

1. Policy Statement

This policy has been established to ensure clear lines of action are identified to effectively manage an event involving a child becoming injured, ill, or involved in an incident.

We acknowledge that in early education and care services, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. Our Service aims to minimise illnesses by adhering to all recommended guidelines from relevant government authorities regarding the prevention of infectious diseases and adhere to exclusion periods recommended by public health units.

When groups of children play together and are in new surroundings accidents and illnesses may occur. Our Service is committed to effectively manage our physical environment to allow children to experience challenging situations whilst preventing serious injuries.

2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in the event that a child is injured, becomes ill, or an incident occurs while attending the service.

3. Legislative Requirements

Section/regulation	Description
Section 165	Offence to inadequately supervise children
Section 174	Offence to fail to notify certain information to Regulatory Authority Section
Section 167	Offence relating to protection of children from harm and hazards
Regulation	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 89	First aid kits
Regulation 95	Procedure for administration of medication
Regulation 97	Emergency and evacuation procedures
Regulation 103	Premises, furniture and equipment to be safe, clean and in good repair



Regulation 104	Fencing
Regulation 117	Glass
Regulation 161	Authorisations to be kept in enrolment record
Regulation 168	Education and care service must have policies and procedures
Regulation 169	Additional policies and procedures – family day care service
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Regulation 183	Storage of records and other documents

4. Purpose

Our Service has a duty of care to respond to and manage illnesses, accidents, incidents, and trauma that may occur at the Service to ensure the safety and wellbeing of children, educators, staff and visitors. This policy will guide educators and staff to manage illness and prevent injury and the spread of infectious diseases and provide guidance of the required action to be taken in the event of an incident, injury, trauma or illness occurring when a child is educated and cared for.

5. Scope

This policy applies to children, families, educators, staff, the approved provider, nominated supervisor, management, students, volunteers and visitors of the Service.

6. Principles to inform our Policy

- The safety, health and wellbeing of children is a paramount consideration for our service.
- Educators and staff members will receive relevant and up-to-date training to ensure they can effectively respond to incidents, injuries, trauma and illness.
- Care will be taken when assessing the seriousness of an incident and if there is a need for emergency services to be contacted.



- Keeping families informed is paramount: families will be notified of any serious incident involving their child at our service as soon as possible.
- In the event of an incident, injury, trauma or illness, we will undertake a review (including a risk assessment) and take any appropriate action to remove or rectify the cause if required.
- High levels of supervision will be maintained and ratios will be met at all times and supervision plans will be regularly reviewed.
- Educators and staff will be provided with access to appropriate and up-to-date information and regular professional development on the management of incidents.
- All educators and staff will be provided with the necessary resources to respond to incidents and injuries.
- Confidentiality is important and will be maintained at all times.

7. Key terms

Term	Meaning	Source
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.	acecqa.gov.au
Approved anaphylaxis management training	Anaphylaxis management training approved by ACECQA and published on the list of approved first aid qualifications and training on the ACECQA website.	National Regulations (Regulation 136)
Approved emergency asthma management training	Emergency asthma management training approved by ACECQA and published on the list of approved first aid qualifications and training on the ACECQA website.	National Regulations (Regulation 136)
Approved first aid qualification	A qualification that includes training in the matters set out below, that relates to and is appropriate to children and has been approved by ACECQA and published on the list of approved first aid qualifications and training on the ACECQA website. Matters are	National Regulations (Regulation 136)



	likely to include: Emergency life support and cardiopulmonary resuscitation; convulsions; poisoning; respiratory difficulties; management of severe bleeding; injury and basic wound care; and administration of an auto-immune adrenalin device.	
Emergency	An incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the service. For example, a flood, fire or a situation that requires the service premises to be locked down.	Guide to the NQS
Emergency services	Includes ambulance, fire brigade, police and state emergency services.	info.australia.gov.au/information-and-services/public-safety-and-law/emergency-services
First aid	Is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers. First aid training should be delivered by approved first aid providers, and a list is published on the ACECQA website: acecqa.gov.au/qualifications/requirements/first-aid-qualifications-training	safeworkaustralia.gov.au/system/files/documents/1705/mcop-first-aid-inworkplace-v1.pdf
Hazard	A source of potential harm or a situation that could cause or lead to harm to people or property. Work hazards can be physical, chemical, biological, mechanical or psychological.	acecqa.gov.au/media/31336
Injury	Any physical damage to the body caused by violence or an incident.	
Medication	Medicine within the meaning of the Therapeutic Goods Act 1989 of the Commonwealth. Medicine includes prescription, over-the-counter and complementary medicines. All therapeutic goods in Australia are listed on the Australian Register of Therapeutic Goods, available on the Therapeutic Goods Administration website (tga.gov.au).	National Regulations (Definitions)
Medical attention	Includes a visit to a registered medical practitioner or attendance at a hospital.	acecqa.gov.au



Medical emergency	An injury or illness that is acute and poses an immediate risk to a person's life or long-term health.	
Medical management plan (MMP)	A document that has been written and signed by a doctor. A MMP includes the child's name and photograph. It also describes symptoms, causes, clear instructions on action and treatment for the child's specific medical condition.	National Regulations (Regulation 90)
Notifiable incident	Any incidents that seriously compromise the safety, health or wellbeing of children. The notification needs to be provided to the regulatory authority and also to parents within 24 hours of a serious incident. The regulatory authority can be notified online through the NQA IT System.	acecqa.gov.au/newsletters/acecqa-newsletterissue-11-2015 National Law (section 174) National Regulations (Regulation 86)
Serious incident	<p>For the purposes of the definition of serious incident in section 5(1) of the Law, each of the following is prescribed as a serious incident:</p> <p>(a) the death of a child—</p> <ul style="list-style-type: none"> (i) while that child is being educated and cared for by an education and care service; or (ii) following an incident occurring while that child was being educated and cared for by an education and care service; <p>(b) any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service—</p> <ul style="list-style-type: none"> (i) which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or (ii) for which the child attended, or ought reasonably to have attended, a hospital; Example: A broken limb. <p>(c) any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and</p> 	National Regulations (Regulation 12)



	<p>care service for which the child attended, or ought reasonably to have attended, a hospital; Example: Severe asthma attack, seizure or anaphylaxis reaction.</p> <p>(d) any emergency for which emergency services attended;</p> <p>(e) any circumstance where a child being educated and cared for by an education and care service</p> <p style="padding-left: 40px;">(i) appears to be missing or cannot be accounted for; or (ii) appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or</p> <p style="padding-left: 40px;">(iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.</p>	
Trauma	Is when a child feels intensely threatened by an event he or she is involved in or witnesses.	nctsn.org/what-is-childtrauma/trauma-types/earlychildhood-trauma

8. Related Policies

- The administration of first aid Policy
- Enrolment and orientation Policy
- Excursions Policy
- Emergency and evacuation Policy
- Medical conditions in children Policy
- Providing a child safe environment Policy
- Acceptance and refusal of authorisations Policy
- Administration of Medication Policy
- Dealing with Infectious Disease Policy
- Delivery of children to, and collection Policy
- Work Health and Safety Policy



9. Induction and ongoing training

- The nominated supervision will ensure that the orientation and induction of new and relief staff includes an overview of their responsibilities in the event of an incident or medical emergency
- First aid training will be delivered by approved first aid providers, using the list published on the ACECQA website: www.acecqa.gov.au/qualifications/approved-first-aid-qualifications
- Training for food allergy, safe food preparation and handling will be given to staff to avoid the risk of a child being given a food that they are allergic to.
- At least one member of daily rostered staff has current approved first aid qualifications and have undertaken anaphylaxis and emergency asthma training. Anaphylaxis training will include hands on practice with adrenaline injector trainer devices.
- Staff will receive training and development in relation to children's health, safety and development needs

10. Policy Review

Last reviewed: March 2026

Date for next review: March 2027



Procedural Guidelines

1. Reference to Policy and Philosophy

These procedures relate to the SPLASH Incident, Injury, Trauma and Illness Policy and outline how the policy will be implemented within the service.

The policy is available to educators, staff, volunteers and families in the SPLASH Policy Folder located in the SPLASH Office and on the St Paul Lutheran School website. Hard copies can also be provided upon request.

These procedures reflect the SPLASH philosophy which prioritises the health, safety and wellbeing of all children attending the service. SPLASH is committed to providing a safe and supportive environment where children are protected from harm and where incidents, injuries, trauma and illness are managed promptly, appropriately and transparently.

The procedures align with the requirements of the Education and Care Services National Law and Regulations, the National Quality Framework, and guidance provided by the Australian Children’s Education and Care Quality Authority (ACECQA).

2. Roles and Responsibilities

Roles	Responsibilities
Approved provider	<ul style="list-style-type: none"> ensure that obligations under the Education and Care Services National Law and National Regulations are met ensure that an enrolment record is kept for each child which contains all the prescribed information confidentially storing an incident, injury, trauma and illness record until the child is 25 years old record information as soon as possible, and within 24 hours, after the incident, injury, trauma or illness, or incident or allegation of physical abuse or sexual abuse to a child while being educated and cared for at an education and care service ensure that a parent/guardian of the child is notified as soon as is practicable, but no later than 24 hours after the incident, injury, trauma or illness



	<ul style="list-style-type: none"> • notify the regulatory authority of a serious incident, or incident or allegation of physical abuse or sexual abuse to a child while being educated and cared for at an education and care service • within 24 hours of the incident; or within 24 hours of the approved provider becoming aware of the incident or allegation, online using the NQAITS - I01 Notification of Incident form • ensure that at least one educator, staff member or nominated supervisor who holds a current approved first aid qualification and has undertaken current approved anaphylaxis management and emergency asthma management training is in attendance at all times and immediately available in an emergency • take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the policy and procedures • ensure copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff and volunteers, and available for inspection • notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ affect the fees charged or the way they are collected or ○ significantly impact the service's education and care of children or ○ significantly impact the family's ability to utilise the service.
<p>Nominated supervisor</p>	<ul style="list-style-type: none"> • implement the Incident, injury, trauma and illness policy and procedures • investigate the cause of any incident, injury or illness and take appropriate action to remove the cause if required • contact emergency services in the first instance then notify parents/guardians immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable • ensure each child's enrolment record includes authorisation by a parent or person named in the record, for the approved provider, nominated supervisor or educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service. • if the incident, situation or event presents imminent or severe risk to the health, safety and wellbeing of any person present at the Service, or if an ambulance was called in response to the emergency (not as a precaution) the Education Standards Board (ESB) will be notified within 24 hours of the incident • In the event of an employee being involved in an incident, injury, trauma or illness, the nominated supervisor will: <ul style="list-style-type: none"> • Notify SafeWork SA on 1300 365 255 as soon as practicable. Notifiable incidents include: <ul style="list-style-type: none"> • fatalities, serious injuries and illnesses, dangerous incidents



	<ul style="list-style-type: none"> • cases of COVID-19 that can be reliably attributed to a workplace exposure and results in either the person receiving treatment as in-patient in hospital or death. • Ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by SafeWork SA.
Educators	<ul style="list-style-type: none"> • record information as soon as possible, and within 24 hours after the incident, injury, trauma or illness, or incident or allegation of physical abuse or sexual abuse to a child while being cared for at an education and care service • seek further medical attention if required after the incident, injury, trauma or illness • ensure that two people are present any time medication is administered to children (except FDC or permitted services under regulation 95(c)) • be aware of children with allergies and their attendance days, and apply this knowledge when attending to any incidents, injury, trauma or illness • complete an Incident, Injury, Trauma and Illness Record • keep Incident, Injury, Trauma and Illness Records confidential and store until the child is 25 years old.
Families	<ul style="list-style-type: none"> • provide authorisation in the child's enrolment form for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service • notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed • ensure any medical management plans at the service are kept up-to-date • collect the child as soon as possible when notified of an incident, injury, trauma or illness • notify the service of any infectious disease or illness that has been identified when the child has been absent from the service, that may impact the health and wellbeing of other children, educators, staff or others attending the service • be contactable, either directly or through emergency contacts listed on the enrolment form, in the event of an incident requiring medical attention • notify educators or staff if there has been a change in the condition of the child's health, or of recent accidents or incidents that may impact the child's care • notify educators or staff when the child is ill and will be absent from their regular program.



3. Policy Communication, Training and Monitoring

- This policy and related documents can be found in the staff shared folder.
- The approved provider and nominated supervisor provide information, training and other resources and support regarding the Dealing with Complaints Policy and Procedures and related documents
- All staff (including volunteers and students) are formally inducted. They are given access to, review, understand and formally acknowledge this Dealing with Complaints Policy and Procedures and related documents
- The nominated supervisor runs a professional development program annually for staff members, which covers this policy and procedures and provides an opportunity to update if necessary.
- Roles and responsibilities are clearly defined in this policy and in individual position descriptions. They are communicated during staff inductions and in ongoing training
- The approved provider and nominated supervisor monitor and audit staff practices which may include performance reviews and supervision sessions and address non-compliance. Breaches to this policy are taken seriously and may result in disciplinary action against a staff member
- At enrolment, families are given access to our Dealing with Complaints Policy and Procedures and related documents
- Families are notified in line with our obligations under the National Regulations, when changes are made to our policies and procedures.

4. Procedure Review

Last reviewed: March 2026

Date for next review: March 2027