

Acorn Child Care Centres Policies and Procedures



2.10.1 Response Protocol to a Serious Incident

Definition

A serious incident is defined to be an injury to a child or an illness whilst in care at the centre which does not require the services of an ambulance but does require the attention of a doctor. When an ambulance is required the situation is defined to be an emergency and is not covered under this protocol.

Immediate steps to be followed

1. Staff to apply first aid
2. Parent to be notified and requested to take their child to the doctor
3. A staff member assigned to monitor the child until the parent arrives
4. If the situation changes the monitoring staff should recontact the parent

After the child has been collected from the centre

1. Staff to complete incident form
2. Approved Provider to be informed and sign incident form
3. Lodgement of incident form to department via portal
4. Management to contact parents within 48 hours to check on the health/recovery of the child, offer any required support answers to any questions.
5. In consultation with the centre's insurer - arrange to reimburse any medical costs if the injury was sustained at the centre.
6. Provide reversal of centre day costs if injury was sustained at centre and child goes home early in the day and to provide answers to any questions asked by parents.
7. Management will continue to monitor the child's recovery and where a child is unable to attend the centre due to an injury sustained at the centre arrange for further reversals of booked days until the child re attends.

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