



ILLNESS & MEDICAL:

INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY

PURPOSE

This policy provides clear guidelines to ensure that incidents, injuries, trauma and illness affecting children, educators, staff, volunteers and visitors at our service are managed effectively, with the safety, health and wellbeing of all individuals as the highest priority.

We are committed to:

- Providing a safe and healthy environment for all children, educators, staff and visitors
 - Responding appropriately and promptly to incidents, injuries, trauma and illness
 - Maintaining accurate records and notifications as required by law
 - Implementing practices that minimise risks and prevent incidents from occurring
 - Keeping families informed and involved in their child's care
-

SCOPE

This policy applies to:

- All children enrolled at the service
 - The approved provider, nominated supervisor, educators and staff
 - Students on placement, volunteers and visitors
 - Families and parents/guardians
 - All incidents, injuries, trauma and illness occurring during service hours, during excursions, or related to service activities
-

LEGISLATIVE REQUIREMENTS

This policy is based on the following legislation and standards:

Education and Care Services National Law Act 2010

- Section 167: Protection from harm and hazards
- Section 174: Offence to fail to notify certain circumstances to Regulatory Authority

Education and Care Services National Regulations 2011



- Regulation 12: Meaning of serious incident
- Regulation 85: Incident, injury, trauma and illness policies and procedures
- Regulation 86: Notification to parents of incident, injury, trauma and illness
- Regulation 87: Incident, injury, trauma and illness record
- Regulation 136: First aid qualifications
- Regulation 161: Persons in day-to-day charge and nominated supervisors
- Regulation 168: Education and care service must have policies and procedures
- Regulation 170: Policies and procedures to be followed
- Regulation 176: Time to notify certain circumstances to Regulatory Authority

National Quality Standard

- Quality Area 2: Children's Health and Safety
- Element 2.1.1: Each child's wellbeing and comfort is provided for
- Element 2.1.2: Every reasonable precaution is taken to protect children from harm and hazard

NSW-Specific Legislation:

- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Child Protection (Working with Children) Act 2012 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Privacy Act 1988
- Public Health Act 2010 (NSW)
- Children (Education and Care Services) National Law (NSW)

KEY DEFINITIONS

Incident: Any unplanned event resulting in or having potential for injury, illness or damage to health, including near misses.

Injury: Physical damage to a person's body.

Trauma: An emotional response to a distressing event or injury, or a physical wound or injury.

Illness: An unhealthy condition of the body or mind; sickness.

Serious Incident: As defined in Regulation 12, includes:



- Death of a child
- Serious injury or trauma requiring urgent medical attention or hospital attendance
- Serious illness requiring urgent medical attention
- Emergency where emergency services attended
- Child appears missing or cannot be accounted for
- Child removed from service in contravention of regulations
- Child locked in or out of service premises

Notifiable Incident: An incident involving serious injury, illness or trauma that must be reported to the Regulatory Authority within 24 hours.

First Aid: Emergency treatment administered to an injured or suddenly ill person before professional medical care is available.

POLICY STATEMENT

1. Prevention and Risk Management

Our service will:

- Conduct regular risk assessments of the indoor and outdoor environments
- Maintain high levels of supervision at all times, including during transitions
- Ensure educator-to-child ratios are maintained at all times
- Implement active supervision strategies
- Maintain premises, furniture, equipment and materials in a safe and clean condition
- Ensure hazardous substances are stored safely and inaccessibly to children
- Regularly review and update safety practices and procedures
- Provide ongoing professional development for all educators and staff on safety, first aid and emergency response

2. First Aid Qualifications and Equipment

Our service will ensure:

- At least one educator or staff member with current approved first aid qualifications (including CPR, anaphylaxis management and asthma management) is on the premises and immediately available at all times children are being educated and cared for



- First aid kits are fully stocked, regularly checked, and readily accessible (but inaccessible to children)
- Portable first aid kits are taken on excursions
- All educators and staff know the location of first aid kits and emergency equipment
- First aid qualifications are kept current and updated as required

3. Immediate Response to Incidents, Injuries, Trauma and Illness

When an incident, injury, trauma or illness occurs, educators and staff will:

Immediate Priority - Ensure Safety:

- a. Assess the situation and ensure the immediate environment is safe
- b. Administer appropriate first aid as required
- c. Comfort and reassure the child or person affected
- d. Call emergency services (000) if required

Medical Assessment:

- e. Seek medical attention if necessary (GP or hospital)
- f. Contact the child's parent/guardian or emergency contact immediately if:
 - The child requires medical attention
 - It is a serious incident
 - The child is too unwell to remain at the service
 - As soon as practicable for less serious incidents

Ongoing Care:

- f. Continue to monitor the child's condition
- g. Maintain appropriate supervision of other children
- h. Ensure educator-to-child ratios are maintained

4. Managing Specific Situations

Head Injuries:

- All head injuries will be treated seriously
- Parents/guardians will be notified immediately of any head injury
- The child will be closely monitored for signs of concussion
- An incident report will be completed



Infectious Diseases:

- Children with infectious diseases will be excluded as per the National Health and Medical Research Council (NHMRC) guidelines "Staying Healthy: Preventing infectious diseases in early childhood education and care services" (6th edition, 2024)
- In NSW, certain infectious diseases must be notified to the local Public Health Unit on 1300 066 055
- An outbreak of gastroenteritis (2 or more children or staff with sudden onset of diarrhoea or vomiting in a 2-day period) must be reported to the Public Health Unit
- Families will be notified (without breaching privacy) when infectious diseases are present at the service
- The service follows recommended exclusion periods as outlined by NSW Health
- Display posters showing minimum exclusion periods for common infectious diseases

High Temperatures/Fever:

- If a child has a temperature of 38°C or above, parents/guardians will be contacted to collect the child
- The child will be kept comfortable and monitored until collected
- The child may return to the service when they have been free from fever (without medication) for 24 hours

Allergies and Medical Conditions:

- All known allergies and medical conditions will be documented on the child's enrolment form
- Medical management plans will be in place for children with diagnosed conditions
- Educators will follow individual medical management plans and administer medication as authorized

Calling an Ambulance:

- Emergency services (000) will be called immediately for any life-threatening situations
- An educator will accompany the child in the ambulance if the parent/guardian has not yet arrived
- The nominated supervisor will notify the Regulatory Authority within 24 hours

5. Documentation and Record Keeping

Incident, Injury, Trauma and Illness Records:



For every incident, injury, trauma or illness, educators will complete an Incident, Injury, Trauma and Illness Record that includes:

- Name and date of birth of the child
- Date and time of the incident, injury, trauma or illness
- Details of the incident, injury, trauma or illness (including circumstances)
- Details of action taken, including first aid provided and medication administered
- Name and signature of person who completed the report
- Name and signature of the nominated supervisor or person in day-to-day charge
- Time and date parents/guardians were notified
- Signature of parent/guardian (or notation if unable to sign)

Documentation Requirements:

- Records must be completed as soon as possible, and within 24 hours of the incident
- Records must be kept confidentially in the child's file
- Records must be stored securely until the child is 25 years of age
- Parents/guardians must be provided with a copy of the record or details of the incident

6. Notification Requirements

Notification to Regulatory Authority:

The approved provider must notify the Regulatory Authority through the NQA IT System within 24 hours of:

Serious Incidents (Regulation 12):

- Death of a child
- Serious injury or trauma requiring urgent medical attention or hospital attendance
- Serious illness requiring urgent medical attention
- Emergency where emergency services attended (not as a precaution)
- Child missing or cannot be accounted for
- Child removed from service in contravention of regulations
- Child mistakenly locked in or locked out

Complaints:

- Any complaint alleging a serious incident has occurred



- Any complaint alleging the National Law has been contravened
- Any complaint about physical or sexual abuse of a child

Notification to Parents/Guardians:

Parents/guardians will be notified:

- Immediately if their child is involved in a serious incident
- As soon as practicable for any incident, injury, trauma or illness
- If their child becomes unwell and needs to be collected
- If their child requires medical attention
- If an ambulance has been called
- In writing via an incident report

7. Review and Analysis

Following any incident, injury, trauma or illness, the service will:

- Review the circumstances to identify any contributing factors
- Conduct a risk assessment if required
- Implement changes to prevent recurrence
- Review policies and procedures if necessary
- Provide support and debriefing to affected children, families and educators
- Monitor and analyse incident data to identify trends or patterns
- Use incidents as learning opportunities to improve practice

8. Family Communication and Involvement

Our service will:

- Keep families informed about their child's wellbeing throughout the day
- Encourage families to provide complete and current medical information about their child
- Communicate openly and honestly about incidents and injuries
- Respect family preferences (where safe and appropriate) in managing minor injuries
- Work collaboratively with families to support children's ongoing health needs
- Maintain confidentiality and privacy in all communications



9. Educator and Staff Responsibilities

Nominated Supervisor/Person in Day-to-Day Charge:

- Ensure all staff understand and follow this policy
- Complete or verify incident reports are completed correctly
- Notify the approved provider of serious incidents immediately
- Ensure notifications to the Regulatory Authority are made within required timeframes
- Contact parents/guardians as required
- Call emergency services when necessary
- Coordinate emergency response
- Provide support to educators and staff following incidents

All Educators and Staff:

- Maintain constant active supervision of children
- Respond immediately to incidents, injuries, trauma and illness
- Administer appropriate first aid
- Complete accurate incident reports in a timely manner
- Follow medication administration procedures
- Maintain confidentiality
- Participate in training and professional development
- Report safety hazards or concerns
- Follow all policies and procedures

10. Training and Professional Development

NSW-Specific Child Protection Training Requirements:

In NSW, nominated supervisors, persons in day-to-day charge and family day care coordinators must complete an approved child protection course required by Government protocol under section 162A of the Children (Education and Care Services) National Law.

Approved Child Protection Training Courses in NSW:

- CHCPRT002 - Support the rights and safety of children and young people
- CHCPRT025 - Identify and report children and young people at risk
- CHCPRT026 - Support the rights and safety of children and young people



Important Notes:

- While there is no mandated expiry period on certificates, approved providers should ensure staff undertake child protection refresher training every 12-24 months
- All staff working with children must be advised of current child protection law and their obligations under that law (Regulation 84)

Other Required Training:

All educators and staff will:

- Undertake regular first aid training including CPR, anaphylaxis and asthma management
- Complete Working with Children Check verification before commencing work
- Participate in professional development on child safety and supervision
- Be familiar with this policy and related procedures
- Understand their mandatory reporting obligations under NSW law
- Receive updates on changes to regulations and best practice

RELATED POLICIES AND PROCEDURES

- Administration of Medication Policy
- Dealing with Medical Conditions Policy
- Delivery and Collection of Children Policy
- Emergency and Evacuation Policy
- Excursion Policy
- Providing a Child Safe Environment Policy
- Supervision of Children Policy
- Dealing with Infectious Diseases Policy

REFERENCES AND RESOURCES

- ACECQA: Incident, Injury, Trauma and Illness Policy Guidelines
- ACECQA: Guide to the National Quality Framework
- National Health and Medical Research Council (NHMRC): Staying Healthy - Preventing infectious diseases in early childhood education and care services (6th edition, 2024)



- Education and Care Services National Law Act 2010
 - Education and Care Services National Regulations 2011
 - National Quality Standard
 - Australian Children's Education and Care Quality Authority (ACECQA) website:
www.acecqa.gov.au
-

POLICY REVIEW

This policy will be reviewed every two years or more frequently if required due to:

- Legislative changes
- Changes in best practice
- Following a serious incident
- Following feedback from families, educators or staff
- Following regulatory assessment and rating

Date policy was last reviewed: 14/01/2026

Date for next review: 14/01/2028

Reviewed by: Director and Staff