notified of the incident
- ensure that the *Incident, Injury, Trauma and Illness Record* is completed as soon as is practicable and within 24 hours of the occurrence.

Bus Drivers are responsible for:

- complying with all aspects of the *BRYMCA Transport of Children Policy*
- reporting any incident, injury or illness that occurs while children are travelling on the bus to the OSHC Coordinator as soon as possible
- recording details of any incident, injury or illness in the *Incident, Injury, Trauma and Illness Record* as soon as is practicable but not later than 24 hours after the occurrence

5. LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- *Education and Care Services National Law Act 2010*

- *Education and Care Services National Regulations 2011*
- *Public Health and Wellbeing Act 2008 (Vic)*
- *Public Health and Wellbeing Regulations 2009 (Vic)*
- *Occupational Health and Safety Act 2004 (Vic)*
- *Occupational Health and Safety Regulations 2007*
- *National Quality Standard, Quality Area 2: Children’s Health and Safety*
- *National Quality Standard, Quality Area 3:Physical Environment*
- *National Quality Standard, Quality Area 7:Leadership and Service Management*
- BRYMCA Incident Reporting and Investigation Procedure

6. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Educators, Bus Drivers, Supervisors, Directors and Coordinators	<ul style="list-style-type: none"> • Supervisors, Directors and Coordinators will oversee the implementation and service adherence to this policy • All Educators and Bus Drivers are responsible for the daily implementation of the policy when directly supervising children.
Community Services Manager	<ul style="list-style-type: none"> • Is responsible for ensuring suitable resources and support systems to enable compliance with this policy. • Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. Seek individual community feedback and facilitate an active consultation process with service users as appropriate.
CEO	<ul style="list-style-type: none"> • Policy Approval

MONITORING, EVALUATION AND REVIEW

BRYMCA management team is responsible for formally reviewing and updating this policy every twelve months, in consultation with representatives from key stakeholder groups and in accordance with current legislation, research, policy and best practice. Small changes and additions may be made outside of the formal review to ensure the policy remains relevant and current. We retain records of each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.