

# ILLNESS MANAGEMENT PROCEDURE

Educators have a duty of care to manage illnesses that occur at the Service to ensure the safety and wellbeing of children, educators and visitors. The health and safety of all staff, children, families and visitors to our Service is of the utmost importance, and we believe that the children’s safety, rights and best interests are the paramount consideration for all Service decisions. We aim to reduce the likelihood of incidents, injuries, illness and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

Our Service implements procedures as stated in the [Staying healthy: Preventing infectious diseases in early childhood education and care services](#) (6th Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

Working in conjunction with the *Administration of First Aid Policy* and *Incident, Injury, Trauma and Illness Policy*, this procedure provides detailed steps for educators to follow to respond to a child who displays illness symptoms at the Service.

Education and Care Services National Law and Regulations: (S. 2A, 3A [NSW], 165, 167, 174. R.12, 77, 85, 86, 87, 88, 89, 90, 93, 95, 161, 162, 168, 170, 171, 175, 176, 177 and 183)

NQS QA 2: Element 2.1.2, 2.2.1 and 2.2.2 Health practices and procedures

Related Policy: *Administration of First Aid Policy, Incident, Injury, Trauma and Illness Policy, Dealing with Infectious Diseases Policy*

**IN CASE OF EMERGENCY DIAL 000**

ILLNESS MANAGEMENT		
1	The approved provider, nominated supervisor will review and update the <i>Incident, Injury, Trauma &amp; Illness Policy</i> annually in consultation with children, families, staff, educators and management ensuring children’s dignity, rights and best interests remain the paramount consideration	
2	During orientation and enrolment, the nominated supervisor will inform families about the Service’s procedures and policies in relation to managing children with illness and preventing the spread of infectious diseases	
3	The nominated supervisor will provide families with clear information about any illness or disease via Factsheets from <a href="#">Staying healthy, 6<sup>th</sup> Edition.</a>	

4	Educators will implement daily hygiene practices including handwashing, respiratory etiquette and use of PPE if required to minimise the spread of infection	
5	In the event the nominated supervisor is not available at the Service, the responsible person will be contacted and assume responsibilities within this procedure.	
6	In the event of any child requiring ambulance transportation and medical intervention, a serious incident will be reported to the regulatory authority via the NQA ITS by the approved provider	
7	<p>Management will not accept a child into care if they:</p> <ul style="list-style-type: none"> <li>• have a diagnosed contagious illness or infectious disease [specific exclusion periods may apply]</li> <li>• have a temperature above 38.0°C</li> <li>• have been given medication for a temperature prior to arriving at the Service (for example: Panadol)</li> <li>• have had <i>any</i> diarrhoea and/or vomiting in the last 24 hours</li> <li>• have started a course of antibiotics in the last 24 hours</li> </ul>	
8	The approved provider will ensure all notifiable incidents are reported to the regulatory authority within required timeframes	

#### STEP 1: IF A CHILD APPEARS UNWELL AT THE SERVICE

Educators will:

1	Visually assess each child on arrival for signs of illness prior to accepting them into care. If a child is unwell on arrival, educators will respectfully inform families of exclusion requirements and refuse care in line with Service policy.	
2	respond to the child immediately and implement first aid procedures as per <i>Administration of First Aid Policy and Procedure</i>	
3	closely monitor and document the child's symptoms on the <i>Incident, Injury, Trauma and Illness Record</i> . Symptoms may become serious or concerning quickly.	
4	move the child to allow them to rest in a supervised area away from other children, ensuring the child is supervised at all times and their dignity, comfort and emotional wellbeing are maintained during isolation	
5	<p>contact the parent or emergency contact to collect the child as soon as possible if the child displays any concerning symptoms two (2) or more symptoms</p> <ul style="list-style-type: none"> <li>• lethargy, fatigue, and decreased activity</li> <li>• difficulty breathing</li> <li>• fever (temperature more than 38°C)</li> </ul>	

	<ul style="list-style-type: none"> <li>• headaches</li> <li>• poor feeding</li> <li>• poor urine output/ dark urine/pain during toileting</li> <li>• a stiff neck, irritability or sensitivity to light</li> <li>• new red or purple rash</li> <li>• pain</li> <li>• diarrhoea</li> <li>• reduced appetite</li> <li>• vomiting</li> <li>• discharge from the eye or ear</li> <li>• skin that displays rashes, blisters, spots, crusty or weeping sores</li> <li>• loss of appetite</li> <li>• difficulty in swallowing or complaining of a sore throat</li> <li>• persistent, prolonged or severe coughing</li> <li>• Runny nose with thick mucus</li> <li>• 'I'm just not feeling good today'</li> </ul>	
6	contact an ambulance immediately if the child displays serious symptoms (breathing, drowsiness or unresponsiveness, looking pale or blue or feeling cold) or if multiple symptoms develop or if symptoms rapidly get worse	
7	discuss with the parent/guardian any exclusion periods required, following Staying healthy guidelines.	

STEP 2: IF A CHILD HAS AN INFECTIOUS ILLNESS		
1	Parents/guardians will be required to inform the Service if a medical practitioner determines the child has an infectious illness	
2	<p>The nominated supervisor will notify parents/guardians and visitors of an infectious disease or illness via the notice board, online app or email. Information may include:</p> <ul style="list-style-type: none"> <li>○ Information about the illness/disease</li> <li>○ Symptoms</li> <li>○ Exposure date/s</li> <li>○ Infectious period <i>and</i></li> <li>○ Exclusion periods</li> </ul>	
3	The nominated supervisor will notify the local Public Health Unit (PHU) within 24 hours of diagnosis or as soon as the Service has been made aware of the any vaccine preventable diseases specific to your state/territory	

4	Educators will disinfect all toys that the children have interacted with during that week to minimise infection. Once this has been completed, the educator will record on the <i>Toy Cleaning Register</i> .	
5	The nominated supervisor will document the illness on the <i>Illness and Infectious Disease Register</i>	
6	The approved provider and nominated supervisor will ensure exclusion periods are enforced in accordance with Staying Healthy guidelines and Service policy	
7	Families will be notified of any illness, incident or outbreak as soon as practicable and no later than 24 hours after occurrence	


### STEP 3: IF A CHILD DEVELOPS A HIGH TEMPERATURE WHILST AT THE SERVICE

1	If a child appears unwell at the Service, educators will take the child's temperature and record the child's temperature on the <i>Incident, Injury, Trauma and Illness Record</i> , including the time the temperature was taken	
2	For children with a temperature/fever over <b>38°C</b> , educators will notify parents/guardians or emergency contacts immediately to request that they collect their child and seek urgent medical assistance.  If parents/guardians or emergency contacts are unable to be contacted or unable to collect the infant urgently, the nominated supervisor will contact emergency services for immediate medical assistance.	
3	Educators will check a child's temperature if they think the child has a fever. If it is between 37.5°C and 37.9°C educators will retest within 30 minutes (records will be kept of time, date and temperature)	
4	If the child has a temperature of <b>38°C</b> or above, educators will contact parent/s or an emergency contact person and advise the family member they are required to come and pick up the child from the service (within a <b>30-minute</b> time frame)	
5	Educators will closely monitor the child and be alert to changes in symptoms. An ambulance will be contacted immediately if the child displays serious symptoms (difficulty breathing, drowsiness or unresponsiveness, looking pale or blue, feeling cold or suffers a convulsion) or if multiple symptoms develop or if symptoms rapidly get worse.	
6	Educators will attempt to reduce the child's temperature by <ul style="list-style-type: none"> <li>o removing excessive clothing (shoes, socks, jumper, pants)</li> <li>o encouraging the child to take small sips of water</li> </ul> Educators will be mindful of cultural beliefs	
7	Educators will record the child's temperature, time of last dose of medication, time of this medication administered, name of medication, dosage, name of staff member administering	

	the medication and the staff member witnessing the administration on the <i>Incident, Injury, Trauma and Illness Record</i>	
8	Parents/guardians will be requested to sign and acknowledge the <i>Administration of Medication Record</i> or <i>Administration of Paracetamol Record</i> when collecting their child	
9	The child may return to the Service the following day if their temperature is normal (between 36.5°C and 38.0°C) and they meet Staying Healthy exclusion and recovery requirements	

STEP 4: VOMITING OR DIARRHOEA		
1	If a child becomes unwell with vomiting and/or diarrhoea whilst at the Service, educators will respond to the child immediately and implement first aid procedures as per <i>Administration of First Aid Policy and Procedure</i>	
2	The nominated supervisor or educator will notify parents or an emergency contact to collect the child immediately (within <b>30 minutes</b> )	
3	Educators will move the child away from other groups of children and supervise them whilst waiting for collection by parents/guardian	
4	The nominated supervisor or educator will remind parents/guardians that children will be excluded from the Service until the diarrhoea and/or vomiting has stopped for at least <b>24 hours</b>	
5	If the diarrhoea or vomiting are confirmed to be norovirus, they will be excluded until there has not been any diarrhoea or vomiting for at least <b>48 hours</b>	
6	Children should not participate in cooking activities for at least <b>48 hours</b> following any illness involving diarrhoea. Adults should not handle food for at least <b>48 hours</b> following any illness involving diarrhoea	
7	Educators will wear personal protective equipment (PPE)- disposable gloves, face shield, disposable apron, masks	
8	Educators will clean the child using wipes and double bag the child's contaminated clothing for families to take home and wash	
9	Educators will encourage children to take small sips of water whilst waiting for collection from the Service	
10	Educators will ensure all items touched by a child with a suspected illness are thoroughly cleaned and disinfected	
11	Educators will adhere to the Service's cleaning procedures to minimise the spread of infectious diseases/illnesses as per cleaning guidelines	
12	Educators will wear full PPE to:	

	<ul style="list-style-type: none"> <li>remove the bulk of the vomit/diarrhoea with disposable absorbent paper towel</li> <li>clean surfaces and equipment with detergent and water before disinfecting with a bleach solution</li> <li>ensure all items touched by a child with a suspected illness are thoroughly cleaned and disinfected</li> <li>remove protective equipment carefully to not contaminate themselves or their clothing and then place in a plastic bag, seal and place in the bin</li> <li>thoroughly wash hands and skin that was contaminated</li> </ul> <p>shower in the event of contamination or contact with bodily fluids</p>	
13	Educators will complete an <i>Incident, Injury, Trauma and Illness Record</i> . Educators are to ensure the parent, or a family member signs the <i>Incident, Injury, Trauma and Illness Record</i> before the child leaves the Service.	
14	In the event of an outbreak of viral gastroenteritis (two or more children or staff having a sudden onset of diarrhoea or vomiting in a 2-day period) the nominated supervisor will notify the Public Health Unit within 24 hours and notify parents and families of the outbreak via the notice board, online app, email or other methods of communication.	
15	The nominated supervisor will complete an <i>Illness or infectious Disease Register</i> to record patterns of illness during outbreaks of infectious diseases	
16	The approved provider and nominated supervisor will review illness management practices following any outbreak to identify areas for improvement	

REVIEW OF PROCEDURE			
Date procedure created	1/6/2026	To be reviewed	JUNE 2027
Approved by	Michelle Donadel	Signature	
Procedure Reviewed Date	Modifications/Changes		
APRIL 2026	We didn't have a written procedure for illness management		
November 2024	Procedure updated to align with updates to the <i>Staying healthy in Childcare</i> (6 <sup>th</sup> Edition). Additional Illness Management section added. Additional Illness Resources section added		

ILLNESS MANAGEMENT RESOURCES		
NAME OF RESOURCE	RESOURCE DESCRIPTION	DESKTOP LIBRARY LOCATION
Incident, Injury, Trauma & Illness Policy	Under the Education and Care Services National Law and National Regulations, approved services must have a policy for management of incidents, injuries, trauma and illnesses. The <i>Incident, Injury, Trauma and Illness Policy</i> supports a safe and healthy environment for all children and adults by providing guidance to reduce the likelihood of incidents, illnesses, accidents and trauma.	QA2 Policy Library
Illness Management Procedure	The <i>Illness Management Procedure</i> provides detailed steps for educators to follow to respond to a child who displays illness symptoms at the Service.	Resources > Procedures
Hand Washing Procedure	The <i>Hand Washing Procedure</i> aims to provide guidance to reduce the spread of germs and infections by ensuring that individuals properly cleanse their hands with soap and water at critical times throughout the day	Resources > Procedures
Illness or Infectious Disease Register	The <i>Illness or Infectious Diseases Register</i> is available to document and track illnesses among children and staff to monitor health trends and ensure compliance with health and safety regulations.	Resources > Forms
Incident, Injury, Trauma or Illness Record	The <i>Incident, Injury, Trauma or Illness Record</i> is required under Regulation 87. Details of any incident involving a child must be documented in accordance with the information specified in Regulation 87	Resources > Forms