

## Policy 2.4 | Critical Incident

<b>Policy Date:</b>	January 2017
<b>Review Date:</b>	Last reviewed date: February 2019 Date for next Review: January 2020
<b>Applies to:</b>	Educators/Service Providers/Families
<b>Related Policies and Forms:</b>	Emergency Evacuation Plan Incident injury accident Report form Child Protection Procedure
<b>Material Sources:</b>	Education and Care Services National Law 2011 In Home Care Handbook 3.3.5 Childcare Service Handbook NQF Standard 2.1.4, 2.2, 2.2.2

### Policy Statement

NSW In Home Childcare Services has an has a duty of care to all children. By ensuring the educator understands their accountability for the safety, welfare and care of each child in their care and responding appropriately to any accidents or emergencies as they occur.

Families have the right to expect that any critical incident that involves their child will be taken seriously and the family informed immediately. The service has the right to undergo a full investigation and if necessary remedial action taken to prevent further incidents from occurring.

### Purpose

- The purpose of this policy is to ensure all educators have a sound knowledge of the procedures and reporting expectations by the service and Department of Education and training.
- Prevent critical incidents/accidents
- Proper actions/procedures are undertaken in case of an emergency/critical incident
- To ensure critical incidents are managed appropriately in a controlled and precise way to ensure the welfare of the child
- Correct reporting within the specified timeframe

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### Parents/Guardians:

1. Families are responsible in providing authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service through their child's enrolment form. for their child's
2. Informing the service on enrolment of any diagnosis, of any medical conditions and management procedures
3. Providing contact details other than the parent/guardian if unable to contact the parent/guardian in case of a critical incident.
4. Collection of their child/ren as soon as possible when notified of an incident, injury or medical emergency involving their child

### Practices

1. Educators are to ensure they take preventative measures to ensure an incident does not occur. The following can assist with preventing an incident, illness or trauma to a child.
  - a) Educator's first aid/CPR up to date
  - b) First aid kit available
  - c) Emergency services and parent/guardian contact numbers displayed
  - d) Emergency practices conducted every quarter by educator with the children
  - e) Conduct a safety hazard each morning to identify any potential risk
  - f) Conduct a risk assessment before undertaking any excursions
  - g) Prepared for excursion e.g. first aid kit
  - h) Aware of the practices and policy and procedure in dealing with critical incidents
2. Educators are always to remain calm and to not put the safety and wellbeing of children in any danger.
3. Remove children if required.
4. Contact 000 for emergency assistance
5. Apply First Aid if required
6. Call any emergency services required.
7. Contact the family or legal guardian as required.
8. Contact the service provider (or as soon as possible)
9. Educators are not to leave children in the care of another person in an event of an emergency, other than, the parent/guardian.
10. Report the incident to the service provider within 24 hours of the event occurring using critical incident form 2.3A
  - a) Name and age of child
  - b) Circumstances leading to the incident, injury or trauma, or relevant circumstances surrounding the child becoming ill (symptoms).
  - c) Date and time of incident

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- d) Injury received or the child was subjected to the trauma or onset of the apparent onset of the illness.
  - e) Action taken by the educator, medication administered, first aid provided, or medical personnel contacted.
  - f) Details of person who witnessed the injury, trauma or incident.
  - g) Name of person notified, including parent/guardian, service provider and the time notified.
  - h) Name and signature of educator completing the incident report.
  - i) Signature of parent/guardian
11. NSWIHCS will then forward the completed incident report from the educator to the Department of Education and Training as per the regulation requirements, within 24 hours.
  12. In some circumstances if the critical incident has occurred due to the negligence of the educator, there will be a full investigation and the educator may be suspended until a conclusion has been reached by the service provider.
  13. In cases where the educator has neglected their duty of care, a breach letter or email will be provided to the educator.
  14. In irresolvable differences due to the educators actions a deregistration letter will be provided to the educator. The educator will not be re-engaged with our service.