### Preschool incident, injury, trauma and illness procedure



| **National Quality Standard Education and Care Services National Law and National Regulations** |  **Associated department policy, procedure or guideline** |  **Reference document(s) and/or advice from a recognised authority** |
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|  **NQS: 2.2** **Regulations: 85, 86, 87** |  Leading and operating department preschool guidelines [Incident notification and response](https://education.nsw.gov.au/policy-library/policies/pd-2007-0362) [policy](https://education.nsw.gov.au/policy-library/policies/pd-2007-0362) [Student health in NSW schools:](https://education.nsw.gov.au/policy-library/policies/pd-2004-0034) [A summary and consolidation of](https://education.nsw.gov.au/policy-library/policies/pd-2004-0034) [policy](https://education.nsw.gov.au/policy-library/policies/pd-2004-0034) |  [Staying Healthy: Preventing](https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services) [infectious diseases in early](https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services) [childhood education and care](https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services) [services](https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services) ACECQA’s policy and procedures guidelines – [Incident,](https://www.acecqa.gov.au/sites/default/files/2021-08/IncidentInjuryTraumaIllnessPolicyGuidelines.pdf) [injury, trauma and illness [PDF](https://www.acecqa.gov.au/sites/default/files/2021-08/IncidentInjuryTraumaIllnessPolicyGuidelines.pdf) [231 KB]](https://www.acecqa.gov.au/sites/default/files/2021-08/IncidentInjuryTraumaIllnessPolicyGuidelines.pdf) |
| **Pre-reading and reference documents** |
| [Staying Healthy (5th Ed.): Preventing infectious diseases in early childhood education and care services](https://www.nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch55-staying-healthy.pdf)  [Incident Notification and Response Policy](https://policies.education.nsw.gov.au/policy-library/policies/incident-reporting-policy)  |
| **Related procedure** |
| Administration of first aid  |
| **Staff roles and responsibilities** |
| **School principal**(These tasks may be delegated to other members of the preschool team, but responsibility sits with the principal.) | The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool. The principal is responsible for ensuring:* the preschool is compliant with legislative standards related to this procedure at all times
* all staff involved in the preschool are familiar with and implement this procedure
* all procedures are current and reviewed as part of a continuous cycle of self- assessment.
* planning and discussing ways to engage with families and communities, including how changes are communicated
* developing strategies to induct all staff when procedures are updated to ensure practice is embedded
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| **Preschool educators** | The preschool educators are responsible for working with leadership to ensure:* all staff in the preschool and daily practices comply with this procedure
* storing this procedure in the preschool, and making it accessible to all staff, families, visitors and volunteers
* being actively involved in the review of this procedure, as required, or at least annually
* ensuring the details of this procedure’s review are documented.
* planning and discussing ways to engage with families and communities, including how changes are communicated
* developing strategies to induct all staff when procedures are updated to ensure practice is embedded
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| **Procedure** |
| **Documentation**  | * If a child suffers an incident, injury, trauma or illness whilst in the care of the preschool, the details are documented on an *Incident, injury, trauma and illness record.* The blank record is hanging up in the kitchen and preschool office. Completed records are filed in a folder and locked in the cupboard in the preschool office.
* As soon as practical, the record is shown to the child’s parent or carer and the circumstances explained to them. They are then asked to sign the form as confirmation they are aware of the incident, injury, trauma or illness their child suffered.
* In some circumstances, the preschool will contact the parent or carer immediately to notify them of an incident, injury, trauma or illness. Preschool staff will phone the family if a child has suffered severe injury, trauma or illness.
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| **Serious incidents requiring notifications** | * Early Leaning (phone 1300 083 698) will be notified within 24 hours of any serious incident, or a preschool closure due to an incident.
* Serious incidents requiring notification include:
	+ an incident involving serious injury or trauma to a child which a reasonable person would consider required urgent medical attention from a registered medical practitioner or for which the child attended a hospital
	+ an incident involving the serious illness for which the child attended hospital
	+ a circumstance where a child appears to be missing or cannot be accounted for
	+ a circumstance where a child appears to have been taken or removed from the service premises by a person other than their parent or authorised collector
	+ a circumstance where a child is mistakenly locked in or locked out of the preschool premises
	+ the death of a child
	+ an emergency for which emergency services attended
	+ a circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children has occurred or is occurring at the service
	+ an incident where the approved provider reasonably believes that physical abuse or sexual abuse of a child or children has occurred or is occurring at the service
	+ allegations that physical or sexual abuse of a child or children has occurred or is occurring at the service (other than an allegation raised as a formal complaint).
* To decide if an injury, trauma or illness is a *serious incident* when the child did not attend a medical practitioner or hospital, the following issues will be considered:
	+ Was more than basic first aid needed to manage the injury, trauma or illness?
	+ Should medical attention have been sought for the child?
	+ Should the child have attended a hospital?
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| **Injury** | * If a child is injured at preschool, they will be administered the appropriate first aid. The ECT and SLSO’s have all got their first aid. Either of these educators will administer first aid if required. An ambulance will be called immediately, if required.
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| **Trauma** | * A child may suffer trauma if they witness or experience something distressing or frightening.
* Children may react by becoming withdrawn, preoccupied, anxious or exhibit physical symptoms such as a headache or sore tummy.
* If a child is involved in or has been affected by a traumatic event, they will immediately be comforted and reassured by an educator. They will be given the opportunity to talk about what they experienced or witnessed. If required, they will be referred to the school counsellor or external support services.
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| **Illness** | * If a child becomes ill or is displaying symptoms of a potentially infectious disease, they will be separated from the other children, whilst kept under close supervision and made comfortable. Supervision will be made by educators in preschool at the time. If require more staff, ring the central school to ask for another SLSO to be sent over for supervision.
* If the child appears to not be well enough to participate in activities, or is suspected of having an infectious disease, their family will be contacted and asked to collect them or arrange for an authorised collector to.
* If required, an ambulance will be called. ECT will make the decision to call an ambulance.
* After the child departs from the preschool, all items they came into contact with will be removed and washed so no other child comes into contact with them (e.g. equipment used, pillow, sheet).
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| **Record documentation and storage**  | The Incident, injury, trauma or illness record is a legal document. When completing the record: * use the template found in Appendix C1 of the [Leading and Operating department preschool guidelines](https://cl.s12.exct.net/?qs=cc3df51179f88d6fb54f9c37e49c94464311f4b2276a6e53a9aae798aa8b332f07290bfcf456512fd10602bce479a0890b5ba6f9906c1d6d)
* provide as much detail as possible, **ensuring all relevant fields are completed**
* ensure the child’s family is notified as soon as practical as outlined in Regulation [86](https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653?utm_source=sfmc&utm_medium=email&utm_campaign=20230522_ECO_EarlyLearningNewsletterTerm22023_Subscribers&utm_term=176(2)(a)(ii)&utm_id=111242&sfmc_id=43113972#sec.86).
* store completed records confidentially in a safe and secure place until the relevant child is 25 years old
* do not change or alter information recorded after the parent has signed the record
* add any new information later as ‘additional notes’ on a separate sheet attached, which must include the date it was added.
* ensure the record is completed by the witness or someone in proximity to the incident/injury/trauma/illness.

The completed Incident, injury, trauma or illness record (Appendix C1) must be attached to the notification. If the preschool is aware of a serious incident but hasn’t yet been able to gather relevant documentation or collect the parent’s signature, the notification should still be made within the 24-hour timeframe. Further documentation can be emailed to Early Learning when it is available and the notification can be updated. Email all relevant information to earlylearning@det.nsw.edu.au. If you do not receive any correspondence from Early Learning within one hour of the notification, please follow up on 1300 083 698.  |

| Record of procedure’s review |
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| **Date of review and who was involved** |
| 16.10.23 |
| **Key changes made and reason/s why** |
| Section added – record documentation and storage. This was done to support the team to understand their legal obligations to ensure records are completed in full, with detailed commitment to accuracy. |
| **Record of communication of significant changes to relevant stakeholders** |
| Term 4 Week 3 team meeting – the updated written procedure will be circulated to the team and printed to replace older versions in the preschool procedures folder. Meeting attended by Chrissie Ashby, Nadia Mills, Rylee Wall, Marsha Harris. Email sent to other members of preschool team 23/10/23 |

#### Record of procedure’s review (master – copy before use)

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| Date of review |  |
| Who was involved | ECT in consultation with the preschool supervisor and preschool educator team. The principal approved changes and access to current procedures is available to the executive team and anyone who may relieve in the preschool. |
| Key changes made and reason why |   |
| Record of communication of significant changes to relevant stakeholders | Principal:Staff:Parents:Please note, parents must be notified at least 14 days prior to a change that may have a significant impact on their service’s provision of education and care or a family’s ability to use the service. |