

Youth justice custodial practice manual

Secure Services

Responding to an injured person

- This procedure tells you how to assist a young person who has been injured.
- It explains the difference between emergency and non-emergency situations.

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When to use this procedure

- When a young person has been injured, either accidentally or as the result of an assault.

What else you need to know

Make sure you have read and understood the following procedures:

- [First aid](#)
- [Observation of young people in custody](#)
- [After hours health services](#)
- [Medical emergency](#)
- [Client incident reporting](#)

Staff responsibilities

Find your role to see what your responsibilities are:

- [All staff](#)
- [Unit Supervisor, Night Supervisor or Duty Manager](#)
- [Operations Manager, On Call Manager or Night Supervisor](#)
- [On Call Manager or Night Manager](#)
- [General Manager, Operations Manager or Unit Manager](#)
- [YJW1](#)
- [Health service](#)
- [Unit Manager or Duty Manager](#)

All staff

When a young person is injured

- While waiting for the health service or ambulance to attend, place the young person on appropriate observations and provide first aid assistance.

Unit Supervisor, Night Supervisor or Duty Manager

When a young person's injury is judged to be a medical emergency

- Call an ambulance immediately.

When a young person's injury is judged not to be a medical emergency

- Notify the Unit Manager, or the On Call Manager after hours.
- Follow all instructions contained in the procedure for medical emergency.
- Use the 'After hours incident briefing for On Call Manager - pro forma' to ensure all required tasks have been undertaken (attached in **Additional information** below).

Parkville

- Between 9.00 am and 9.00 pm, call the health service duty phone for advice.
- After 9.00 pm, arrange with the locum service for a locum doctor to attend the precinct (8416 9666).

Malmsbury

- Malmsbury does not have access to a locum service. If a young person requires medical attention for a non-life threatening condition after hours, they should be taken to the Kyneton District Hospital (10 minutes away) and seen by the duty doctor.

Operations Manager, On Call Manager or Night Supervisor

When an injured young person is to be hospitalised

- After seeking authorisation from the Director Secure Services, ensure that contact is made with the hospital to notify them of the young person's arrival.
- Ensure that comprehensive and accurate information is provided to the hospital about the young person's condition and the circumstances of the injury.
- A Risk Assessment Plan (RAP) must be completed in a timely way for any young person leaving the precinct. In circumstances where the young person needs to be taken to hospital quickly, this can be completed as soon as possible after the event.
- Ensure that the appropriate number of staff escort the young person to hospital – as outlined in the escorted leave procedure.

On Call Manager or Night Manager

When a young person has received a significant injury

- Contact the young person's family or guardian as soon as possible. This must not be delegated to a lower staffing level.
- Contact the young person's Area Youth Justice Worker and, where relevant, their Disability Services and/or Child Protection worker, as soon as possible.
- After hours, or when the relevant Child Protection worker cannot be contacted, the Child Protection after-hours service can be called on 131 278. This service is always available.
- Thorough case notes must be kept of all conversations with family members, Area Youth Justice Workers, and other workers.

General Manager, Operations Manager or Unit Manager

When a young person has a minor injury

- Contact the young person's family as soon as possible. When the injury has occurred at night, contact can be made early the next day.
- Contact the young person's Area Youth Justice Worker and, where relevant, their Disability Services and/or Child Protection worker, as soon as possible. When the injury has occurred at night, contact can be made early the next day.
- Thorough case notes must be kept of all conversations with family members, Regional Youth Justice Workers, and other staff.

YJW1

When a young person is injured

- Document the incident and the young person's injuries in a case note, as described in the **Case notes** procedure. If the injury is serious, consider whether a **Significant Event Case Note** or a Client Incident Report is required.

Health service

When a young person is hospitalised

- The treating general practitioner should contact the hospital as soon as possible to ensure appropriate communication about the young person's medical status and to discuss a care plan for their return to the precinct.

Unit Manager or Duty Manager

Each time an injury occurs at a custodial precinct

- Notify the Victorian Work Cover Authority, following the guidelines outlined in this procedure.

The procedure in detail

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Introduction

This procedure provides direction on how to respond to young people who have been injured either accidentally or as a result of an assault.

Emergency situations

A medical emergency is an illness or injury that is life threatening or has potentially serious consequences for the young person's health.

For example, an overdose or attempted suicide is a medical emergency. However a suspected broken arm or leg is not life threatening, and while it is still a serious condition, it does not need to be treated as a medical emergency.

If you decide the injury constitutes a medical emergency, the Unit Supervisor or most senior staff member on duty at night must call an ambulance immediately.

The Unit Manager, or after hours the On Call Manager, also need to be notified.

In emergency situations, all instructions contained in the procedure for **Medical emergency** must be followed.

Non-emergency situations

If immediate hospitalisation is not required, use the following procedures.

In both emergency and non-emergency situations, your priority is to obtain medical care for the young person.

During business hours

During business hours staff should immediately notify the custodial health service. The Unit Supervisor must authorise non-emergency notification to the health service.

After hours

When a young person is injured after hours the On Call Manager must be notified. Depending on the seriousness of the injury and/or the circumstances surrounding the event, the On Call Manager may need to attend the precinct to ensure appropriate management of the situation.

Parkville

Between 5.00 pm and 9.00 pm call the health service duty phone for advice.

After 9.00 pm arrange with the locum service for a locum doctor to attend the precinct (8416 9666)

Malmsbury

Malmsbury does not have access to a locum service. If a young person requires medical attention for a non-life threatening condition after hours, they should be taken to the Kyneton District Hospital (10 minutes away) and seen by the duty doctor.

Case notes and Daily Safety Advice

Thorough case notes of all conversations with health or hospital staff must be made and entered into CRIS as soon as possible after the discussion.

Any injury to a young person, together with information on their treatment and medication, must also be recorded in the Daily Safety Advice.

First aid

As outlined above, staff should immediately refer an injured young person to the health service, and place them on appropriate observations. While waiting for health staff to arrive, appropriately qualified youth justice staff should provide first aid assistance.

All first aid procedures must be followed.

Once commenced, first aid efforts must be continued until an ambulance or health professional arrives to take over.

Hospitalisation

If a decision is made to take the young person to hospital, the General Manager or On Call Manager (after hours), after seeking authorisation from the Director Secure Services must ensure that contact is made with the hospital to notify them of the young person's arrival.

The procedures for admission to hospital/outpatient appointments must be followed.

The General Manager or On Call Manager (after hours) needs to ensure that comprehensive and accurate information is provided to the hospital about the young person's condition.

A Risk Assessment Plan (RAP) must be completed in a timely way for any young person leaving the precinct. In circumstances where the young person needs to be taken to hospital quickly, this can be completed as soon as possible after the event.

The General Manager or On Call Manager (after hours) should also ensure that the appropriate number of staff escort the young person to hospital – as outlined in the **Escorted leave** procedure.

The precinct's health service should ensure that the relevant general practitioner contacts the hospital as soon as possible to ensure appropriate communication about the young person's medical status and to discuss a care plan for their return to the precinct.

Providing information for after hours medical assistance

In non-emergency situations, youth justice staff should gather the following information before calling for after-hours medical assistance:

- the young person's name
- their location
- their date of birth
- the staff member's name, job title and contact phone number
- a brief description of the injury and how it was caused
- any first aid that has been administered
- any indications of the young person being substance affected
- other health conditions or current medications.

Thorough case notes of all conversations with health and hospital staff must be kept.

Notification to the family and others

The young person's family or guardian must be contacted as soon as is practicable after the injury has occurred.

Contact with the family cannot be delegated below Unit Manager level unless this has been authorised by the Director Secure Services.

In the case of a serious injury occurring outside of business hours, the On Call Manager must make contact with the family. For less serious injuries, the General Manager, Operations Manager or Unit Manager must make contact early the next day.

In contacting the family it is important to provide an accurate account of what has happened and a comprehensive summary of the young person's current whereabouts and condition.

It is understandable that family members may be shocked, distressed or angry, so information must be provided sensitively, factually and as comprehensively as possible within the circumstances.

If a young person is over the age of 18 and declines family contact, this should be respected and no contact made with family. Record of conversations with the young person to this effect must be noted on CRIS.

Thorough case notes of all conversations with family members must be kept.

Contact must be made with the young person's Area Youth Justice Worker as soon as possible to notify them of the injury. Where relevant, Disability Services and/or Child Protection must also be notified.

After hours, or when the relevant Child Protection worker cannot be contacted, the Child Protection after-hours service can be called on 131 278. This service is always available.

Completing a Client Incident Report or a Significant Event Case Note

A Client Incident Report should be completed when a young person has been injured and any of the following apply:

- they have any of the following injuries: fractures, concussion, burns or severe cuts
- they are admitted to hospital as an in-patient
- they are taken to a hospital emergency department for assessment and/or treatment
- there are unexplained or concerning injuries (for example bruises cuts)
- there is an unexpected deterioration in the young person's medical condition, including one that is a result of an injury.

Injuries that have some impact on the young person's wellbeing but do not require a Client Incident Report should be documented as a Significant Event Case Note to ensure that information about the injury and the young person's care is communicated to the appropriate staff members.

Examples of this are a minor cut requiring a bandaid but not stitches or where a young person has injured their foot to the extent that it is sore but not fractured.

When a Client Incident Report is required, it must be completed by the most senior staff member who witnessed the incident. If there were no witnesses, the form should be completed by the person to whom the incident was reported.

The Client Incident Report must contain all necessary factual details, including:

- who was involved
- how, where and when the incident occurred
- who was injured and the nature and extent of injuries (if applicable)
- what action is being taken in response to the incident.

When writing the report:

- staff should use objective language and must only record what they observed
- notes taken by youth justice staff during conversations with family members, health or hospital staff should be included
- copies should be placed in the relevant young person's file or staff files.

Reporting alleged criminal acts

All alleged criminal acts must be reported to the police. This should be done by a Unit Manager or a higher staff level.

Incidents involving the health, safety and wellbeing of staff

If an incident has resulted in an injury, near-miss or illness to staff, they must complete a **Disease injury near-miss or accident report** (DINMA form) within 30 days of the incident occurring.

The **DINMA form** should be completed in addition to the incident report.

Reporting to the Victorian Work Cover Authority

The Victorian Work Cover Authority must be contacted whenever an injury occurs to staff or young people at a custodial precinct.

Notification to the Victorian Work Cover Authority is the responsibility of the Unit Manager or Duty Manager and is not to be delegated to a lower management level.

If staff are in doubt about whether an injury is notifiable, they should call the Victorian Work Cover Authority hotline (132 360) or consult the 'Guide to incident notification' on the Victorian Work Cover Authority website (see **Additional Information** below).

Advice can also be sought from Occupational Health and Safety Coordinators.

Initial contact must be followed up by written notification within 48 hours using the online notification form available on 'Injury and claims' page of the Victorian Work Cover Authority website (see **Additional Information** below).

Additional Information

- [Responding to injured young people flow chart \(20.7 KB, PDF\)](#)
- [After hours incident briefing for On Call Manager - pro forma \(52.5 KB, MS Word\)](#)
- [Victorian WorkCover Authority- Guide to Incident Notification](#)
- [Victorian WorkCover Authority- Injury and Claims](#)

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