

1. Policy Statement

St Nicholas Early Education has a responsibility to protect the health, safety and wellbeing of every child attending St Nicholas services. St Nicholas has an obligation to ensure clear lines of action are implemented to effectively manage an event involving a child becoming injured, ill, or involved in an incident.

2. Purpose

The purpose of this Policy and Procedure:

- to ensure information is available to staff, parents/guardians/authorised persons and other stakeholders about how St Nicholas will ensure correct procedures are followed when a child is injured, becomes ill, is involved in an incident or experiences trauma at any St Nicholas service.
- the Education and Care Services National regulations require approved providers to document and retain information for all incidents, injuries, illness or trauma involving children and staff.
- the Education and Care Services National regulations require St Nicholas to notify the regulatory authority of any incidents, injuries, trauma or illness that seriously compromise the health, well-being and safety of a child.

3. Procedure Direction

Step	Detail
Actions following injury to a child	• Immediately assess the child and apply first aid if required • If the injury is not serious, continue to monitor the child if they are happy to continue their normal day • If the injury involves a head knock or noticeable injury, such as a cut or graze (not requiring medical attention) consider contacting the parents/guardian to alert them to the injury • If the injury is serious and will require medical attention, contact the parents/guardians immediately detailing the injury and requesting collection as soon as possible • If parents/guardians cannot be contacted, other Authorised Contacts listed on the child's enrolment should be contacted • In the case of a serious injury such as bone break, any injury causing loss of consciousness, anaphylactic attack, severe asthma attack, substantial cut or wound – immediately call an Ambulance • Document on the Incident, Injury, Trauma and Illness form in OWNA

Actions when an ambulance is called	• Contact an ambulance immediately in the instance of a severe injury • Contact the Operations Manager or other Senior Manager as soon as practicable • Contact the parent/guardians as soon as practicable • A staff member must stay with the child at all times until the ambulance arrives • Once paramedics arrive, the person who witnessed the injury occur should be available to speak with the paramedics to provide information they need • If parents/guardians have not arrived by the time the ambulance is due to leave, regulations allow for the child to be released into the care of the paramedics. • If a staff member is 'over ratio' and is happy to, they can accompany the child in the ambulance • Document on the Incident, Injury, Trauma and Illness form in OWNA • Nominated Supervisor must document in MnRepsonse • Complete all documentation and forward to Operations Manager or Head of EE/OOSH for notification to the regulatory authority within 24 hours of the injury occurring
Actions when a child falls ill in care	• Illness includes but is not limited to: a temperature higher than normal, vomiting, diarrhoea, lethargy where the child is unable to carry out their normal day, severe pain • Ensure the child is comfortable and ensure a staff member stays within sight and hearing of the child • Contact the parents/guardians for immediate collection • If parents/guardians are not contactable, other Authorised Persons on the child's enrolment should be contacted • Try to keep the child removed from other children in the service • Document on the Incident, Injury, Trauma and Illness form in OWNA
Actions following child trauma	Trauma can be experienced by a child after they have been involved in or witnessed a significant event which has impacted their life, or put their safety, health or well-being at risk. Trauma can include, but is not limited to: • Localised emergencies such as bushfire or flood • Significant illness of an immediate family member or the death of a family member • Exposure to domestic violence or child abuse • Change of home, family make-up, moving schools • Bullying at school

	Trauma incidents may not require any first aid or medical intervention, but staff can consider: • Developing an <i>Individual Support Plan</i> in consultation with the family and school • Seeking resources from local community support agencies, the NSW Early Learning Commission and the School in the instance of a localised emergency • Having regular conversations with the service team, Operations Managers and/or Head of EE/OOSH • Documenting the child's actions/behaviours • Reporting any disclosures of abuse through a Mandatory report and contacting NSW Police. <i>Refer to the Child Safe and Reporting Procedure</i>
Actions following an incident (any other issue outside injury, illness and trauma)	Examples of incidents include but are not limited to: • Child disclosure of physical abuse, sexual abuse, neglect • Incidents resulting in emergency evacuation • Incidents resulting in service Lockdown • Missing or absconding child/ren • Unauthorised person on premises • Localised emergency In the event of incidents such as those listed above: • Complete the Incident, Injury, Trauma and Illness form in OWNA • Complete report in MnResponse if required (see below) • Contact Nominated Supervisor and/or Operations Manager and/or Head of EE/OOSH • Follow the relevant procedures in the: ○ Child Safe and Reporting Procedure ○ Emergency and Evacuation Procedure ○ Safe Arrival of Children Procedure – missing or absconding child
Notifiable Incidents – those requiring notification to the NSW Early Learning Commission	• Alert the Nominated Supervisor (if not on-site) and Operations Manager or Head of EE/OOSH as soon as practicable after the incident (<i>see definition of Serious Incident below</i>) • Complete Incident, Injury, Trauma and Illness form in OWNA as soon as practicable after the incident • Complete MnResponse if required • Operations Manager or Head of EE/OOSH to lodge notification of Serious Incident via the NQA ITS portal within 24 hours of the incident occurring

	PDF copy of the Notification to be emailed to Operations Manager (if not the person reporting) and attached to MnResponse (if required)
Categories of Reporting	Incidents involving a child. - Any incident involving a child, including challenging behaviours, absconding, injury to a staff member, must be recorded in OWNA - The person who witnessed the incident must complete the report - OWNA incidents will be reviewed by the Nominated Supervisor, or Responsible Person prior to being submitted for parent signing Incidents involving a child where medical or emergency services are required to attend or contacted, or where the child attends a medical facility after care on the day of the incident - These incidents must be recorded in OWNA by the person who witnessed the incident - The Nominated Supervisor must complete a report in MnResponse - The Operations Manager must complete a notification to the ELC in the NQAITS portal Incidents where a staff member is also injured - These might be incidents where a child has injured a staff member and the injury results in medical treatment being required - Any incident where a staff member injures themselves in the workplace, where a child is not involved in the incident - The Nominated Supervisor must complete a report in MnResponse Where a Mandatory Report is made, court orders are breached or a child absconds - Any incident where a Mandatory report is made must be recorded in MnResponse by the Nominated Supervisor - The incident must also be reported to the ELC via the NQAITS portal - A child absconding must also be recorded in OWNA

5. Incidents involving witnessed or alleged reportable conduct

- Any incident involving witnessed or alleged Reportable Conduct by a staff member must be recorded in MnResponse.
- The Nominated Supervisor must make the report.
- If the Nominated Supervisor is the person witnessed or alleged to have been involved in Reportable Conduct, a Senior Manager must complete the report in MnResponse.
- The CDMN Office of Safeguarding must be emailed regarding any witnessed or alleged Reportable Conduct matters. The email must include the MnResponse reference number

4. Roles and Responsibilities

Role	Responsibility
Approved Provider	• Confidentially store all incident, injury, trauma and illness records until the child is 25 years old • Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the policy and procedure • Ensure copies of the policy and procedure are readily accessible to nominated supervisors, educators, staff and volunteers, and available for inspection
Operations Manager Leadership Manager	• Notify the regulatory authority of a serious incident online using the NQAITS - SI01 Notification of Serious Incident record • 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 the service is operational, and immediately available in an emergency
Nominated Supervisor Responsible Person	• Implement the <i>Incident, injury, trauma and illness policy and procedures</i> • 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 • Record information as soon as possible, and within 24 hours, after the incident, injury, trauma or illness • Seek further medical attention if required after the incident, injury, trauma or illness. 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 • Apply First Aid as required • Ensure that two people are present any time medication is administered to children • Investigate the cause of any incident, injury or illness and take appropriate action to remove the cause if required • 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.
Staff Educators	• Record information as soon as possible, and within 24 hours after the incident, injury, trauma or illness and complete an Incident, Injury, Trauma and Illness Record in OWNA • Be aware of children with allergies and their attendance days, and apply this knowledge when attending to any incidents, injury, trauma or illness • Apply First Aid as required
Parents Guardians	• 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

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| | <ul style="list-style-type: none"> • Notify educators or staff when the child is ill and will be absent from their regular program. |
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5. Related Documents

Policies and Procedures

- Enrolment Policy and Procedure
- Provide a child safe environment Policy and Procedure
- Supervision Policy and Procedure
- Administration of Medication Policy and Procedure
- Administration of First Aid Policy and Procedure
- Dealing with Infectious Diseases Policy and Procedure
- Medical Conditions Policy and Procedure
- Child Safe and Reporting Policy and Procedure
- Records Management Policy and Procedure

Legislation

- [Education and Care Services National Regulations \(2011 SI 653\) - NSW Legislation](#)
Regulations: 85, 865, 87, 89, 95, 97, 161, 177, 183
- [Children \(Education and Care Services\) National Law \(NSW\) No 104a of 2010 - NSW Legislation](#)
Sections: 167, 173, 175

Other References

Incident, Injury, Trauma and Illness. Policy and Procedure Guidelines. ACECQA, March 2026
 MnResponse Reporting Guide
 St Nicholas Incident Reporting Quick Guide

National Quality Standard

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| QA 2.1.2 | Health practices and procedures |
| QA2.2.2 | Incident and emergency management |
| QA 2.2.3 | Child protection |
| QA 7.1.2 | Management systems |

6. Definitions

Term	Definition
Staff	A St Nicholas team member whose primary role is not working directly with children, including cooks, support office team

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	members, administration team members, support workers, volunteers
Early Education	St Nicholas service providing education and care to children aged 0 – 5 years
OOSH	St Nicholas service providing education and care to school aged children
Notifiable incident	Any incidents that seriously compromise the safety, health or well-being 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 NQAIT System
Serious incident	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: (a) the death of a child — (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; (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 — (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. (c) any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital; Example: Severe asthma attack, seizure or anaphylaxis reaction. (d) any emergency for which emergency services attended; (e) any circumstance where a child being educated and cared for by an education and care service — (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 (iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.
Trauma	Is when a child feels intensely threatened by any event they are involved in or witness to.

7. Document Review

- 7.1. This Policy will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 3 years to ensure it continues to be current and effective.

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