

Incident, injury, trauma and illness

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
NQS: 2.2 Regulations: 85, 86, 87	Leading and operating department preschool guidelines Incident notification and response policy Student health in NSW schools: A summary and consolidation of policy	Staying Healthy: Preventing infectious diseases in early childhood education and care services ACECQA's policy and procedures guidelines – Incident, injury, trauma and illness [PDF 231 KB]

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. These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.
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 could include: - analysing complaints, incidents or issues and the implications for updates to this procedure - reflecting on how this procedure is informed by stakeholder feedback and relevant expert 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 teacher(s) and educator(s)	Preschool teachers and educators are responsible for working with the preschool leadership team to ensure: - all staff in the preschool and daily practices comply with this procedure - this procedure is stored in a way that it is accessible to all staff, families, visitors and volunteers - they are actively involved in the review of this procedure, as required, or at least annually



- details of this procedure's review are documented.

Procedure

Documentation	▪ If a child suffers an incident, injury, trauma or illness while in the care of the preschool, the details are documented on an <i>Incident, injury, trauma and illness</i> record. ▪ Blank records are available on SharePoint. Teachers also have hard copies available in their classrooms, in a labelled drawer sitting on the bench in the preschool bathroom and in the preschool office. ▪ Completed copies are stored in the <i>Incident, injury, trauma and illness</i> folder in the locked 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. ▪ If the injury is serious, for example if there is bleeding, risk of concussion, any injury from the neck up, risk of a break or related to a health care plan, the preschool will contact the parent or carer immediately to notify them of an incident, injury, trauma or illness. ▪ Preschool educators can call the parents/carers directly. If uncertain, they can consult the preschool supervisor.
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. ▪ Serious incidents requiring notification include: - an incident involving serious injury, trauma or illness 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 (other than as a precaution) - 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. ▪ First aid officers are listed daily on the rosters. If additional first aid is required, the main office is called and will organise this. ▪ An ambulance will be called immediately, if required.
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 a staff member. 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, while kept under close supervision and made comfortable. ▪ If a child is ill, they will be kept in the classroom, away from other children while still within line of sight of educators until the child is collected. ▪ Where there are symptoms of a potentially infectious disease, the child is escorted to sickbay in the main office where they will be kept isolated and under close supervision until the child is collected. ▪ 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 do so. ▪ If required, an ambulance will be called. ▪ If there is a health care plan in place and it states the conditions under which an ambulance needs to be called, then one of the educators calls for an ambulance and the main office and preschool supervisor are informed. ▪ If the first aid officer, deems it necessary to access medical help, the parent/carer is notified. If they say they are coming immediately, the first aid officer continues to monitor the child and keep them calm. If the parents cannot be contacted or they are unable to come immediately, an ambulance is called. Then one of the educators calls for an ambulance and the main office and preschool supervisor are informed. If uncertain, the preschool supervisor is consulted. ▪ The ambulance will enter the school through Gate 5. ▪ 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, for example pillow, sheets.

Record of procedure's review

Date of review	19/9/25
Who was involved	Preschool educators
Key changes made and reason why	Annual review
Record of communication of significant changes to relevant stakeholders	Principal: via email Staff: via email Parents: ClassDojo for feedback and school website to share updated procedure 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.

Copy and paste the last 4 rows to the bottom of the table each time a new review is completed.

Date of review	21/8/24
Who was involved	Preschool educators
Key changes made and reason why	Updated to the new template and new preschool site
Record of communication of significant changes to relevant stakeholders	Principal: via email Staff: via email Parents: ClassDojo for feedback and school website to share updated procedure 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.

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Date of review	6/12/2023
Who was involved	Preschool supervisor and educators
Key changes made and reason why	Updated and reviewed to reflect the new preschool environment.
Record of communication of significant changes to relevant stakeholders	Principal: via email Staff: via email Parents: ClassDojo for feedback and school website to share updated procedure 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.

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Date of review	11/10/2023
Who was involved	Preschool supervisor and educators
Key changes made and reason why	More clarification regarding supervision due to: - update to new proforma - in response to a critical incident (11/9/23).
Record of communication of significant changes to relevant stakeholders	Principal: via email Staff: via email Parents: ClassDojo for feedback and school website to share updated procedure 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.

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