

Background

The *Work Health and Safety Act 2011* encourages Queensland workplaces and work practices to be healthier and safer for everyone. A safe workplace requires the cooperation of both employer and employee and the participation of workers in regular application of a risk management approach that can respond to the daily activities of the Service.

Policy statement

The employer will work to ensure a safe workplace. The employer will ensure that there is clear direction about the process to follow should an accident or injury occur while a worker is undertaking tasks related to their position at the Service.

Strategies and practices

- The employer must ensure the risk of injury or illness from a workplace is minimized for anyone coming into the workplace to work and for anyone using equipment or substance provided by the employer. There must also be safe access to and from the workplace for everyone.
- The obligations are met by: -
 - Providing and maintaining a safe and healthy work environment
 - Providing and maintaining safe equipment
 - Ensuring the safe use, handling, storage, and transport of substances
 - Ensuring safe systems of work
 - Providing information, instruction, training, and supervision to ensure health and safety
- At Sunkids this is achieved by: -
 - Thorough orientation of new educators
 - Regular updates and in service training
 - Provision of comprehensive policies and practices
 - A system of maintenance management
 - Records maintenance – educators, audits, and equipment
 - Engage professional personnel to carry out regular safety checks and ensure all equipment is in good working order
 - Internal audits and regular monitoring by management
 - Use of personal protective equipment
 - Provision of training and plans for the safe evacuation or lockdown of the Service in the event of a critical incident
 - Providing a copy of the *Work Health and Safety Act 2011*
 - Providing a risk management process for Services to use
 - Maintaining educator Immunisation Records and advise of potential risk of infection
 - Working with the *Return-to-Work Rehabilitation Officer* for Sunkids to assist educators to return to work as appropriate
- A worker or anyone else at the workplace must: -
 - Comply with instructions given for workplace health and safety. This includes following Sunkids policies and procedures

- Use personal protective equipment as instructed
- Not willfully or recklessly interfere with or misuse anything provided for workplace health and safety or to place another at risk
- Not willfully injure themselves
- Each Service is encouraged to appoint a workplace health and safety representative to assist the Nominated Supervisor in ensuring the safety of the workplace. Representatives do not need any experience or specific qualification.

IMMEDIATE ACTION WHEN AN EDUCATOR IS INJURED AT WORK

- Attend to the worker
- Ensure the safety of others by addressing any causes/hazards immediately
- Minimize the impact of an incident on any children present
- Advise Sunkids Management as soon as practicable

HOW TO REPORT AN INCIDENT

- FOR THE EMPLOYEE: -
 - Worker must immediately advise the Nominated Supervisor of any injury or illness sustained in the course of their work
 - Complete the Staff Accident, Injury and Illness Report with the Nominated Supervisor
 - If workers' compensation is being sought: -
 1. See a doctor as soon as possible and get a *Workers' Compensation Medical Certificate*
 2. Apply to *WorkCover Queensland* using the approved form - *Application for Compensation*
 3. Submit the application and medical certificate to the Nominated Supervisor
- FOR THE EMPLOYER: -
 - The Nominated Supervisor and worker will complete the Staff Accident, Injury and Illness Report
 - Complete the Sunkids Staff Accident/Illness Register
 - Undertake an assessment of the incident and take measures to ensure the circumstances regarding the incident are addressed.
 - Advise Sunkids Management
 - If workers' compensation is being sought: -
 1. Advise the worker of the process they should follow (see above)
 2. Nominated Supervisor to complete the employers report as much as possible. This must be done within 8 business days of becoming aware of the incident. Do not complete the employers statement section
 3. Nominated Supervisor to copy all forms for personnel file including medical certificate, employers report, Sunkids accident report
 4. Forward copies of original forms to Sunkids Management
 5. Sunkids Management will forward to *WorkCover Queensland*
- Ensure a comprehensive file of all reports and forms is kept on the worker's file.

NOTIFICATION OF SERIOUS INCIDENTS

In addition to the steps detailed above, the employer must also notify *Workplace Health and Safety Queensland* if the following applies: -

- **Serious Bodily Injury** - an injury to a person that causes death or loss of a distinct part or organ or causes the person to be absent for more than 4 normal working days.
- **Work Caused Illness** - an illness contracted by a person to which work, a workplace, workplace activity or high-risk plant was a significant contributing factor. Also includes recurrence or aggravation of an existing illness.
- **Dangerous Event** - an event caused by a workplace activity or equipment such as.
 - spillage/leakage of any hazardous material
 - fall or release from a height of any plant, substance, or object
 - implosion, explosion, or fire
- If one of the above serious incidents occurs, in addition to the above steps, Sunkids Management will complete the relevant forms and will forward to *Workplace Health and Safety Queensland*.
- All medical bills are covered by *WorkCover Queensland*, and the employer is liable for the first two days in lost wages.

Additional safe practices for babies

- N/A

Responsibilities of parents

- N/A

Procedure and forms

- Educators Accident/Illness Register
- Staff Injury Incident Report Form
- Non-Responsive Child-Person Procedure

Links to other policies

- Managing Manual Handling and Back Care Policy
- Workplace Health and Safety Policy
- Workplace Rehabilitation Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2018

Regs	12	Meaning of serious incident
	85	Incident, injury, trauma and illness policies and procedures
	89	First Aid kits
	90	Medical conditions policy

	136	First Aid qualifications
	146	Nominated supervisor
	183	Storage of records and other documents
	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
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service

Sources

- WorkCover Queensland: <https://www.worksafe.qld.gov.au/rehab-and-claims/injuries-at-work> accessed 24 June 2025
- Safework Australia: <https://www.safeworkaustralia.gov.au/> accessed 24 June 2025
- Workplace Health and Safety QLD: <https://www.worksafe.qld.gov.au/> accessed 24 June 2025

Further reading and useful websites

- Safework Australia - National Policy & Guidance: <https://www.safeworkaustralia.gov.au/resources-and-publications> accessed 24 June 2025
- WorkCover Queensland: <https://www.worksafe.qld.gov.au> accessed 24 June 2025
- Workplace Health and Safety Act 2011: <https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018> accessed 24 June 2025

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service 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

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	15 February 2019	Kaylene Harper	Accessed sources and further reading/useful websites.	February 2020
3	31 January 2020	Kaylene Harper	Accessed sources and further reading/useful websites.	January 2021
4	14 October 2020	Kaylene Harper	Policy reviewed. Accessed sources and further reading/useful websites.	October 2021
5	23 September 2021	Kaylene Harper	Policy reviewed	September 2022
6	7 October 2022	Linda Hollard	Policy reviewed Accessed sources	October 2023
7	23 August 2023	Grace McKinstry	Policy reviewed Accessed sources	August 2024
8	9 July 2024	Tiffany Boeske	Policy reviewed Accessed sources	July 2025
9	24 June 2025	Gen Mahaki	Policy reviewed, updated sources and references	June 2026