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2.5 Child Care Services Taree & Districts Inc.

Incident, Injury, Hazard and Emergency Treatment Policy

Child Care Services Taree & Districts Inc. (CCSTD) is committed to the provision of a safe and healthy work environment for all staff, workers, stakeholders, participants and visitors.

CCSTD will maintain records of all hazards, incidents and injuries for the purposes of minimising risk of injury and ill-health or the recurrence of an incident. Accordingly, all staff, support workers or volunteers are expected to report hazards and incidents.

Definitions

Hazard: Something that has the potential to injure or harm people, property and equipment.

Incident: An event that has the potential to or does lead to an injury or damage to property and equipment as result of losing control of a hazard.

Injury: Any physical or mental damage to the body caused by exposure to a hazard.

The Purpose of the Policy:

CCSTD acknowledges that guidelines on incident management are an essential component of the workplace health and safety management system. The provision of timely and efficient first aid and medical response is crucial in caring for staff, workers, participants and visitors in the event of an injury. Additionally, timely and efficient reporting on hazards, incidents and other occurrences with an adverse risk to health and safety are required to be in place so that risk assessment and appropriate corrective action can be taken.

Participants are advised, supported and assisted to seek an external advocate in all matters regarding their supports, CCSTD staff and support workers will assist in arrangements and making contact with advocacy services.

Immediate Action

Depending on the risk of the hazard or incident involved immediate action must be taken to prevent further persons from being injured. This may involve the activation of emergency procedures or other actions to control the immediate risk to persons in the area, e.g. barricading the area, contacting emergency services or a supervisor.

Responsibilities

Staff, Support workers

Staff and Support Workers are responsible for the following;

- Reporting hazards, incidents, injuries, dangerous incidents and systems failures which occur or have the potential to occur in the Injury/Hazard Report Form and
- Complete an Individual Risk Assessment using the attached form if it is a hazard or recurring event
- In the event of an injury or unsafe situation, do what they can to ensure the safety of participants and other persons.

Manager and Co-ordinators

Manager and Coordinator are responsible for the following;

- Ensuring that injured workers, participants or visitors at Child Care Services Taree & Districts Inc. receive, or is referred to, appropriate first aid &/or medical assessment for any reported injury/illness
- Hazards, incidents, injuries, dangerous incidents and systems failures are appropriately reported.
- Corrective actions are developed in consultation with stakeholders and are implemented to eliminate the risk of injury, or where this is not possible, reduce the risk to an acceptable level
- Follow up on the effectiveness of implemented corrective actions in consultation with support workers, participants, participants support network and other stakeholders
- Follow up on Incident/Hazard Report Form by completing the Cause and Treatment Plan attached.
- Follow up and review all Risk Assessments of Hazards
- Participants or their representatives are contacted in person during each step of the reporting stage and are consulted regarding any outcome.

Recommended Practices:

Contributing Factors

When trying to determine corrective actions to prevent reoccurrence, it is helpful to analyse the factors that led to the incident occurring. A list of possible contributing factors is divided into four categories listed below;

Design - Design factors include faults with the design of building spaces, equipment or work practices.

Behavioural - Behavioural factors relate to human aspects which can sometimes lead to an incident.

Environmental - Environmental factors relate to the surroundings of a workplace and whether they led to the incident occurring.

System - System factors include procedures which need to be changed to prevent reoccurrence.

Cause

Determine the cause of the incident e.g. what lead to the incident occurring? If this cause was removed or was not present, would this incident still happen?

Risk Level

Identify the level of risk of the incident taking into account likelihood and consequence with current controls in place. The risk score determines the priorities for corrective actions to be implemented. Depending on the risk of the hazard involved, the following time periods will be used as a guide for the prioritisation and completion of corrective actions;

Risk Level	Corrective Action Time Frame	Priority Level
High	As soon as possible, but not longer than 24 hours	1
Medium	14 days	2
Low	28 days	3

Review

Follow up of the implementation of the controls should be conducted by the supervisor to ensure the following questions are answered;

- Have the corrective actions as stated by the initial notification been completed?
- Has the corrective actions as stated in the initial notification been effective in reducing the risk of injury?
- Has the corrective actions introduced new hazards?

If required another hazard report may be required to document a new hazard or initiate further corrective actions in consultation with participant and all stakeholders.

Documentation and Record Keeping

Staff and Support Workers will;

- Complete an Injury/Hazard Report Form for all incidents/injuries/trauma/illnesses occurring during CCSTD work practices;
- Ensure that a copy of the incident report is signed by both the staff, support worker and participant or participant's representative and a copy will be made available for participants/participants representatives on request.

Incident Illness and Emergency Treatment Practices

CCSTD will ensure professional development of staff. The following will be mandatory;

- Support workers hold current recognised first aid qualifications;
- Support workers have undertaken current approved anaphylaxis management training;
- Support workers have undertaken current approved emergency asthma management training; and
- That CCSTD NDIS induction includes this policy.

Intake Information

- Participants, participant representative are required to provide medical details and Health Care Plans as needed.
- Participants will be required to supply details of their preferred doctor, dentist, health fund and Medicare details.
- Participants will be required to supply two contact numbers (if possible) in case of an emergency or accident.
- Participants will be provided with a copy of the Policy 2.5 Incident Injury and Hazard Reporting
- Participant is advised that under NDIS Practice Standards Incident and Reportable Incident Rules 2018 some incidents are reportable to the NDIS (see Policy 1.12) (Copy provided in Communication folder)

The Manager will;

- Ensure the first aid skills and competencies of workers are maintained,
- Refresher first aid and CPR training is scheduled and maintained in a worker register;
- Collaborate and consult with support workers and participants to develop and implement a risk assessment and management plan
- Ensure first aid guides and publications are accessible to workers at all times to assist them in their understanding and administration of first aid.

In General

- Administration of first aid will be done in accordance with first aid training and undertaken by a qualified first aider;
- In the interests of avoiding delay of treatment, in the first instance, first aid will be administered by the person who has witnessed the incident/injury/illness;
- The Manager and participants representative, will be notified of the nature of the incident/accident

- The person administering first aid will be the person who completes the Incident Hazard/ Report Form and passes to the responsible person for verification and signing by the participant/participants representative.

Documentation and Record Keeping

Workers will;

- Complete an Incident Report Form for all incidents/injuries/trauma/illnesses/hazards
- Ensure that a copy of the Incident/Hazard Report Form is completed, signed by the participant or the participant's representative (if possible), signed by the worker and submitted to the Manager immediately, a copy will be made available for participants/participants representatives on request.

CCSTD will;

- Ensure records are confidentially stored for the specified period of time as required by legislation.

Relevant Legislation and Standards

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Health Records and Information Privacy Code of Practice 2005 (NSW)
- Freedom of Information Act 1982
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Disability Services Act (2011)
- Disability Services Regulations (2015)
- Personal Information Protection Act (2004)
- National Standards for Disability Services
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011