

(Revised September 2025)

Policy Statement:

The Mueller College Outside School Hours Care (OSHC) Service aims to provide a healthy environment in which children and young people may play and explore their world free from harm. In the event of an accident, appropriate first aid will be applied by a trained educator.

Background:

The Education and Care National Regulations require Service providers to have Policies and Procedures that ensure appropriate first aid is consistently available and administered by qualified educators. These requirements are designed to safeguard the health, safety, and wellbeing of all children and young people in care. By maintaining current first aid qualifications, ensuring access to well-equipped first aid kits, and following recognised first aid practices, services can respond effectively to accidents, injuries, or sudden illnesses. Clear procedures provide guidance for educators, reassure families, and support compliance with legislative obligations while promoting a safe and responsive learning environment.

Important terms:

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Parent/guardian	Refers to the primary carer/s of the child or young person attending the Service.
Family	Refers to the group of people, including the primary carer which engage daily with the child or young person in the home environment.
Nominated supervisor	The person designated under the Education and Care Services National Law as responsible for the day-to-day management of the Service.
Approved provider	The individual or organisation that holds the licence to operate the Service and is legally responsible for ensuring compliance with the Education and Care Services National Law and Regulations.
Incident	An event that happens during the operation of the Service which impacts, or could reasonably be expected to impact, the health, safety or wellbeing of a child/young person, educator, or visitor.
Serious Incident	As defined by the National Law: any incident where a child or young person requires medical attention from a registered practitioner, attends (or should reasonably attend) hospital, goes missing from care, is incorrectly released, or is involved in any situation that poses a serious risk to health, safety, or wellbeing.
Injury	Any physical harm to a child or young person that requires treatment ranging from minor first aid to professional medical care.
Trauma	Any significant physical or psychological impact experienced by a child or young person that may require ongoing support, including emotional or behavioural responses.
Illness	Any condition, either short-term or ongoing, that affects a child or young person's health while they are in care, including infectious diseases, sudden sickness, or exacerbation of an existing medical condition.
First Aid	Immediate medical assistance provided by a trained educator to stabilise a child/young person or treat minor injuries until professional medical help is available.
Regulatory Authority	The government body in each state or territory responsible for overseeing compliance with the Education and Care Services National Law and Regulations.

Legislation:

National Quality Standard (NQS):

Quality Area 2: Children's Health & Safety
7: Governance & Leadership

2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

85	<p>Incident, injury, trauma and illness policies and procedures</p> <p>The incident, injury, trauma and illness policies and procedures of an education and care service required under regulation 168 must include procedures to be followed by nominated supervisors and staff members of, and volunteers at, the service in the event that a child—</p> <ul style="list-style-type: none"> (a) is injured; or (b) becomes ill; or (c) suffers a trauma.
86	<p>Notification to parents of incident, injury, trauma and illness</p> <p>The approved provider of an education and care service 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, if the child is involved in any incident, injury, trauma or illness while the child is being educated and cared for by the education and care service.</p> <p>Penalty: \$2200.</p>
87	<p>Incident, injury, trauma and illness record</p> <ul style="list-style-type: none"> (1) The approved provider of an education and care service must ensure that an incident, injury, trauma and illness record is kept in accordance with this regulation. (2) A family day care educator must keep an incident, injury, trauma and illness record in accordance with this regulation. (3) The incident, injury, trauma and illness record must include— <ul style="list-style-type: none"> (a) details of any incident in relation to a child or injury received by a child or trauma to which a child has been subjected while being educated and cared for by the education and care service or the family day care educator, including— <ul style="list-style-type: none"> (i) the name and age of the child; and (ii) the circumstances leading to the incident, injury or trauma; and (iii) the time and date the incident occurred, the injury was received or the child was subjected to the trauma; (b) details of any illness which becomes apparent while the child is being educated and cared for by the education and care service or the family day care educator including— <ul style="list-style-type: none"> (i) the name and age of the child; and (ii) the relevant circumstances surrounding the child becoming ill and any apparent symptoms; and (iii) the time and date of the apparent onset of the illness; (c) details of the action taken by the education and care service or family day care educator in relation to any incident, injury, trauma or illness which a child has suffered while being educated and cared for by the education and care service or family day care educator, including— <ul style="list-style-type: none"> (i) any medication administered or first aid provided; and (ii) any medical personnel contacted; (d) details of any person who witnessed the incident, injury or trauma; (e) the name of any person— <ul style="list-style-type: none"> (i) whom the education and care service notified or attempted to notify, of any incident, injury, trauma or illness which a child has suffered while being educated and cared for by the education and care service or family day care educator; and (ii) the time and date of the notifications or attempted notifications; (f) the name and signature of the person making an entry in the record, and the time and date that the entry was made. (4) The information referred to in subregulation (3) must be included in the incident, injury, trauma and illness record as soon as practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness
168	<p>Education and care service must have policies and procedures</p> <p>(1) The approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters set out in subregulation (2).</p> <p>Penalty: \$1100.</p> <p>Note.</p> <p>These may include policies and procedures prepared by the approved provider in accordance with an education law of the participating jurisdiction.</p> <p>(2) Policies and procedures are required in relation to the following—</p> <ul style="list-style-type: none"> (a) health and safety, including matters relating to— <ul style="list-style-type: none"> (i) nutrition, food and beverages, dietary requirements; and (ii) sun protection; and (iii) water safety, including safety during any water-based activities; and (iv) the administration of first aid; and (v) sleep and rest for children, including the matters set out in regulation 84B; (b) incident, injury, trauma and illness procedures complying with regulation 85; (c) dealing with infectious diseases, including procedures complying with regulation 88; (d) dealing with medical conditions in children, including the matters set out in regulation 90; (e) emergency and evacuation, including the matters set out in regulation 97; (f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99; (g) excursions, including procedures complying with regulations 100 to 102; <ul style="list-style-type: none"> (ga) if the service transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4;

	<p>(gb) the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB;</p> <p>(h) providing a child safe environment, including matters relating to the promotion of a culture of child safety and wellbeing within the service;</p> <p>(ha) the safe use of digital technologies and online environments at the service, including—</p> <p>(i) the taking, use, storage and destruction of images and videos of children being educated and cared for by the service; and</p> <p>(ii) obtaining authorisation from parents to take, use and store images and videos of children being educated and cared for by the service; and</p> <p>(iii) the use of any optical surveillance device at the service; and</p> <p>Example The use of closed-circuit television.</p> <p>(iv) the use of any digital device issued by the service; and</p> <p>(v) the use of digital devices by children being educated and cared for by the service;</p> <p>(i) staffing, including—</p> <p>(i) a code of conduct for staff members; and</p> <p>(ii) determining the responsible person present at the service; and</p> <p>(iii) the participation of volunteers and students on practicum placements;</p> <p>(j) interactions with children, including the matters set out in regulations 155 and 156;</p> <p>(k) enrolment and orientation;</p> <p>(l) governance and management of the service, including confidentiality of records;</p> <p>(m) the acceptance and refusal of authorisations;</p> <p>(n) payment of fees and provision of a statement of fees charged by the education and care service;</p> <p>(o) dealing with complaints, including matters relating to—</p> <p>(i) the provision of a complaint handling system at the service that is child focused; and</p> <p>(ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.</p> <p>Note. A compliance direction may be issued for failure to comply with subregulation (1).</p>
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Education and Care Services National Law

167	<p>Offence relating to protection of children from harm and hazards</p> <p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty: \$11 400, in the case of an individual. \$57 400, in any other case.</p> <p>(2) A nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty: \$11 400.</p>
170	<p>Offence relating to unauthorised persons on education and care service premises</p> <p>(1) This section applies to an education and care service operating in a participating jurisdiction that has a working with children law.</p> <p>(2) The approved provider of the education and care service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of an educator or other staff member of the service.</p> <p>Penalty: \$1100, in the case of an individual. \$5700, in any other case.</p> <p>(3) A nominated supervisor of the education and care service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of an educator or other staff member of the service.</p> <p>Penalty: \$1100.</p> <p>(4) A family day care educator must ensure that a person does not remain at the family day care residence or approved family day care venue at which the educator is educating and caring for children, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of the educator.</p> <p>Penalty: \$1100.</p> <p>(5) In this section— authorised nominee, in relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service or the family day care educator; authorised person means a person who is—</p> <p>(a) a person who holds a current working with children check or working with children card; or</p> <p>(b) a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or</p> <p>(c) an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or</p> <p>(d) in the case of an emergency, medical personnel or emergency service personnel; or</p> <p>(e) a person who is permitted under the working with children law of this jurisdiction to remain at the education and care service premises without holding a working with children check or a working with children card.</p> <p>(6) A reference in subsection (5) to a parent or family member of a child does not include a person—</p>

	(a) whose access to the child is prohibited or restricted by an order of a court or tribunal of which the approved provider, nominated supervisor or family day care educator (as the case requires) is aware; or (b) who is an inappropriate person within the meaning of section 171.
301 (3,f)	(3) Without limiting subsection (1), the national regulations may provide for the following— (f) requirements and standards to be complied with for safety, security, cleanliness, comfort, hygiene and repair of premises, outdoor spaces, fencing, gates, resources and equipment used for providing education and care services;

Principals:

To ensure that all illnesses, incidents, injuries, and trauma are appropriately recorded, and that first aid procedures are administered by trained staff in line with current guidelines and regulations.

Procedures

- Parents/guardians are required to provide written authority (included in the enrolment form) for educators to seek medical attention for their child or young person if required.
- A fully equipped and up to date first aid kit will be maintained at the Service, stored out of children and young person's reach but easily accessible to educators.
- First aid kits will be checked and restocked quarterly.
- Cold packs will be kept in the freezer for the treatment of bruises and sprains.
- First aid will only be administered by educators with current qualifications. Treatment may be given for minor injuries, or to stabilise a child or young person until professional medical assistance arrives.
- The Service will ensure that at all times educators with current approved First Aid, CPR, Asthma, and Anaphylaxis qualifications are present whenever children or young people are being cared for.

Minor Accidents

When a minor accident occurs, educators with first aid qualifications will:

- Assess the injury.
- Attend to the injured child or young person and apply first aid.
- Check whether anyone has come into contact with the injured child or young person's blood or body fluids; if so, those individuals must wash contaminated areas with warm soapy water.
- Clean up any body fluid spills using disposable gloves and paper towel.
- Contact the parent/guardian as appropriate. If they are not contacted at the time of the accident, they will be informed at collection.
- Record full details of the incident and treatment on an Incident/Illness Report.

Serious Accidents

When an accident requiring more than first aid occurs, an educator with current First Aid and CPR qualifications will:

- Assess the injury and advise the Nominated Supervisor whether an ambulance should be called, or if parents/guardians should collect their child or young person and seek medical attention.
- If parents/guardians request transport to a clinic or medical practitioner, one educator will drive while another qualified educator accompanies the child or young person.
- If an ambulance is called, an educator will accompany the child or young person. In this case, an educator will be given a service device to take with them in the emergency vehicle in order to access the child or young person's records as needed.

- Ensure the child or young person's medical record is taken with them.
- The Nominated Supervisor or Lead Educator will contact the child or young person's parent/guardian or emergency contact to advise them of the incident and the child or young person's location, making every effort to reassure them.
- Ensure that any contact with the child or young person's blood or body fluids is dealt with appropriately.
- Seek further medical attention if required.
- Complete a Record of Incident, Injury, Trauma and Illness form, provide a copy to the parent/guardian, and enter details into the Service's Accident & Illness Record.
- The Nominated Supervisor will notify the Workplace Health & Safety Officer and provide a copy of the accident report.

CPR Procedures

If CPR is required:

- A trained staff member must commence CPR immediately.
- A separate staff member must call 000 as per emergency procedures.
- Another staff member must collect the AED (Automated External Defibrillator) from the OSHC toilet corridor.
- If only one staff member is available, the person making the 000 call must also retrieve the AED.

Regulatory Reporting

- The Regulatory Authority must be notified within 24 hours if a serious incident occurs.
- A "serious incident" is defined as an injury, trauma, or illness for which the attention of a medical practitioner was sought (or ought reasonably to have been sought), or where the child or young person attended (or ought reasonably to have attended) a hospital.
- The Nominated Supervisor and management team will be responsible for this notification.

Costs

- It is expected that any costs incurred in ensuring prompt medical attention for a child or young person will be met by the parents/guardians.

Physical touch during first aid:

Educators may be required to use physical contact when providing first aid or ensuring a child or young person's immediate safety. Physical contact should always be necessary, respectful, and limited to what is required to protect the child or young person's health and wellbeing. This may include actions such as supporting a child or young person to sit or lie down, applying first aid treatment, or guiding a child or young person away from danger. Where possible, staff should explain their actions to the child or young person in a calm and reassuring manner before and during physical contact. If a child or young person indicates that they are uncomfortable, staff must modify their approach while still ensuring essential first aid is provided. All instances of first aid and any concerns raised by a child or young person about physical contact must be documented and communicated to families.

When physical contact is appropriate:

- Providing first aid treatment (e.g. cleaning a wound, applying bandages, assisting with an asthma puffer).
- Supporting a child or young person's safety (e.g. guiding them away from danger, helping them sit or lie down after a fall).
- Offering comfort or reassurance if a child or young person is distressed, but always in a way that respects the child or young person's personal space. (Refer to code of conduct and child safe code of conduct)
- Assisting with medical action plans (e.g. administering an EpiPen, inhaler, or prescribed treatment).

When physical contact is not appropriate:

- Any touch that is unnecessary or not related to the child or young person's immediate health, safety, or wellbeing.
- Physical contact that could be seen as rough, forceful, or invasive.
- Using physical touch as a form of discipline, punishment, or restraint, unless restraint is necessary to prevent immediate harm.

Educators will:

- Explain to the child or young person what you are doing before and during physical contact.
- Respect the child or young person's response – if they show discomfort, adjust your approach while still ensuring their safety.
- Document all first aid provided and note if a child or young person expressed discomfort about physical touch.
- Notify parents/guardians if physical contact was used in a situation where the child felt uncomfortable, or whenever significant first aid (e.g. head injury, medical plan intervention) was required.

Approved provider & Nominated Supervisor will:

- Share the 'First Aid Policy and Procedure' with all employees upon their induction and ensure it is available to staff and families at all times.
- Provide additional professional development as needed and during review processes.
- Review all Service policy annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.

See also:

- Mueller OSHC Illness Policy & Procedure
- Mueller OSHC Incident, Injury & Trauma Policy & Procedures
- Mueller OSHC Medical Conditions Policy & Procedure
- Mueller OSHC Managing Crisis & Critical Events Policy & Procedure
- Mueller OSHC Staff Code of Conduct
- Mueller OSHC Child Safe Code of Conduct

REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Child Protection Act 1999 (Current as at 20 September 2025)

- Guide to the National Quality Framework, Revised September 2025
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- My Time, Our Place – Framework for School Age Care in Australia – Produced by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments. Ver2.0, Revised 2022
- The Code of Ethics - Early Childhood Australia Inc. (2025 update)

REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	23/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	Jan 2026
VERSION NUMBER	V2.3		
MODIFICATIONS	<ul style="list-style-type: none"> • Legislation updates 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	<ul style="list-style-type: none"> • Updated references • Addition of review table 	JAN 2025	
	<ul style="list-style-type: none"> • Addition of physical touch in first aid sections • Format Update 	AUG 2025	