

# INCIDENT MANAGEMENT POLICY

Quality Areas: NQS 2 – Children’s Health and Safety

Policy Owner: Safety

A light blue speech bubble with a white outline, containing the text 'Why this is important' in a dark blue, cursive font.

Why this is  
important

## 1.0 Introduction and Purpose

We have a responsibility to ensure a safe and healthy environment for children, families, team members and visitors. The prevention and management of incidents, injury and trauma is dependent upon the strict adherence to policy and procedures. All educators have a responsibility and a duty of care to act to prevent accidents and emergencies at the centre.

All centres must record details in a BeSafe event report as this is our legal record. This record needs to be updated with new information, including the medical outcome and treatment. All additional documents requested should be uploaded in the BeSafe record rather than sending them by email as this will allow multiple teams to access the information and remain part of the record.

## 2.0 Who does this policy apply to:

All Team Members, Children, Families, Students and Contractors

## 3.0 What is our Policy:

### 3.1 Which events need to be entered onto our Incident System BeSafe

- All injuries involving children, team members, students, contractors, family members or visitors
- All illnesses, including infectious diseases
- Allegations of child harm
- Unaccounted for child
- Child behaviour, including sexualised behaviour
- Child welfare concerns
- All complaints (a complaint is defined as an objection to something that is unfair, unacceptable, or otherwise not up to normal standards)
- Service interruptions eg. loss of power, loss of water, no lift access, no working toilets
- Centre incidents eg. theft, property damage, fire, flood, data breach, security event

### 3.2 Who is responsible for logging the event in BeSafe

The person who witnessed (saw the incident occur) or received the disclosure or was the first responder should be the person logging the initial incident information onto BeSafe. If there were multiple people, then each can provide details/statement that is uploaded into the incident record. If an incident is not witnessed the ‘witness’ section on the incident report, should read ‘not seen’ but first responder who ‘heard’, ‘was told’, ‘responded’ etc.

The initial areas for completion are the Incident details, Personal details, and Witness Details. These sections should be completed within four hours (business hours) of the incident occurring. This will allow teams who need to respond to the incident, notify an external authority or provide support to do so promptly and within legislative timeframes.



### 3.3 Who will notify a Regulatory Authority

The following support office teams undertake these notifications

#### Education and Care Services Legislation

The approved provider responsibilities are managed by the Compliance Team. Under the Education and Care National Law and Regulations, the approved provider must notify the Education and Care Regulatory Authority of any:

- child serious incidents, within 24 hours of the incident.
- complaints, within 24 hours of the complaint.
- circumstances at the service which pose a risk to the health, safety or wellbeing of children, within 7 days.
- any incident or allegation that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service, within 7 days.

There are also other reporting requirements under reportable conduct schemes and different state and territory laws, e.g. child protection laws.

#### Safety Regulators (WorkSafe/SafeWork), Electrical Safety Offices, Health Departments, Public Health Office, Environmental Health and Local Councils

The Safety Team

- has reporting requirements for notifiable injuries/illnesses/incidents to the relevant State Safety Regulator / Electrical Office within 24 hours of the time of the incident. This applies to children, team members and visitors
- will also report notifiable infectious diseases to the relevant Public Health Authority as soon as we become aware
- will notify relevant events to Environmental Health and Local Councils

#### Workers Compensation

The Recover@Work Team will manage notifications regarding team members lodging a claim for Workers Compensation for a work-related incident.

### 3.4 What do I do if the Regulatory Authority contacts me about a notification submitted by the Centre Support Office

A Regulatory Authority may contact you for more information or supporting documentation in relation to a notification they have received. If this happens, please contact the relevant team (as above) so they can support you to provide a response.

### 3.5 Where can I view all the centre BeSafe entries

You can view of all the injuries, illnesses and incidents using the BeSafe centre desktop view. You can use this information to understand injury trends, look at what rooms they are occurring in and why. You can also see what your team says about how they will prevent injuries from happening again and support them to be successful with safety. This information should form part of your team meeting. If you have a Safety Champion at your centre, talk to them about how they can support you to lead this conversation. If you print or save any part of the register it must be stored in a secure location and never left out for other people to read.

## 4.0 Responsibilities

#### **4.1 The Approved Provider will:**

1. Ensure that the premises are kept clean and in good repair, to prevent any incident, injury and trauma
2. Ensure that a parent/emergency contact of the child is notified using BeSafe as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury or trauma while at the centre
3. Ensure that regulatory timeframes are met within timeframes. See Reporting Information to the Regulatory Authority document
4. Ensure that incident, injury and trauma documentation is kept and stored securely until the child is 25 years old
5. Ensure that there is a minimum of one educator with a current approved first aid, CPR, emergency asthma and anaphylaxis qualification on the premises at all times
6. Ensure that children's enrolment forms provide authorisation for the centre to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
7. Ensure that reports and documents are reviewed in line with reviews and changes to National Law and Regulations
8. Provide training and support in response to the review of incidents, injury and trauma events, if necessary
9. Ensure Portfolio Managers will follow the Serious Incident Reporting Flow Chart.

#### **4.2 The Centre Manager / Nominated Supervisor (NS) will:**

1. Notify parents or emergency contacts immediately after an incident, injury, illness or medical emergency, or as soon as is practicable
2. Contact the family via phone (or if uncontactable via phone send email) before the end of the day to check on the wellbeing of child and family after an incident, injury or trauma and continue this
3. contact until child returns to the centre. This communication shows the family how valued they are as part of the community, and that you care deeply about their child and family. Document each interaction in the relevant sections of the BeSafe event record.
4. Notify their Portfolio Manager of any reportable incident, injury, trauma, or medical emergency as soon as practicable
5. Ensure all incident, injury and trauma BeSafe event reports are correct before handing to families.
6. Follow Guardian's Serious Incident Reporting Flow Chart
7. Ensure all team members know how to complete a BeSafe event report
8. Ensure all contact details for parents and emergency contacts for each child are current and accurate
9. Be aware of individual children's allergies and use this knowledge when attending or responding to any incident
10. Regularly check 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
11. Review the cause of any incident, injury or trauma and take appropriate actions to remove the cause if required.

#### **BeSafe Event Reports must be:**

- Fully completed with as much detail as possible, including attachments, photo's, statements
- Accurate, legible, and factual
- Provided to the family as soon as practical, but not less than 24 hours and signed by the family to acknowledge they were made aware of the incident and have sighted the report. Follow up with the family to check on the child and determine what if any medical treatment was provided. Update the BeSafe event record with this information.
- Follow up section of the BeSafe Event report must be completed after incident and actions taken

#### 4.3 Team Members will:

1. Respond to a child who has had an incident, injury or trauma
2. Ensure that hygiene and safety measures are in effect when responding to a child
3. Be aware of individual children's allergies and use this knowledge when attending/ responding to any incident, injury or trauma
4. Seek further medical attention and advice if required
5. Ensure the Nominated Supervisor or Responsible Person is made aware of the event as soon as possible
6. Review and reflect on the area where incident or injury occurred and make modifications to reduce the reoccurrence of this incident / injury
7. Inform families or emergency contacts promptly and sensitively of any incident, injury or trauma affecting their child. (especially all incidents or injuries that involve an area above the shoulders)
8. Record details of any incident, injury or trauma in the Incident, Injury, Trauma Record as soon as is practicable but before the end of day the event occurred by completing a BeSafe event report
9. Ensure all BeSafe event reports are correct before handing to families and Nominated Supervisor.

#### BeSafe Reports must be:

- Fully completed with as much detail as possible, including attachments, photo's, statements
- Accurate, legible, and factual
- Provided to the family as soon as practical, but not less than 24 hours and signed by the family to acknowledge they were made aware of the incident and have sighted the report. Follow up with the family to check on the child and determine what if any medical treatment was provided. Update the BeSafe event record with this information.
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#### 4.4 Families will:

1. Ensure the emergency contact details on their child's enrolment form is always accurate
2. Understand their emergency contacts are persons who Guardian can notify when they cannot be immediately contacted. This emergency contact can consent to medical treatment, authorise the administration of medication on behalf of the parents and authorised to authorise an educator to take the child outside the centre
3. Be notified of any injury above the shoulder or other serious incident
4. Be notified of any serious incident, injury, trauma, as soon as is practicable, but no later than 24 hours after the noted incident and will be asked to sign the BeSafe report. A copy of the report can be provided upon request

## 5.0 Definitions

**Disaster:** An incident or emergency affecting a whole community where the affected community is unable to cope using its own resources.

**Emergency:** An incident that poses an immediate risk which requires an urgent and coordinated response.

**Incident:** An event defined by something that happened in a moment in time but not triggered by a complaint.

Incidents include but are not limited to injury (physical or psychological), infectious disease, complaint, event impacting the operation of the centre, emergency event, medical event, behavioural event

**Incident Management:** Process to mitigate risk, identify learnings and strategically manage incidents through to closure.



**Incident Manager (Person Responsible):** The person who owns the incident and ensures decisions produce the best possible outcome in the circumstances.

**Injury:** Damage or harm or loss done to or suffered by a person.

**Investigation:** A preventative action which follows a process to gather sufficient information to determine what happened and the causal factors. The aim is not to apportion blame but to put in place control measure to prevent reoccurrence.

**Trauma** An emotional wound or shock that often has long-lasting effects and can be included in the definition of injury (psychological injury)

**Witness:** Includes the person who witnessed (saw the incident occur) or received the disclosure as the first responder. If an incident is not witnessed the 'witness' section on the incident report, should read 'not seen' but first responder who 'heard' , 'was told', 'responded' etc.

## 6.0 Tools and Resources

<p><b>The most important documents I need are:</b></p> <ul style="list-style-type: none"> <li>Injured at Work</li> <li>BeSafe Incident System</li> <li>First Aid Policy</li> <li>Notification to a Regulatory Authority table</li> </ul>	<p><b>Other supporting documents will include:</b></p> <ul style="list-style-type: none"> <li><a href="#">Incidents and Emergencies</a> Guardian Way page</li> <li><a href="#">Incident Management</a> Guardian Way page</li> <li><a href="#">Emergency Management</a> Guardian Way page</li> <li><a href="#">First Aid</a> Guardian Way page</li> </ul>
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## 7.0 Additional Information

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations 2018  
Guide to the National Quality Framework 2018

## 8.0 Source

Section 165	Offence to inadequately supervise children
Section 174	Offence to fail to notify certain information to Regulatory Authority
Section 167	Offence relating to protection of children from harm and hazards
Regulation 85	Incident, injury, trauma and illness policies and procedures
Regulation 86	Notification to parents of incident, injury, trauma and illness
Regulation 87	Incident, injury, trauma and illness record
Regulation 89	First aid kits
Regulation 95	Procedure for administration of medication
Regulation 97	Emergency and evacuation procedures
Regulation 103	Premises, furniture and equipment to be safe, clean and in good repair
Regulation 104	Fencing
Regulation 117	Glass
Regulation 161	Authorisations to be kept in enrolment record
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider



Regulation 183 Storage of records and other documents

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