

Early Learning

Incident, Injury, Trauma and Illness policy/procedure

1. Policy Statement

All decisions made by educators and Uniting Victoria & Tasmania are guided by a commitment to children's safety, rights, and best interests being of paramount importance.

Uniting Early Learning is committed to:

- Providing a safe and healthy environment for all children, staff, volunteers, students on placement and any other persons participating in or visiting the service
- Supporting children as citizens with rights
- Promptly responding to the needs of an injured, ill or traumatised child/person at the service
- Preventing injuries and trauma
- Preventing the spread of illness through simple hygiene practices, monitoring immunisation records and complying with recommended exclusion guidelines
- Maintaining a duty of care to children and users of the service.

2. Scope

This policy applies to the following persons:

- Approved provider and persons with management or control
- Nominated supervisor and persons in day-to-day charge
- ECT, Educators, FDC educators and all other staff
- Parents/guardians
- Contractors, volunteers, and students.

3. Executive Summary

The wellbeing of children, staff, volunteers, students and visitors is of high priority to Uniting Early Learning. Uniting Early Learning is responsible for managing early childhood services and caring for children requires all involved to have a duty of care towards those children and act to effectively respond, manage and prevent accidents and emergencies at the service. We support and educate children in developing responsibility for their own safety.

4. Current Environmental Context

Workplace safety for all staff is essential and procedures for controlling the risks associated with hazardous tasks must be engaged. Under the Occupational Health and Safety Act both employers and employees have responsibilities to ensure the health and safety of individuals while working. This duty extends to any person who may be affected by the organisation's activities and includes children and volunteers.

Prevention strategies are essential to protect those participating in a children's program from foreseeable risk of harm, injury and infection. Each service must have occupational health and safety procedures that outline the process for effectively identifying, managing and reviewing risks and hazards for the specific context. Environmental, health, behavioural factors and workplace procedures will require consideration to ensure the minimisation of risk in the context of the service environment.

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 1 of 12

Staff must be able to identify and monitor signs and symptoms of any injury, trauma and illness and accurately complete all administrative requirements to systematically document and report these. Any concerns are to be communicated promptly to the relevant people, including the notification of parents. Services must follow the incident reporting and escalation process and ensure they comply with any regulatory or legislative responsibility.

Policies and procedures in place will guide staff to prevent or respond immediately to identified issues, administer first aid when appropriate and report any incident, injury or medical emergency within 12 hours. Educators are encouraged and supported to have an approved and current first aid qualification.

This policy/procedure MUST be read in conjunction with the following Organisational policies

- Child Safety policy
- Child Safety Code of Conduct policy
- Workplace health, safety and wellbeing policy
- Information Sharing & MARAM policy
- Child information and Family Violence sharing scheme guidelines
- Incident Reporting & Management Procedure.

Forms

Form - [Injury Prior to arrival at a service](#)

Form - [Daily Indoor-Outdoor Safety Checklist](#)

Form - [Community Child Care Fund restricted grant - Notification Of Serious Incident Form](#)

Attachment

Attachment 1 - Uniting Early Learning Notifiable Serious Incident - Flowchart

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 2 of 12

Reference/Sources

This policy should be read in conjunction with:

Uniting Child Safety Policy – Uniting adopts the Uniting Church Australia National Child Safety Policy Framework, 2019 and the principles of this Policy Framework

Administration of First Aid Policy	Administration of Medication Policy
Anaphylaxis Policy Appendix	Asthma Policy Appendix
Hygiene and Infectious Diseases Policy	Dealing with Medical Conditions Policy
Diabetes Policy Appendix	Emergency and Evacuation Policy
Enrolment and Orientation Policy	Epilepsy Policy Appendix
Excursions Regular Outings and Service Events Policy	Workplace Health, Safety and Wellbeing Policy
Privacy Policy	

- Children's Services amendment Act 2019
- Children's Services Regulations 2020
- *Education and Care Services National Law Act 2010*: Section 174(2)
- *Education and Care Services National Regulations 2011*: r77, 85–87, 103, 177, 183
- Occupational Health and Safety Regulations 2007
- Public Health and Wellbeing Act 2008
- Public Health and Wellbeing Regulations 2009
- *National Quality Standard, Quality Area 2: Children's Health and Safety, Quality Area 3: Physical Environment, Quality Area 7: Leadership and Service Management*
- *Tasmanian Licensing Standards for Centre Based Child Care, 2014, Class 5 (0-12years) s15*
- [Phoenix Australia-Understand trauma and renew lives](#)
- [Staying Healthy: Preventing infectious diseases in early childhood education and care services \(6th edition, 2024\) National Health and Medical Research Council](#)
- WorkSafe Victoria: Online notification forms: [WorkSafe – Incident notification form](#)
- [WorkSafe Tasmania](#)
- [Australian Government-National Health and Medical Research Council -6th Edition Staying healthy](#)
- [Department of Education, Skills and Employment](#)
- [Growing a mentally healthy generation – Be You-\(sourced 2019\)](#)
- Staying Healthy 6th Edition 2024

Review - This policy is to be reviewed by: July 2029

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 3 of 12

Responsibilities relating to the Incident, Injury, Trauma and Illness Policy

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Agency Staff, Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensure the premises are kept clean and in good repair <i>R103</i>	R	✓	✓		✓
Notify the regulatory authority via NQAITS within 24 hours of an allegation or incident of physical or sexual abuse <i>S173 & 174</i>	R	✓	✓		
Notify the Commonwealth Department of Education, CCCFR Program within 24hrs of the incident at CCCFRrestricted@education.gov.au Community Child Care Fund restricted grant: notification of serious incident form <i>S173 & 174</i>	R	✓	✓		
Ensure the service has access/copy of the Uniting Workplace Health, Safety and wellbeing Policy and procedures that outline the process for effectively identifying, managing and reviewing risks and hazards that are likely to cause injury, and reporting notifiable incidents to appropriate authorities including Uniting	✓	✓	✓		
Support staff to report any notifiable incident to WorkSafe Victoria/Tasmania	✓	✓			
Support staff to report any allegations, serious incidents and notifiable complaints to the regulatory authorities in the relevant state (Victorian and Tasmania) (If required) <i>S173 & 174</i>	R	✓	✓		
Ensure that completed medication records are kept until the end of 3 years after the child's last attendance <i>R183</i>	R	✓	✓		
Ensure that a parent of the child is notified as soon as is practicable, but no later than 12 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service <i>R86</i>	R	✓	✓		✓
If you think a child has a fever, check their temperature. If their temperature is: - Between 37.5 °C and 37.9 °C – retest within 30 minutes 38.0 °C and over – notify a parent and ask them to pick up their child. Separate the child from the other children while waiting for their parent or carer to arrive.	✓	✓	✓		✓
If a child has a fever, they are to stay at home until their temperature remains normal for a period of 24 hours. If a doctor diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.				✓	

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 4 of 12

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
A parent or guardian must administer the first dose of the new medication to a child at home and the child must spend the first 24 hours at home.				✓	
Ensure the required number of educators on the premises have a current approved first aid qualifications R136	R	✓	✓		
Ensure that all Non serious incident, injury and illness records in Xap or Harmony are kept and stored securely until the child is 25 years old R183	R	✓	✓		
Support educators to have a current approved first aid qualification	✓	✓	✓		
Ensure that there is an appropriate number of up-to-date, fully equipped first aid kits that are clearly identified and accessible at all times R89	R	✓	✓		
Ensure that the orientation and induction of new and relief staff include an overview of their responsibilities in the event of an incident or medical emergency	✓	✓	✓		
Ensure that the following are displayed near all telephones: - Emergency number 000 - Regulatory Authority regional office and phone number - Approved Provider email and phone number - Asthma foundation of Victoria: (03) 9326 7088 or toll free 1800 645 130 - Asthma foundation of Tasmania (03) 6272 9175 or 1800 278 462 - Victoria & Tasmania Poisons Information Centre: 13 11 26 - Tasmania Pharmaceutical Services (03) 6166 0400 - Local council or shire phone number	✓	✓	✓		
Ensure that volunteers and parents on duty are aware of which children have medical management plans and their responsibilities in the event of an incident, injury or medical emergency R90	R	✓	✓		✓
Plan and implement an education and care program that fosters the children's learnings of how to care for and keep themselves safe R73	R	✓	✓		✓
Ensure that children's enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service R161	R	✓	✓	✓	

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Notify the Program Manager or Senior Manager immediately in the event of a serious incident (refer to <i>Glossary</i>) or notifiable complaint (refer to <i>Glossary</i>) <i>R87</i>	R	✓	✓	✓	✓
Request that parents make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, or inform parents if an ambulance has been called <i>P86</i>	R	✓	✓	✓	✓
Investigate and review the cause of the incident and rectify if practical, or alternatively report the incident and seek assistance to remove the cause immediately <i>S167</i>	R	✓	✓		
Notify parents by placing a notice on the door of the service if there has been an outbreak of an infectious disease or illness that has been identified, and that may impact on the health and wellbeing of children, educators and parents attending the service <i>R88</i>	R	✓	✓		✓
Respond immediately to any incident, injury or medical emergency <i>R170</i>	R	✓	✓		✓
Any trauma to the head or fall from a height resulting in a visible injury or not must be reported in Risk Man and line manager notified <i>R87</i>	R	✓	✓		✓
Implement individual children's medical management plans, where relevant <i>R90</i>	R	✓	✓		✓
Record details of any serious incident/complaint (category 1 or 2), and or WorkSafe incident not later than 12 hours after the occurrence in Risk Man <i>R87</i>	R	✓	✓		✓
Record details of any non-serious incident in XAP or Harmony and ensure parents acknowledge the report <i>R87</i>	R	✓	✓	✓	✓
Notify other person/s as authorised on the child's enrolment form when the parents are not contactable <i>R87</i>	R	✓	✓		✓
Maintain all enrolment and other medical records in line with the <i>Privacy Policy</i> <i>S263</i>	R	✓	✓		✓
Ensure that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency <i>S173 & 174</i>	R	✓	✓		✓
Ensure ongoing adequate and effective supervision of all children in attendance at the service <i>S165</i>	R	✓	✓		✓
Implement the daily indoor and outdoor safety checklist for hazards and take the appropriate action to ensure the safety of the children when a hazard is identified (Refer to form No: 48.1) <i>S167 & R103</i>	R	✓	✓		✓

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 6 of 12

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Support educators to report any concerns for a child's wellbeing to Orange Door/Child FIRST	✓	✓	✓		
Support staff to report any concerns for a child in need for protection to the Child Protection Unit <i>S162</i>	R	✓	✓		
During and following an Incident, Injury, Trauma and/ or Illness check on the Educator's wellbeing and advise of EAP	✓	✓			
Ensure you provide the service with a current medical management plan for your child, if applicable <i>R90</i>	R			✓	
Collect your child as soon as possible when notified of an incident, injury, illness or medical emergency involving the child	✓			✓	
Inform the service of an infectious disease or illness that has been identified while the child has not attended the service, and that may impact on the health and wellbeing of other children, staff and parents attending the service <i>R88 & 162</i>	R			✓	
Be contactable, either directly or through emergency contacts listed on the child's enrolment form, in the event of an incident requiring medical attention				✓	
Acknowledge or sign the Serious Incident or Non serious incident, injury and illness record in Xap, Harmony or RiskMan acknowledging that you have been made aware of the incident				✓	
Notify the service by telephone/email if your child will be absent from their regular program				✓	
Notify staff/educators if there is a change in the condition of your child's health, or if there have been any recent accidents or incidents that may impact on the child's care e.g. any bruising or head injuries	✓			✓	
Pay all costs incurred when an ambulance service is called to attend to their child at the service				✓	
Notify the service, upon enrolment or diagnosis, of any medical conditions and/or needs, and any management procedure to be followed with respect to that condition or need <i>R90</i>	R			✓	

Fever

A fever is when a person's body temperature is over 38.0 °C. Normal temperature is between 36.5 °C and 38.0 °C. Fever can cause sweating, shivering, muscle aches and a headache.

Fever is a common symptom for children, and is usually caused by an infection.

Fever can be concerning for parents. However, it is usually more important to determine what is causing the fever rather than the temperature itself. Most fevers are not a sign of a serious disease.

How it spreads

Fever itself is not infectious and cannot be spread from person to person. However, the underlying infection that is causing the fever may be infectious. Viruses that cause fever spread from person to person via droplets containing the virus. People get infected by:

- Breathing in droplets when an infected person breathes, coughs or sneezes on them or near them
- Touching a surface contaminated with droplets – for example, hands, tissues, toys or eating utensils – and then touching their eyes, nose or mouth.

Exclusion period

Exclude until the temperature remains normal for 24 hours, unless the fever has a known non-infectious cause.

If the child wakes in the morning with a fever, they should stay home until their temperature remains normal for a period of 24 hours. If a doctor diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.

Actions for educators and other staff

If you think a child has a fever, check their temperature. If their temperature is:

- Between 37.5 °C and 37.9 °C – retest within 30 minutes
- 38.0 °C and over – notify a parent and ask them to pick up their child. Separate the child from the other children while waiting for their parent or carer to arrive.

Ensure staff and children have good respiratory and hand hygiene.

Ensure staff use appropriate cleaning practices, as described in the Staying healthy guidelines.

Actions for parents and carers

Keep your child at home until their temperature has stayed under 38.0 °C for at least 24 hours

If your child is under 3 months and has a fever above 38.0 °C, take them to the doctor, even if they have no other symptoms.

All children with a temperature over 38.0 °C and any of the following symptoms should see a doctor right away:

- A stiff neck or light is hurting their eyes
- Lethargic and not interested in interacting or participating in their usual activities
- Vomiting and refusing to drink
- A rash, especially if accompanied by other concerning symptoms
- Going to the toilet to pass urine less often or not at all (fewer wet nappies than usual in babies)
- Pain that does not get better with pain relief medication
- Have had any fever for more than 3 days and there is no obvious cause
- Seems to be getting more sick.

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 8 of 12

Introducing a new medication/antibiotic to children

A parent or guardian must administer the first dose of the new medication to a child at home and the child must spend the first 24 hours at home.

This allows parents to watch for unexpected side effects or allergic reactions in a secure setting and helps to prevent the spread of infections to the children and educators at the service.

Crucial Benefits of the 24-Hour Exclusion

- **Monitoring for Allergies:** Initial doses are the most likely to trigger unexpected negative reactions. Families need to keep a close eye out for physical signs like hives, swelling, or respiratory distress.
- **Tracking Side Effects:** Newly prescribed treatments, particularly antibiotics, can frequently trigger secondary issues like nausea, loose stools, vomiting, or extreme fatigue.

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 9 of 12

Attachment 1 - Notifiable Incident– NQAITS Flowchart

What is notifiable & must be reported as soon as possible and within 24 hours

Serious incident

- The death of a child at the service or following an incident occurring at the service.
- Any serious injury or trauma to a child at the service that required urgent medical attention (including dentists) or where the child attended or should have attended a hospital.
- Any serious illness of a child at the service, where the child attended or should have attended a hospital.
- Any emergency attended by emergency services.
- Any circumstance where a child:
 - Appears to be missing or cannot be accounted for
 - Appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations
 - Is mistakenly locked in or locked out of the premises
 - Incidents & allegations of physical abuse by a staff member, FDC contractor, volunteers, students & persons engaged to provide services at the service.

Incidents & allegations of physical abuse by a staff member, educator, FDC contractor, volunteer, student or persons engaged to provide services at the service

- Incidents where you believe physical abuse of a child has occurred or is occurring while the child is at the service.
- Allegations of physical abuse of a child has occurred or is occurring while the child is at the service.

Incidents & allegations of sexual offences & sexual misconduct by a staff member, educator, FDC contractor, volunteers, students & persons engaged to provide services at the service or outside of the service (e.g. Babysitting)

- Any sexual offence or misconduct committed by the above:
 - Against a child
 - Involving a child
 - In the presence of a child.

Complaints alleging that

- A serious incident has occurred or is occurring while the child is/was at the service
- Legislative requirements have not been met regarding the health, safety or wellbeing of a child.

Circumstances that pose a risk to a child's health, safety or wellbeing, for example

- The service is in a state of disrepair.
- Flood or fire.
- Unauthorised person on the premises.

NOTE: All head injuries and falls from height must be notified in RiskMan.

If you are unsure if it is notifiable, contact the Funding & Compliance team immediately.

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 10 of 12

The Responsible Person will

- Initiate immediate action to ensure the safety, health and wellbeing of the child.
- If required, contact emergency services, and/or initiate a search if child missing (whichever is applicable).
- Notify parents via phone.
- Notify Early Learning Program Manager (via phone) who will escalate to the Senior Manager if required.
- Report the incident or complaint in RiskMan.
- Upload any additional documents or photographs into RiskMan.
- The Approved Provider/delegate will report the incident to the State/Commonwealth Departments.
- The service will receive a copy of the incident reported in RiskMan and must ensure that the parents sign to acknowledge the incident. Upload the incident report in the child's enrolment on Xap/Harmony.

If you are experiencing any issues, **contact approvedprovider@vt.uniting.org for support.**

The Senior Manager and/or Program Manager will Serious incident

- Review the RiskMan notification & ensure all the details are accurate.
- If determined, notify Regulatory Authority via telephone.
- If required, conduct an internal investigation of the serious incident including gathering evidence such as photographs & witness statements & upload into the RiskMan notification.
- Consult with the Funding & Compliance team who will create the notification in NQAITs & upload all required documentation.

Incidents & allegations of physical abuse, sexual offences or sexual misconduct by a staff member, educator, FDC contractor, volunteer, student & person engaged to provide services at the service

- Review the RiskMan notification & ensure all the details are accurate.
- Advise the Executive Director Early Learning via telephone.
- If determined, notify Regulatory Authority via telephone.
- Organise a consultation with the Safeguarding team, who will advise next steps to be taken.

The Approved Provider will

- Assess the incident, allegation or complaint to determine if it is notifiable.
- Review the documentation provided, ensuring all relevant information is completed correctly.
- Advise the Program Manager or Senior Manager if additional information is required.
- Report the incident, allegation or complaint to the Regulatory Authority by uploading into the NQATIS portal (for National services) or via email to (for Vic/Tas State services), and for CCCF Restricted Services, send a copy of the RiskMan report to the Commonwealth Department.

Senior Manager and / or Program Manager

- Once all follow up actions have been completed, close the notification in RiskMan.
- If the notification was referred to the Uniting Safeguarding team, the Uniting People & Culture team or the Uniting Workplace, Health & Safety team, close the notification in NQAITs.
- If additional information about the incident is required, the incident can be reopened to upload.

Zap and Harmony reportable incidents or illnesses

Minor Injuries or Illnesses

- Small cuts, scratches, or bruises that are treated on site with first aid and do not require hospital treatment.
- Mild bumps or falls with no ongoing medical concern.
- Minor illnesses such as a runny nose or mild headache.

Routine Minor Incidents During Play

- Tripping over toys without serious injury.
- Accidental spills causing temporary mess but no harm.
- Minor scuffles or disagreements among children that are resolved promptly with supervision.

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 11 of 12

Procedure for a child requiring an Ambulance Medical emergency may include:

- Not breathing and lifeless: call 000 then begin CPR
- Respiratory distress/ difficulty breathing
- Unconscious
- Change in mental status
- Broken limb
- Severe bleeding
- Seizure that lasts longer than 5 mins
- Head trauma
- Asthma attack that becomes worse/unmanageable
- Anaphylaxis reaction
- Choking
- Diabetes complications

Immediate Action:

- Nominated first aider assess the injury, trauma or illness, administer Emergency First Aid, and determine if it is a medical emergency and requests assistance. **If no assistance available, dial 000 immediately**
- The second responder telephones and requests ambulance to attend – dial 000
- Ensure the child is comfortable and kept under adult supervision
- Inform the Responsible Person
- Responsible Person to inform Parent/Emergency contact **immediately**
- Tell the Parents/Guardians/Emergency Contact that an ambulance is on its way to the service. If he/she is unable to reach the service to meet the ambulance, then ask him/her to meet the ambulance at the hospital (Indicate the expected hospital)
- When appropriate, ensuring that staff/child ratios are maintained at the service at all times and ambulance officers provide consent, an educator whom is known to the child, is to accompany him/her to the hospital
- In the circumstance where an educator accompanies the child to hospital, ensure that the educator has the following information:
 - Child's enrolment form
 - Fully charged mobile phone
 - Planned return to the service or home
 - Ensure ongoing supervision of all children in attendance at the service and child-to-staff ratios are maintained at all times
 - The nominated first aider to complete an Incident, Injury, Trauma and Illness record in RiskMan portal and provide parents with a copy as soon as possible
 - Notification of the serious incident must be made to the relevant authorities, in writing, within 12 hours of the incident
 - The Responsible Person is to notify Program Manager/Senior Manager
 - The Responsible Person is to contact the Parents/Guardians/Emergency Contact for further information regarding the child's progress and well-being as soon as practicable

Please note: Parents will be responsible for any costs associated with an ambulance attending a service for their child's medical emergency.

Document Name: <i>Incident Injury Trauma and Illness Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-034</i>	Audience: <i>Internal/External</i>	
Version Number: <i>8.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/09/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 12 of 12