

# Service of hot drinks

## Background

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Burns and scalds are a leading cause of injury to young children, with toddlers most at risk because of their increased mobility and natural curiosity. The main cause of burns in young children is scalds caused by hot foods and drinks, steam, and liquids. Children are commonly scalded by hot food and drinks (e.g., tea, coffee, soups, noodles) that have been pulled down off benches. This can result in serious burns to the face, neck, chest, and shoulders. All burns can be serious. Even small burns, depending on where they occur, can have long-term consequences for your child. Severe burns often require ongoing physiotherapy and multiple surgeries.

## Policy statement

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This Policy outlines the Service's requirements when providing the additional benefit of serving coffee to parents during morning drop off time. This policy outlines the Service's requirements to ensure that the safety and wellbeing of the children entrusted in our care is of the highest priority.

## Strategies and practices

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### Hot drink serving – precautions

- All hot drinks will be served to parents between 6am-10am only. There is no exception to this with families advised via written and verbal correspondence.
- All hot drinks will be served from the Centre kitchen window within the foyer.
- All hot drinks will be served by the Centre cook or trained staff member.
- The process for the safe service of all hot drinks is as follows:
  - Hot drinks will only be provided to parents AFTER the parent has dropped off their child and are exiting the service.
  - The Centre kitchen is situated in an enclosed area to minimise children accessing the space.
  - The Centre kitchen is situated close to the main exit point minimising the need for parents to walk through any areas where there are children present.
- Service users will be educated about the prevention of burns and scalds by providing relevant information (refer to Sources: Burns and scalds – children and Kidsafe fact sheet), including appropriate first aid for scalds
- The Centre Manager will ensure that at least one educator 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.
- All educators will ensure that parents/guardians attending the service actively supervise children in their care who are not enrolled in the program, including siblings.
- All educators and Nominated Supervisor will ensure that hot drinks are only prepared and consumed in areas inaccessible to children being educated and cared for, such as the kitchen, staffroom, and office.

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- All Educators and the Nominated Supervisor will ensure that hot drinks are not consumed in, or taken into or through, children's rooms, outdoor areas, or any other area where children are in attendance or participating in the program.
- All hot drinks will be served in reusable cups with sealable lids.
- All hot drinks will be handed from the cook or office staff to the parents with the lid on the cup and the spout section sealed with the allocated tab on the lid.
  - In the event, that the coffee cup is bumped or dropped by an adult, the spillage is minimised by the having the sealable lids. Spilt coffee will be reported immediately to a staff member and will be cleaned promptly.
- The centre cook will follow all Food Safety and Hygiene procedures.
- As part of the Food Safety Program, the cook is responsible for the daily cleanliness of the kitchen. Daily cleaning tasks are completed as per the Kitchen Cleaning Schedule.
- The coffee machine is positioned in the kitchen out of the way of the general cooking and preparation areas. This ensures that the risk of cross contamination is minimised for the coffee.
- A risk assessment is available to ensure all measures are in place to ensure the safety of all children within the Service. The risk assessment details information relating to the safe provision of hot drinks at the Service and the actions to be taken by staff to ensure the safety of the children is maintained. The risk assessment is reviewed annually and made available to all families.

### Burns and Scalds First Aid Action Plan

- Children's Health Queensland recommends cool running water for 20 minutes as the most effective first aid for burns injuries. First aid can be applied for up to three hours after a burn injury has occurred.
- In an emergency, always call 000 for assistance.

### Additional safe practices for babies

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N/A

### Responsibilities of parents

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- To not consume hot drinks in the presence of children
- To supply own reusable coffee cup
- To communicate and inform educators and staff of hot drink spills

### Procedure and forms

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## Service of hot drinks

- Coffee machine – water temperature check form
- Coffee machine step by step instruction poster
- Burns First aid fact sheet – Kidsafe

### Links to other policies

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- Child safe Environments Policy
- Child protection and Risk management Policy
- Food preparation, Storage and Handling Policy
- Nutrition, Food and Beverages – Service Provides Policy
- Supervision Policy
- Incident, Injury, Trauma and Illness Policy

### Links Education and Care Services National Regulations 2011, National Quality Standard 2011

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Regs	77	Health, hygiene, and safe food practices
	78	Food and Beverages
	79	Service providing food and beverages
	85	Incident, injury, trauma and illness policies and procedures
	87	Incident, injury, trauma and illness record
	168	Education and care service must have policies and procedures

QA	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.2.1	At all times reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
	3.1.2	Premises, furniture, and equipment are safe, clean and well maintained

### Sources

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- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard 2018

### Further reading and useful websites

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- Queensland Government – Early childhood Education and Care – Serving coffee, tea or treats to parents or carers? Let's consider the risks  
<https://earlychildhood.qld.gov.au/news/educators/serving-coffee-tea-treats-parents-carers>  
 accessed 23 August 2023
- The Royal Children's Hospital Melbourne - Burns – Prevention and First Aid  
[https://www.rch.org.au/kidsinfo/fact\\_sheets/Burns\\_prevention\\_and\\_first\\_aid/](https://www.rch.org.au/kidsinfo/fact_sheets/Burns_prevention_and_first_aid/) accessed 23 August 2023
- Kidsafe Australia – Burns First Aid – Burns first aid fact sheet. [https://kidsafe.com.au/wp-content/uploads/2019/05/RP174-Kidsafe\\_BurnSafe-Brochure.Home\\_Digital-1-1.pdf](https://kidsafe.com.au/wp-content/uploads/2019/05/RP174-Kidsafe_BurnSafe-Brochure.Home_Digital-1-1.pdf) accessed 23 August 2023

## Service of hot drinks

- Kidsafe Queensland Inc. - How to respond to burns and scalds in children - <https://kidsafeqld.com.au/how-to-respond-to-burns-children/> accessed 23 August 2023

### Policy review

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The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, we will accommodate any new legislative changes as they occur and any issues identified as part of our commitment to quality improvement. Sunkids Children's Services consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

### Version Control

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Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	January 2021	Kaylene Harper	New policy	January 2022
2	August 2023	Grace McKinstry	Reviewed Policy. Accessed sources and further readings.	August 2024