



7.03 INCIDENT REPORTING

Purpose Statement

To ensure accurate and responsible reporting, recording, investigation and corrective action of all incidents that compromise the health, safety or wellbeing of children whilst providing education and care services.

Scope

This policy applies to all salaried full time and part time staff (including casuals), educators and contractors.

Definitions

Serious Incident:

- The death of a child: while being educated and cared for by an education and care service or following an incident while being educated and cared for by an education and care service.
- Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which a reasonable person would consider required urgent medical attention from a registered medical practitioner or for which the child attended, or ought reasonably to have attended, a hospital e.g. whooping cough, broken limb, anaphylaxis reaction.
- Any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.
- Any circumstance where a child being educated and cared for by an education and care service appears to be missing or cannot be accounted for or appears to have been taken or removed from the education and care service premises in a manner that contravenes these regulations or is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

Complaints, Non-Serious Incidents, & Additional Children in an Emergency:

- Complaint: any complaint alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached.
- Non-Serious Incident:
 - Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period.
 - Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service.
- Additional Children in an Emergency: the service is educating and caring for extra child/ren due to an emergency. (e.g. a child determined to be in need of protection under a child protection order, the parent of a child needs urgent health care that prevents them caring for a child, etc.).

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DRSABCD action plan: used to assess if a patient has a life-threatening condition and requires immediate first aid.

Policy Statement

TO MAXIMISE THE HEALTH, SAFETY AND WELLBEING OF CHILDREN THROUGH TIMELY RECORDING AND REPORTING OF ALL INCIDENTS

Procedures

General Procedures – Incident Reporting & Management

- Emergency telephone numbers will be displayed near the telephone in the educator's home, which include the map reference, address and nearest street to the educator.
- All educators will maintain up-to-date records of emergency contact numbers for every child in their care.
- All educators are required to successfully complete and maintain updates for first aid courses.
- In case of an incident, injury or sudden illness, an educator will follow the procedures outlined in their 'Emergency Response Plans'.
- Educators should not hesitate to call for an ambulance.
- An injured child must be kept under adult supervision until a parent/guardian assumes care of the child or ambulance arrives.
- All incidents must be reported to the Coordination Unit who will advise the regulatory authority (as required). *In the event of a serious incident; the educator is required to contact the coordination unit by phone within 12 hours of the incident and follow-up in writing as soon as practicable.*

NOTE: refer to Appendix 1 - Incident Reporting & Management Flowchart for an outline of the external reporting and management process (ACEQUA reporting requirements)

When Medical Attention is Required

If medical attention is required educators should:

- Follow the DRSABCD action plan:

DANGER	RESPONSE	SEND For help	AIRWAY	BREATHING	CPR/ DEFIBRILLATE
Ensure the area is safe for <ul style="list-style-type: none"> • Yourself • Others • The patient 	Check for response – <ul style="list-style-type: none"> • Ask name • Squeeze shoulders 	Call triple zero (000) for an ambulance or ask another person to make the call	Open mouth If foreign material present – <ul style="list-style-type: none"> • Place in recovery position • Clear airway with fingers 	Check for Breathing – look, listen, feel Not normal breathing Start CPR Normal Breathing – <ul style="list-style-type: none"> • Place in recovery position • Monitor breathing 	Start CPR Continue CPR until help arrives or patient recovers Apply defibrillator (if available) and follow voice prompts



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2. At the earliest opportunity, contact a parent/guardian. Every effort should be made to obtain prior consent for medication or treatment from a parent/guardian.
3. For minor incidents contact the coordination unit office for assistance if required and forward any incident forms by close of business.
4. For any incident outlined blow contact the coordination unit immediately for assistance and follow the reporting flowchart.

When Medical Attention is NOT Required

If medical attention is *not* required (and the injury sustained is not a head injury), educators should:

1. Administer first aid as required.
2. Complete an incident, injury, trauma and illness record as soon as practicable, but no later than close of business on the day of the injury or trauma, or the onset of illness.
3. Report the incident to parent/guardian as soon as practicable and ensure they read and sign the completed incident, injury, trauma and illness record report form. This form is to be forwarded to the coordination unit at: enquiriesECECS@windermere.org.au and the original copy filed in the family file.

In the Event of Death of a Child in Care

1. Call 000
2. Contact the coordination unit or after hours emergency number – 0408 591 457 immediately and the Manager or another nominated staff person will assist you.

Relevant Standards/Legislation

- National Quality Framework for Early Childhood Education and Care Services including:
 - Education and Care Services National Law 2011
 - Education and Care Services National Regulations 2011

Related Policies & Links

- Emergency Response Plans
- St Johns Ambulance Service
<http://www.stjohn.org.au>
- *Incident, Injury, Trauma and Illness* procedure
- Incident, Injury, Trauma and Illness Record
- *First Aid Requirements* procedure
- DRSABCD Chart

FLOWCHART 5

This incident reporting flowchart applies to FDC Educators and their nominated supervisors.

INCIDENT OCCURS (OR IS DISCLOSED)

Respond to the immediate **first aid** needs of the individuals involved by:

- Ensuring emergency services are contacted where applicable
- Implementing psychological first aid if required (see Intranet/Incident & First Aid Reporting tab)

Note: Incidents that cause injury to staff/consumers on Windermere property may need to be reported to Worksafe. Seek advice from the Director Corporate Business or HR Manager.

- Inform the relevant **Manager** and **Director**
- Inform the **Property Officer** maintenance@windermere.org.au if the incident involves property or motor vehicle damage
- Inform the **Privacy Officer** privacy@windermere.org.au for privacy breaches/near misses as soon as you become aware of the incident.

Note: the following incidents are **NOT** reportable to ACECQA but must be reported internally:

- Staff incidents
- Minor incidents impacting children*
- Near misses
- Damage to property

Categorise Incident
(see key to categories below)

Serious Incidents

Notification of Complaints and Additional Children in Care

An *Incident, Injury, Trauma and Illness Record (Incident Record)* is to be completed by the most senior educator who was involved or witnessed the incident. The incident form is to be forwarded to the nominated supervisor.

The nominated supervisor is to complete a *Notification of Serious Incident form* **within 24 hours** and submit to ohs@windermere.org.au and ACECQA <http://www.acecqa.gov.au/applications>

For all serious incidents (excluding death*) contact (in order):

- Emergency services
- The parents/guardian
- Service manager.

*In case of death, it is the service manager's responsibility to contact the family/guardian.

Please note: If some time after an incident, it becomes apparent it was serious, the reporting process outlined above must be followed.

An *Incident, Injury, Trauma and Illness Record* is to be completed by the most senior educator who was involved or witnessed the incident. The form is to be forwarded to the nominated supervisor.

and/or

The nominated supervisor is to complete a *Notification of Complaints, Incidents & Additional Children in Care form* **within 7 days with the exception of complaints which is 24 hours**

QI staff are responsible for logging incidents onto Windermere's *Risk Register*.

*An *Incident, Injury, Trauma and Illness Record* is to be completed by the most senior educator who was involved or witnessed the incident. The incident form is to be forwarded to the nominated supervisor.

Nominated supervisor to record non-serious, non-reportable incidents via

Reporting Privacy Breaches

Actual privacy breach incidents must be reported to ACECQA **within 7 business days** and a copy sent to ohs@windermere.org.au
All near miss privacy breaches are reportable to ohs@windermere.org.au

Reportable Conduct Scheme

Actual and suspected illegal conduct/harm/abuse by an educator/student against a consumer under the age of 18 years, must be reported to the CEO immediately for notifying the Commissioner for Children & Young People **within 3 business days** using the *Reportable Conduct Scheme Notification online form*.

KEY TO NATIONAL REGULATIONS INCIDENT CATEGORIES

SERIOUS INCIDENT

Death; trauma; serious injury or illness requiring urgent medical attention; missing child
NOTE: STAFF ONLY - Serious incident resulting in a significant outcome, such as staff member death/serious injury or severe trauma.

A serious incident is:

- Death of a child
- Any incident involving serious injury or trauma, or illness of a child that required urgent medical attention (eg whooping cough, broken limb, anaphylaxis reaction)
- Any incident where emergency services attendance was sought, or ought reasonably to have been sought
- Any circumstance where a child appears to be missing or cannot be accounted for or appears to be taken or removed from the service in a manner that contravenes the regs
- Any circumstance where a child is mistakenly locked in or locked out of an early childhood facility/premises.

FORMS:

Child

- Incident, Injury, Trauma and Illness Record (Incident Record) – worker
- Notification of Serious Incident form – supervisor

NOTIFICATION OF COMPLAINTS AND ADDITIONAL CHILDREN IN CARE

Complaint: any complaint alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached.

Non-serious incident: 1/ any incident that requires the approved provider to close, or reduce the number of children attending the service for a period. 2/ any circumstance at the service that poses a significant risk to the health, safety or wellbeing of a child attending the service 3/ the service is educating and caring for extra child/ren due to an emergency.

FORMS:

Reportable to ACECQA:

- Incident, Injury, Trauma and Illness Record and/or
- Notification of Complaints, Incidents & Additional Children in an Emergency - supervisor

Non-Reportable to ACECQA:

- Incident, Injury, Trauma and Illness Record