### Incident, injury, trauma and illness procedure

| Associated National Quality Standard | Education and Care Services National Law or Regulation | Associated department policy, procedure or guideline |
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| 2.2 | Regulation [85](https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/chap4/part4.2/div2/reg85)  Regulation [86](https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/chap4/part4.2/div2/reg86)  Regulation [87](https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/id87) | [Leading and Operating Department Preschool Guidelines](https://schoolsequella.det.nsw.edu.au/file/a240a1ff-d3e3-4883-92b4-a3591f4e12d7/1/leading-and-operating-department-preschool-guidelines.pdf)  [Student health in NSW schools: A summary and consolidation of policy](https://education.nsw.gov.au/policy-library/policies/student-health-in-nsw-public-schools-a-summary-and-consolidation-of-policy?refid=285776) |
| **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** | 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. | |
| **Preschool supervisor** | The preschool supervisor supports the principal in their role and is responsible for leading the review of this procedure through a process of self-assessment and critical reflection. This can include:   * analysing complaints, incidents or issues and what the implications are for the updates to this procedure * reflecting on how this procedure is informed by relevant recognised authorities * 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. | |
| **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. | |
| **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.*    + A labelled folder with blank and completed forms is stored in the cupboard under the staff sign in book. * 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. If a carer other than the parent or their main caregiver collects the child, the parents are notified via phone call or Seesaw, depending on the injury, and the parent signs the incident form the next day or as soon as possible. * In some circumstances, the preschool will contact the parent or carer immediately to notify them of an incident, injury, trauma or illness.   + Immediate contact is made in the event of a serious injury, head injury, insect or animal bite, severe bleeding, suspected infectious disease, vomiting or diarrhoea, high fever, or any other circumstances where the educators believe the parent should be informed and decide as to whether they will collect the child early.   + Phone calls are made by the preschool educator or SLSO. The preschool staff notify the main school office if a parent will be coming to collect their child while the main gates are locked to ensure they are granted access to the school site, and that all stakeholders are aware of the situation. * The register or illnesses, accidents and incidents will be retained until the child is 25. | |
| **Serious incidents requiring notifications** | * Early Learning (phone 1300 083 698) will be notified within 24 hours of any serious incident, or a preschool closure due to an incident. This notification is made by the principal, or their delegate e.g. Deputy Principal. * 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? | |
| **Injury** | * If a child is injured at preschool, they will be administered the appropriate first aid.   + The preschool educator and SLSOs are all qualified first aiders, as well as a School Administration Officers who work in the main school office.   + The preschool educator and SLSOs are the first point of call for providing first aid to children in the preschool.   + The school office is called if additional assistance is required, e.g. for more serious injuries or illnesses, or if an ambulance has been called. * An ambulance will be called immediately, if required. The preschool educator or SLSO makes this call directly, and then contacts the responsible person in charge. | |
| **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. | |
| **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.   + Children who are unwell will be made comfortable in the quiet play area adjacent to the preschool office, or in the preschool office as needed. Pillows and bedding are used as needed.   + If a child becomes unwell during outdoor play, the program will move to the indoor space so supervision of all children can be maintained, and the unwell child can be kept comfortable and closely monitored. * 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. The preschool educator and SLSO can make the decision to call an ambulance, with consultation from the supervisor or principal if required. In an emergency, the ambulance would be called immediately, and the preschool supervisor and principal informed immediately after. * 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). | |

| Record of procedure’s review |
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| **Date of review and who was involved** |
| 12.05.2021. Rebecca Donaldson, Jessica Le, Sally Egan, Neil Bourke. |
| **Key changes made and reason/s why** |
| Adopted new DoE structure.  Clarified who can decide to call an ambulance and who needs to be notified. |
| **Record of communication of significant changes to relevant stakeholders** |
| Updated copy provided to front office staff.  Summary of procedure put into casual folder. |

*Copy and paste a new table to record each occasion the procedure is reviewed.*

| Record of procedure’s review |
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| **Date of review and who was involved** |
| 2.8.2021. Rebecca Donaldson, Jessica Le, Sally Egan, Neil Bourke. |
| **Key changes made and reason/s why** |
| Clarified the need for the responsible person in charge to be contacted if an ambulance is called. |
| **Record of communication of significant changes to relevant stakeholders** |
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*Copy and paste a new table to record each occasion the procedure is reviewed.*

| Record of procedure’s review |
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| **Date of review and who was involved** |
| 29.04.2022. Rebecca Donaldson, Sally Egan. |
| **Key changes made and reason/s why** |
| Clarified that the principal or their delegate are responsible for Early Learning notifications. |
| **Record of communication of significant changes to relevant stakeholders** |
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*Copy and paste a new table to record each occasion the procedure is reviewed.*

| Record of procedure’s review |
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| **Date of review and who was involved** |
| 18.7.2023 Rebecca Donaldson, Sally Egan, Francesca Peterson, Thi Nguyen. |
| **Key changes made and reason/s why** |
| No changes. |
| **Record of communication of significant changes to relevant stakeholders** |
| Reviewed with the whole team during team meeting. Sally to email it to all staff involved in the preschool for them to review (done 24/7) |

*Copy and paste a new table to record each occasion the procedure is reviewed.*

| Record of procedure’s review |
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| **Date of review and who was involved** |
| 7.5.2024 Rebecca Donaldson, Sally Egan, Shumaila Shoaib, Thi Nguyen, Neil Bourke. |
| **Key changes made and reason/s why** |
| Added that the preschool office can be used for students needing isolation if the space next to preschool is unsuitable due to play. |
| **Record of communication of significant changes to relevant stakeholders** |
| Sally emailed copy to preschool RFF, support and duty staff on 7.5.2024 |

*Copy and paste a new table to record each occasion the procedure is reviewed.*