

Title	ELC and SACS First Aid, Incident, Injury, Trauma & Illness Policy
Description of policy	Sets out requirements and processes to mitigate the risk of incidents, injury, trauma or illness in centres, to respond in the event they occur, and to manage and provide first aid.
Required because	Under Regulation 168 of the <i>Education and Care Services National Regulations 2011</i> , Early Learning Centres and School Age Care Services must have policies and procedures in place in the event that a child is injured, becomes ill, or an incident occurs while attending the service.
Description of changes	Minor editorial changes and restructure.
Applies to	☐ Organisation-wide ☒ ELCs&SACs ☐ Staff only ☐ Students only ☒ Staff and students
Status	☐ New ☐ Major revision of existing document ☒ Minor revision of existing document

Publication location	Intranet
Related documents	Education and Care Services National Law Act 2010 Education and Care Services National Regulations 2011 Approved First Aid Qualifications ELC and SAC Excursion and Events Policy ELC and SAC Medical Conditions and Administration of Medication Policy Professional Conduct When Working with Children and Young People Policy Record Keeping Policy ELC and SAC Incident Reporting Fact Sheet ELC and SAC Incident injury trauma and illness record
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1. Summary

- 1.1 The *ELC & SACS First Aid, Incident, Injury, Trauma, & Illness Policy and Procedures* (Policy/Procedures) outlines requirements and processes to promote and protect the health, safety and wellbeing of children in Catholic Education Canberra and Goulburn (CECG) Early Learning Centres (ELC) and School Age Care Services (SACS) (both referred to as 'Service/s' hereafter).
- 1.2 The Policy and Procedures were drafted in accordance with the *Education and Care Services National Law Act 2010* (Act) and the *Education and Care Services National Regulations 2011* (Regulation), including but not limited to:
 - 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 88 (*Infectious diseases*)
 - Regulation 89 (*First aid kits*),
 - Regulation 136 (*First aid qualifications*),
 - Regulation 161 (*Authorisations to be kept in enrolment record*),
 - Regulation 174 (*Time to notify certain circumstances to Regulatory Authority*)
 - Regulation 175 (*Prescribed information to be notified to Regulatory Authority*)
 - Regulation 176 (*Time to notify certain information to Regulatory Authority*), and
 - Regulation 177 (*Prescribed enrolment and other documents to be kept by approved provider*).
- 1.3 The Policy should be read together with the [ELC and SAC Medical Conditions and Administration of Medication Policy](#).

2. Policy Statement

- 2.1 CECG Limited is committed to promoting safe, nurturing, and responsive environments that uphold the dignity of each child and support their physical, emotional, and spiritual wellbeing. In accordance with our Catholic faith and the common good, CECG recognises the importance of timely and appropriate responses to incidents, injuries, trauma, and illness by the Services.
- 2.2 Services must ensure that children receive compassionate care and competent first aid, and that staff are equipped, trained, and supported to respond effectively to medical emergencies and health-related incidents.

Part A – Policy

(What must be done – legislative and organisational obligations)

3. First Aid Qualifications and Training

(Refer to Sections 9.1 to 9.2 for first aid staff training and refresher procedures).

Staff Qualifications

- 3.1 Under Regulation 136(1)(3), all Service employees who work directly with children must obtain first aid qualifications, anaphylaxis management training, and emergency asthma management training and renew them every three years.
- 3.2 Each employee is responsible for maintaining current first aid qualifications in accordance with Regulation 177.

CPR and Refresher Training

- 3.3 In accordance with Regulation 136(4A), CPR training must be completed annually, and other components of first aid training must be renewed every three years.

Approved Qualifications

- 3.4 In accordance with Regulation 137, Services must ensure staff first aid qualifications align with the Australian Children's Education and Care Quality Authority (National Authority) [approved list](#).

4. Minimum On-site Requirements

- 4.1 In accordance with Regulation 136(1), when children are being educated and cared for, at least one staff member with current qualifications in first aid, anaphylaxis management, and emergency asthma management must be present and immediately available at all times.

5. First Aid Kits

(Refer to Sections 9.3 to 9.6 for first aid kit procedures).

- 5.1 In accordance with Regulation 89, Services must:
 - Provide an appropriate number of suitably equipped first aid kits that comply with Australian Standard AS 2675 and are tailored to the needs of the service.
 - Ensure kits are easily recognisable and readily accessible to adults at all times.
 - Maintain first aid kits at both centre-based Services.
 - Ensure portable first aid kits are taken on all excursions, routine outings, and emergency evacuations, as supported by the [ELC and SAC Excursion and Events Policy](#).

6. Incident Notification and Reporting

(Refer to Section 10 for incident response procedures).

- 6.1 Regulation 85 requires services to have procedures for managing incidents, injury, trauma, and illness. These procedures must include:
- Notification to parents (**Regulation 86**),
 - Record keeping (**Regulation 87**),
 - Reporting to the Regulatory Authority (**Regulations 174–176**).

7. Record Keeping

- 7.1 In accordance with the [Record Keeping Policy](#), Services must keep accurate and up to date records of all staff member's training and certification, as part of their duty of care and compliance obligations.
- 7.2 All incidents involving injury, trauma, or illness must be documented using the ELC and SAC Incident, Injury, Trauma and Illness Record [form](#) or via Xplor. The record must be reviewed and signed by the child's parent or an authorised person to confirm acknowledgment.
- 7.3 All ELC and SAC Incident, Injury, Trauma and Illness Records, are to be retained **indefinitely**, in accordance with Regulation 86 and the *Record Keeping Policy*.
- 7.4 All records must be treated as confidential and stored securely, in compliance with regulatory and privacy obligations, ensuring the dignity and rights of the child and family are upheld.

8. Transport and Medical Authorisation

(Refer to Section 11 for transport, supervision and medical care procedures).

Medical Transport Obligations

- 8.1 In accordance with Regulation 161(1)(a)(ii), CECG services must ensure that:
- A suitably qualified employee accompanies any child transported to hospital by ambulance and remains with the child until a parent, carer, or emergency contact arrives.
 - The child's medical record is taken to hospital and provided to medical staff to support appropriate care.

Use of Personal Vehicles

- 8.2 In accordance with Section 4.3 of the [Professional Conduct When Working with Children and Young People Policy](#), staff must not use personal vehicles to transport children.
- 8.3 If emergency services instruct staff to use a personal vehicle, two staff members must accompany the child.

Part B – Procedures

(How to implement the Policy – operational steps)

9. First Aid Procedures

Staff Training and Refresher Requirements

- 9.1 All staff working directly with children must undertake CPR refresher training **annually** and renew full first aid qualifications **every three years**.
- 9.2 Services must maintain a training register to track staff compliance and expiry dates.

Maintaining and Locating First Aid Kits

- 9.3 First aid kits must be checked at least once per term to ensure contents are complete, in-date, and replenished.
- 9.4 Kits must be clearly labelled and their locations communicated to all staff during induction and ongoing training.
- 9.5 Staff must be familiar with the location and contents of both fixed and portable kits.

Excursion and Emergency Kit Protocols

- 9.6 Before any excursion or off-site activity, staff must:
 - Check the portable first aid kit for completeness and expiry dates.
 - Ensure the kit is appropriate for the nature of the activity and number of children.
 - Confirm that a qualified first aid staff member is present and aware of any child-specific medical needs.

10. Incident Response Procedures

- 10.1 In accordance with Section 6 of this document, the following steps outline the minimum incident response procedures, which may occur sequentially or simultaneously depending on the severity of the situation.

Immediate Action

- 10.2 Take immediate steps to reduce the risk of harm to the child or others.
- 10.3 Contact emergency services on **000** for medical, fire, or police emergencies.

Assess Seriousness

- 10.4 Determine whether the incident, injury, trauma or illness is **minor**, **moderate**, or **serious**, as this will guide the level of response, notification requirements, and reporting obligations.
 - **Minor:** Requires minimal first aid (e.g. band-aid); child may return to activity when ready.
 - **Moderate:** Requires first aid and parent notification; child may need to be picked up or monitored.
 - **Serious:** Requires urgent medical attention; parents must be contacted immediately; constant supervision is required.

Manage

10.5 Take all necessary steps to ensure the safety and comfort, including:

- Administering first aid,
- referring to and implementing the child's [Medical Management Plan](#) (if applicable),
- moving the child to a quiet or private area, and
- providing rest and emotional support to the child and others affected.

Notify

10.6 In accordance with Regulation 86, Services must ensure that a parent of a child being educated and cared for by the service is notified as soon as practicable, but not later than 24 hours after the occurrence:

- **Serious incidents:** Notify parents/carers immediately.
- **Moderate incidents:** Notify parents/carers before pickup.
- **Minor incidents:** Notify parents/carers by the end of the day.
- Notify other relevant parties if required (e.g. families of other children in cases of infectious disease or emergency services attendance).

Record

10.7 Complete the ELC and SAC Incident, Injury, Trauma and Illness Record [form](#) or via Xplor, ensuring it is signed by the parent or authorised person.

Report

10.8 Report any incident to the Regulatory Authority via the National Quality Agenda IT System (NQAITS) [Portal](#) and to the CECG ELC Team **within 24 hours**, in accordance with the [ELC and SAC Incident Reporting Fact Sheet](#).

Review and Support

10.9 The Nominated Supervisor should follow up with the family and staff to assess any after-effects (Section 12.1 refers).

10.10 Staff involved in serious incidents should be offered the opportunity to debrief or access free professional counselling through [Flourish](#).

[11. Transport and Supervision for Medical Care](#)

Ambulance Protocols

11.1 In accordance with Section 8.1 of this document, upon ambulance transport, the attending staff member must:

- remain with the child until a parent, carer or other emergency contact arrives.
- Provide emotional support and reassurance to the child.
- Communicate with the family and service leadership as soon as practicable.

Personal Vehicles

11.2 In accordance with Section 8.2 of this document, if emergency services instruct staff to use a personal vehicle:

- Two staff members must accompany the child.
- The vehicle must be safe, insured, and suitable for child transport.
- The incident must be documented and reported to the CECG ELC Team (Section 15 refers).

Medical Record Handling

11.3 In accordance with Section 8.1 of this document, staff must:

- Retrieve the child's medical record from the service.
- Ensure it includes relevant health information and authorisations.
- Hand it over hospital staff upon arrival.

Insurance Claims

11.4 Families seeking ambulance cost reimbursement should:

- Contact the CECG ELC Team for guidance.
- Provide documentation of the incident and transport.
- Submit a claim through [Catholic Church Insurance](#) as per organisational procedures.
- Enquiries should be directed to the CECG ELC Team.

12. Roles and Responsibilities

The following roles outline key responsibilities in ensuring the safety and wellbeing of children during incidents involving injury, trauma, or illness.

Nominated Supervisor

12.1 The Nominated Supervisor is responsible for:

- Implementing this policy and associated procedures across the service (**Regulation 85**).
- Ensuring that at least one staff member with current approved first aid, anaphylaxis, and asthma management qualifications is present and immediately available at all times (**Regulation 136**).
- Contacting emergency services as the first response in serious incidents.
- Notifying parents or guardians as soon as is practicable following an incident (**Regulation 86**).
- Investigating the cause of any incident and taking appropriate action to reduce future risk.
- Ensuring each child's enrolment record includes authorisation for medical treatment and ambulance transport (**Regulation 161**).
- Reporting all incidents to the Regulatory Authority via the [NQAITS portal](#) within **24 hours** (**Regulations 174 and 176**).

Educators and Staff

12.2 Educators and staff are responsible for:

- Responding promptly and appropriately to incidents, including first aid and seeking further medical attention if required.
- Recording all incidents using the approved Incident, Injury, Trauma and Illness Record form or via Xplor (**Regulation 87**).
- Ensuring that two staff members are present when administering medication in accordance with Section 6 of the [ELC and SAC Medical Conditions and Administration of Medication Policy](#).
- Being aware of children's allergies and medical conditions in accordance with Sections 4.3 to 4.5 of the [ELC and SAC Medical Conditions and Administration of Medication Policy](#), and applying this knowledge during an incident response.
- Keeping records confidential and storing them indefinitely (**Regulation 177**).

Family Members

12.3 Family members are responsible for:

- Providing authorisation for medical treatment and ambulance transport in the child's enrolment form (**Regulation 161**).
- Notifying the Service of any medical conditions and providing Medical Management Plans (**Regulation 90**).
- Ensuring any Medical Management Plans at the service are maintained in accordance with Section 3 of the [ELC and SAC Medical Conditions and Administration of Medication Policy](#).
- Collecting the child as soon as possible when notified of an incident, injury, trauma or illness.
- Notifying the Service of any infectious disease or illness that may affect the health and wellbeing of others.
- Being contactable during Service hours, either directly or through emergency contacts listed on the enrolment form.
- Notifying the Service of any changes in the child's health or recent incidents that may impact their care.
- Notifying the Service when the child is ill and will be absent from their regular program.

13. Definitions

approved first aid qualifications means qualifications recognised by the National Authority as meeting the requirements under Regulation 136, including training in first aid, anaphylaxis management, and emergency asthma management.

education and care service has the same meaning as defined in Section 5 of the Act.

Education and Care Services National Law and Regulations mean the legislative framework governing approved education and care services in Australia, including the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*.

emergency has the same meaning as defined in Section 4 of the Regulations.

excursion has the same meaning as defined in Section 4 of the Regulations.

family member has the same meaning as defined in Section 5 of the Act.

incident means an event that affects the health, safety, or wellbeing of a child, staff member, or visitor, including injury, trauma, illness, or a medical emergency.

infectious disease has the same meaning as defined in Section 4 of the Regulations.

injury means physical harm or damage to a child that may require first aid or medical treatment.

injury/illness—minor means an injury or illness that requires little or no first aid (e.g. band-aid); child shows no significant discomfort or pain.

Examples: Minor falls, light bumps, mild nausea.

injury/illness—moderate means an injury or illness that requires first aid within the Service's capacity; child shows moderate discomfort or pain. Medical assessment may be needed.

Examples: scrapes, bruises, head bumps, nausea, serious headache, manageable asthma attack.

injury/illness—serious means an injury or illness that requires or is likely to require medical care; involves significant harm or risk to the child.

Examples: suspected fractures or broken bones, vomiting, concussion, bleeding, anaphylaxis, life-threatening asthma attack.

National Authority has the same meaning as defined in Section 5 of the Act.

serious incident has the same meaning as defined in Section 12 of the Regulations.

Service/s means the Early Learning Centres and the School Aged Care Services.

trauma means a psychological or emotional response to a distressing event, which may or may not involve physical injury.

working directly with children has the same meaning as defined in Section 13 of the Regulations.

14. Related Documents and Legislation

14.1 Related legislation or standards

- [*Education and Care Services National Law Act 2010*](#)
- [*Education and Care Services National Regulations 2011*](#)
- [*Approved First Aid Qualifications*](#)

14.2 Related CECG Documents:

- [ELC and SACS Excursion and Events Policy](#)
- [ELC and SACS Medical Conditions and Administration of Medication Policy](#)
- [Professional Conduct When Working with Children and Young People Policy](#)
- [Record Keeping Policy](#)
- [ELC and SACS Incident Reporting Fact Sheet](#)
- [ELC and SACS Incident injury trauma and illness record](#)

15. Contact

- 15.1 For support or further questions relating to this document, [contact](#) the CECG Early Learning Team.