

# 13. Incident Management Policy

## National Quality Standards (NQS)

Quality Area 2: Children’s Health and Safety	
2.2.2	Incident and emergency management

Education and Care Services National Regulations	
12	Meaning of serious incident
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
89	First aid kits
174	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority

### PURPOSE

Educators have a duty of care to respond to and manage accidents & trauma that occur at the service to ensure the safety and wellbeing of children, educators and visitors.

### SCOPE

This policy applies to children, families, staff, management and visitors of the Service

### IMPLEMENTATION

We have a duty of care to ensure that all children, educators, carers, families, management, volunteers and visitors are provided with a high level of protection during the hours of the service’s operation.

Our educators follow recommended health and safety guidelines and procedures in the event of a child-related accident or injury, and all our services have qualified first aid officers on duty. Any incidents that may occur are recorded on an *Incident, Injury, Trauma & Illness record* and provided to all families, and we investigate each issue to make changes to practice or the physical environment where necessary. If a child requires medical treatment, other than first aid, we will take any steps necessary to ensure that the child is appropriately cared for. We comply with regulatory requirements that all incidents are communicated to families within 24 hours and all notifiable incidents are reported according to regulations.

### SOURCE

- Australian Children’s Education & Care Quality Authority (2014)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015
- Revised Guide to the National Quality Standard - 2018
- First Aid Workplace - <http://sydney.edu.au/science/psychology/whs/COP/First-aid-workplace.pdf>

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