CatholicCare
DIOCESE OF BROKEN BAY

Children's Services

Administration of First Aid

Policy

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What do we believe?

At CatholicCare Diocese of Broken Bay, the safety, health and wellbeing of children are at the centre of everything we do. We believe every child has the right to feel safe, supported, included and respected within our services.

We are committed to providing a safe and healthy environment where prompt and appropriate first aid is administered in response to illness, injury or medical emergencies. We believe effective first aid practices help preserve life, prevent conditions from worsening and support recovery.

We believe educators and staff have a shared responsibility to protect children through responsive care, appropriate training and compliance with legislative and regulatory requirements. Families can feel assured that children will receive timely and appropriate care to support their health, safety and wellbeing at all times.

What are we going to do?

First aid can preserve life, prevent a condition worsening and promote recovery. The capacity to provide prompt basic first aid is particularly important in the context of an early childhood service where staff a duty of care to take positive steps towards maintaining the health and safety of each child. We will provide first aid capability to support the safety and wellbeing of children and to ensure educators feel equipped to provide safe services.

How will it be done?

First aid qualifications

- CatholicCare will ensure that a staff member who is qualified in First aid is rostered on at all times while children are in attendance. In accordance with the National Regulation 136(1)* the approved provider must ensure:
- The following persons are in attendance at any place where children are being educated and cared for by the service, and immediately available in an emergency, at all times that children are being educated and cared for by the service:
    - At least one staff member, responsible person or nominated supervisor of the service who holds a current approved first aid qualification;
    - At least one staff member, responsible person or nominated supervisor of the service who has undertaken current approved anaphylaxis management training;
    - At least one staff member, responsible person or nominated supervisor of the service who has undertaken current approved emergency asthma management training.
- First Aid Qualifications undertaken by staff must appear on ACECQA's list of approved first aid qualifications and be awarded by registered training organisations: *https://www.acecqa.gov.au/qualifications-0/qualification-requirements/first-aid-qualifications-training*
- Copies of First Aid Qualifications will be stored in Staff records and audited regularly by the nominated supervisor to ensure currency.
- The service informs children, families and educators of those persons who hold first aid qualifications.

- The certificate should state the date when the person completed the course, as well as the expiry date or validity period of the qualification from the date of completion. The certificate may include multiple qualifications. These certificates will be kept onsite plus sent through to CatholicCare's Compliance email on compliance@catholiccaredbb.org.au.

First aid equipment

Each service will have appropriate first aid equipment available at all times by implementing the following procedures:

- There must be fully stocked first aid kits in the services at all times.
- Portable first aid kits are to be brought to excursions & in evacuation bag.
- First aid kits must be checked regularly to ensure that they are sufficiently stocked, and that stock is not expired. Each service must have a procedure for ensuring these checks take place.
- All staff must be aware of the location of first aid kits. First aid kits must be easily recognisable and kept in a location that is readily accessible and visible to all staff.
- If applicable to the service, ensure there is a snake and spider bite kit.

First aid action response

- It is crucial to respond promptly and effectively to any medical emergencies to ensure the safety and wellbeing of the children in our care.
- Generally, first aid is provided in response to unpredictable illness or injury.
- Education and care workers have an obligation to ensure parents and guardians are informed about first aid provided to their children immediately and ensure parents and guardians receive an incident, injury, trauma and illness record within 24 hours.

Poisoning

- In cases of suspected poisoning, bites from poisonous creatures or inhalation of dangerous products Staff and Educators are to immediately undertake the following:
- Assess the casualty and **call 000** for an ambulance if they are unconscious or showing other symptoms such as vomiting. Ensure an appropriate person accompanies the child in the ambulance and waits with them until family members arrive.
- Call for the fire brigade if the atmosphere is contaminated with smoke or gas. In this case also follow emergency evacuation procedures.
- Try to determine the nature of the poisoning.
    - The Poisons information centre telephone number 131 126 is displayed:
    - Next to every telephone in the service (if applicable)
    - Saved in the service mobile phone.
    - Where dangerous products are stored.

Incidents or injuries

When an Incident or Injury happens:

- The educator providing first aid will refer to the incident, injury, trauma and illness flow chart.
- An Educator with current first aid qualifications will attend to the child and begin first aid.
- Educator will ensure the correct PPE such gloves are used, while attending to a child.
    - Other Educators are to clear children away from the incident and continue with the normal routine.
    - Educators must ensure their hands are washed where possible before and after treatment.
    - If first aid is administered an Incident, Injury, Illness or Trauma record will be filled by the Educator present at the time of the incident and by the Educator who treated the child/adult. Refer to 5. Documenting the first aid if required.
- Nominated supervisors or person in day-to-day charge is to sight and sign the form.
- Parent or guardians are to sight and sign the form withing 24 hours of the incident, injury, illness or trauma.
    - Educator to monitor child / adult's conditions If the child's condition deteriorates, then the Nominated Supervisor or Responsible Person is to assess the situation and not hesitate to call an ambulance, the parents or other alternative contacts nominated in the enrolment form.
- Nominated Supervisor is to ensure all incidents, injuries, illness or trauma are recorded in the incident register.

If child requires immediate medication attention:

- If the parents or guardians are not available and a child needs to go to hospital by ambulance, a staff member is to go with them. In this case the Nominated Supervisor is to take the staff member's place, or a casual staff member called to come urgently to maintain educator /child ratios as per requirements.
    - Remaining Educators are to continue to try to contact the parents/ emergency contacts.
    - A copy of the child's enrolment form is to be taken to the hospital by the staff member accompanying the child.
- If the child requires medical treatment, the Nominated Supervisor or Person in day-to-day charge is to contact their Practice Manager and regulatory authorities via NQA ITS Portal within 24 hours.

Serious Incidents

- Educator must ensure that the 2nd part of the incident report Major is completed.
- You must notify the regulatory authority within 24 hours of becoming aware of a serious incident (Section 174(2)(a) and Regulation 176(2)(a).
- A serious incident (regulation 12) is defined as any of the following:
    - the death of a child while being educated and cared for by the service or following an incident while being educated and cared for by the service
    - any incident involving a serious injury or trauma to a child while that child is being educated and cared for, which:
        - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
        - the child attended or ought reasonably to have attended a hospital e.g. broken limb*

- any incident involving serious illness of a child while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis*

  NOTE: In some cases (for example rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury, illness or trauma is required to be notified, not other health matters.

- any emergency for which emergency services attended

  NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution.

- A child appears to be missing or cannot be accounted for at the service
- A child appears to have been taken or removed from the service in a manner that contravenes the national regulations
- A child is mistakenly locked in or locked out of the service premises or any part of the premises.
- Notify the regulatory authority of serious incidents online through the nqa it system

Medical conditions

- Each service must display;
  - Asthma First Aid Poster
  - Anaphylaxis First Aid Poster
  - DRSABCD First Aid Poster
- In cases of a medical emergency, i.e. asthma or anaphylaxis, follow the child's Medical Action Plan if one has been provided and then follow procedures from the following policies: Children's Services Medical Conditions policy, Children's Services Medication Policy and Children's Services Incident, Injury, Trauma and Illness Policy.
- In cases where children require prompt medical treatment an ambulance will be called, refer to the Children's Services Incident, Injury, Trauma and Illness Policy.

Dangerous chemicals

- Material Safety Data Sheets are to be kept in areas where dangerous chemicals are stored. See the Agency Work Health Safety Policy and Work Health Safety Practice Guidelines.
- Dangerous chemicals are to be locked away and out of reach of children.
- Educators are to follow steps in Material Safety Data Sheets and contact poison control.
- Nominated supervisor and responsible person to ensure that all chemicals are stored in their original packaging with the original labels.

Burns & scald

- Do not apply Lotions, ointments, fat or ice to a burn.
- Do not touch the injured area or burst any blisters.
- Do not remove anything sticking to the burn.
- If the burn is larger than a 20 cent20-cent piece, or deep, seek medical aid.

What to do:

- Follow DRSABCD
- If the burn is severe or if it involves the airway, call triple zero (000) for an ambulance.
- As soon as possible, hold the burnt area under cool running water for 20 minutes.
- Remove any clothing and jewellery from the burnt area, unless they are stuck to the burn.
- Cover the burn with a light, loose nonstick dressing, preferably clean, dry, non-fluffy material (e.g. plastic cling film)
- Continue to check the patient for shock and treat if necessary.

Incident, injury, trauma and illness record

- An In cases where the incident requiring first aid is a minor one, section one of the Children's Services Incident, Injury, Trauma and Illness Record form must be completed, see Children's Services Incident, Injury, Trauma and Illness Policy. This includes an account of the first aid that was provided. This account must include:
    - Date and Time of the incident
    - Location of the incident
    - Nature of the Incident / Injury / Illness or Trauma (be specific)
    - Parent / Person contacted and the time they were contacted.
    - Details regarding the Educator who contacted the parent / guardian and their signature.
    - Witnesses.
    - Name of Child/Adult
    - Circumstances of Incident / Injury / Illness or Trauma.
    - Detailed description of the first aid administered.
    - Person who administered the first aid.
    - Ways in which the incident / Injury / Illness or Trauma could be prevented from occurring in the future.
    - Signed by staff member.
    - The name of the person or persons who applied first aid.
    - Detailed description of the first aid administered.
    - Time frames involved.
    - Names of any medical personnel contacted, if applicable.
- In cases of a serious incident requiring further medical treatment or the involvement of medical or emergency services, Staff and Educators will complete both section 1 and 2 of the Children's Services Incident, Injury, Trauma and Illness Record Please see the Children's Services Children's Services Incident, Injury, Trauma and Illness Policy for further details.
- In all cases where the incident requires administration of medication, the Authority to Administer Medication form must be completed. The only exception to this is during an anaphylactic or asthma emergency provided parents and emergency services are notified as soon as practicable, see the *Medical Conditions Policy*.

The need for an ambulance

An ambulance will be called when the following instances (but not limited to) occur to a person or child at the service:

- Unconsciousness or an altered conscious state;
- Experiencing difficulty breathing;
- Showing signs of shock;
- Experiencing severe bleeding, or who is vomiting blood or passing blood;
- Slurred speech;
- Injuries to the head, neck or back;
- Possible broken bones; and
- Showing signs of asthma/allergic/anaphylactic reaction.

If the Responsible Person or Educator determines that a child requires urgent medical attention, an ambulance must be called immediately. This decision is to be made based on the child condition/presentation, and on the advice of emergency services where applicable. If a parent or guardian is not physically present at the service to assess their child's condition, they cannot delay or prevent an ambulance from being called.

If a parent or guardian arrives after an ambulance has been called, they may discuss the situation directly with ambulance officers and make decisions regarding the continuation of treatment or transport. Ambulance personnel will assess the circumstances and act in accordance with their professional judgement and relevant protocols.

Infection and prevention control

Adequate infection and prevention control must be practiced at all times when administering first aid or cleaning up blood or body fluids. The following infection control procedures must always be adhered to:

- Cover cuts and abrasions with waterproof occlusive dressing to avoid contamination of cuts/abrasions with another person’s blood and/or body fluids;
- Wear protective gloves when in contact with body fluids, non-intact skin and mucous membranes;
- Wear a mask and eye protection where there is a risk of splashing blood or other body fluids;
- Remove any broken glass or sharp material with forceps or tongs and place in container; and
- Wash hands thoroughly after direct contact with injured person or blood/body fluids with warm soapy water, rinse, dry and sanitise hands using an alcohol-based rub or gel.

Emergency telephone numbers

Emergency telephone numbers are to be displayed near each telephone in the children’s rooms and at the reception desk of the centre-based services.

Services are required to ensure that Emergency telephone numbers are saved within their service mobile phone for easy access.

These should include:

- Poisons Information Centre
- ACECQA
- Emergency services.
- Local Police station
- Local emergency services
- Practice Manager
- General Manager
- Practice Manager – Quality, Compliance and Business Development.

Who is responsible?

Roles	Responsibilities
Approved Provider	• Ensuring that every reasonable precaution is taken to protect children at the service from harm and hazards that are likely to cause injury (Section 167). • Ensure that the use of vaping substances and devices is prohibited. • Ensuring that at least one staff member or one nominated supervisor of the service with current approved first aid qualifications is in attendance and immediately available at all times that children are being educated and cared for by the service (Regulation 136). This can be the same person who has anaphylaxis management training and emergency asthma management training, also required under the Regulations. • Appointing a staff member to be the nominated first aid officer. • Advising families that a list of first aid and other health products used by the service is available for their information, and that first aid kits can be inspected on request. • Providing and maintaining an appropriate number of up-to-date, fully-equipped first aid kits that meet Australian Standards. • Providing and maintaining a portable first aid kit that can be taken off-site for excursions and other activities. • Ensuring that first aid training details are recorded on each staff member's record. • Ensuring safety signs showing the location of first aid kits are clearly displayed. • Ensuring there is an induction process for all new staff, casual and relief staff, that includes providing information on the location of first aid kits and specific first aid requirements. • Ensuring a resuscitation flow chart is displayed in a prominent position in the indoor and outdoor environments of the service. • Keeping up to date with any changes in procedures for administration of first aid and ensuring that all educators are informed of these changes. • Must notify the regulatory authority of any serious incident meaning an incident or class of incidents prescribed by the National Regulations as a serious incident. This notice must be provided within 24 hours of the incident or the time that the person becomes aware of the incident.
Practice Manager	• Ensuring that every reasonable precaution is taken to protect children at the service from harm and hazards that are likely to cause injury (Section 167). • Ensure that the use of vaping substances and devices is prohibited.

Roles	Responsibilities
	• Ensuring that at least one staff member or one nominated supervisor of the service with current approved first aid qualifications is in attendance and immediately available at all times that children are being educated and cared for by the service (Regulation 136). This can be the same person who has anaphylaxis management training and emergency asthma management training, also required under the Regulations. • Appointing a staff member to be the nominated first aid officer. • Advising families that a list of first aid and other health products used by the service is available for their information, and that first aid kits can be inspected on request. • Providing and maintaining an appropriate number of up-to-date, fully-equipped first aid kits that meet Australian Standards. • Providing and maintaining a portable first aid kit that can be taken off-site for excursions and other activities. • Ensuring that first aid training details are recorded on each staff member's record. • Ensuring safety signs showing the location of first aid kits are clearly displayed. • Ensuring there is an induction process for all new staff, casual and relief staff, that includes providing information on the location of first aid kits and specific first aid requirements. • Ensuring a resuscitation flow chart is displayed in a prominent position in the indoor and outdoor environments of the service. • Keeping up to date with any changes in procedures for administration of first aid and ensuring that all educators are informed of these changes. • Must notify the regulatory authority of any serious incident meaning an incident or class of incidents prescribed by the National Regulations as a serious incident. This notice must be provided within 24 hours of the incident or the time that the person becomes aware of the incident.
Nominated Supervisor	• Ensuring that all staff approved first aid qualifications, anaphylaxis management training and emergency asthma management training are current, meet the requirements of the National Law (Section 169(4)) and National Regulations (Regulation 137), and are approved by ACECQA (refer to Sources). • Ensure that the use of vaping substances and devices is prohibited. • Ensuring a portable first aid kit is taken on all excursions and other off-site activities. • Monitoring the contents of all first aid kits and arranging with the approved provider for replacement of stock, including when the use-by date has been reached. • Disposing of out-of-date materials appropriately. • Ensuring a portable first aid kit is taken on all excursions and other off-site activities. • Keeping up to date with any changes in the procedures for the administration of first aid.
Educators / Students / Volunteers	• Implementing appropriate first aid procedures when necessary. • Maintaining current approved first aid qualifications, and qualifications in anaphylaxis management and emergency asthma management, as required. • Practicing CPR and administration of an auto-injection device at least annually (in accordance with other service policies). • Ensuring that all children are adequately supervised while providing first aid and comfort for a child involved in an incident or suffering trauma. • Ensuring that the details of any incident requiring the administration of first aid are recorded on the incident, injury, trauma and illness record. • Notifying the nominated supervisor six months prior to the expiration of their first aid, asthma or anaphylaxis accredited training.

Roles	Responsibilities
	• Be aware of their duty of care responsibility. • Have knowledge of and follow the administration of first aid policy at all times.
Parents / Guardians	• Providing the required information for the service's medication record. • Providing written consent (via the enrolment record) for service staff to administer first aid and call an ambulance, if required. • Being contactable, either directly or through emergency contacts listed on the child's enrolment record, in the event of an incident requiring the administration of first aid. • Paying for any costs associated with an ambulance call out

National Quality Standards (NQS)

Quality Area 2: Children's Health and Safety		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
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, practiced and implemented.

Education and Care Services National Law and National Regulations	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration [NSW]
S.165	Offence to inadequately supervise children
S.167	Offence relating to protection of children from harm and hazards
S.174	Offence to fail to notify certain information to Regulatory Authority
12	Meaning of serious incident
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
90	Medical conditions policy
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement-anaphylaxis or asthma emergency
97	Emergency and evacuation procedures
101	Conduct a risk assessment for excursions

102C	Conduct a risk assessment for transporting of children by the education and care service
136	First aid qualifications
137	Approval of qualifications
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
183	Storage of records and other documents

Related documents

CatholicCare policy or guidelines

- *Agency – Work Health Safety Policy*
- *Agency – Work Health Safety Practice Guidelines*

Children's Services policies

- *Incident, Injury, Trauma and Illness Policy*
- *Medical Conditions Policy*
- *Medication Policy*

Forms

- *Children's Services – Authority to Administer Medication Form*
- *Children's Services – Incident, Injury, Trauma and Illness Record*
- *Workplace First Aid Kit – Standard Office Type*

Resources

External

- *NSW Education and Care Services National Regulations 2011*
- *Education and Care Services National Law Act 2010*
- *Work Health and Safety Regulation 2025 - NSW Legislation*
- *Australian Child protection Legislation*

Glossary

ACECQA – Australian Children's Education and Care Quality Authorities

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.

Child Paramountcy

Child paramountcy refers to the obligation to ensure that the best interests, safety, and wellbeing of children are paramount above all other considerations. All decisions, practices, and actions must prioritise the protection and wellbeing of children, particularly where competing interests exist.

Incident

Any event where injury, trauma, illness or a medical emergency occurs while a child is being educated and cared for by the service.

Infectious Disease

An illness caused by bacteria, viruses or other organisms that can spread from person to person.

Injury

Physical harm or damage to a person's body resulting from an accident, incident or other event.

OSHC

Out of School Hours Care

Practice Manager

A practice manager oversees and supports a cluster of services within a local area. They work with the Nominated supervisor to ensure services operate safely, meet legal and quality requirements, and follow organisational policies. They do not work directly with children day to day.

Risk Assessment

A systematic process of evaluating the potential likelihood and consequences of risks that may be involved in a projected activity or undertaking.

Trauma

A serious injury or distressing event that may result in physical or emotional harm.

Sign off and review

This policy remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this policy. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

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10.0	General Manager Children's Services	11 May 2026	3 years	May 2029

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10.0	Policy	General Manager Children's Services	11 May 2026
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