

## POLICY: 4.3 SERIOUS INCIDENTS AND EMERGENCIES

### Procedure: 4.10 Serious Incident and Emergency

The Family Day Care Service defines a **serious incident** as written in the Education and Care Services National Regulations, chapter 1(R.12). Examples of serious incidents include the following. This policy outlines how the Nominator, Supervisor, Coordinators, and Educators **will respond to each circumstance noted below:**

1. Death of a child. (refer to the 4.11 Death of a Child Procedure).
2. A child being locked in or out of the family day care residence and venue.
3. A child who appears to be missing, taken or removed from the family day care residence and/or venue in a way that breaches the National Regulations.
4. An incident, injury, or Injury occurring where the attendance of emergency services should have reasonably been sought or attendance at a hospital or medical practitioner should have occurred.

#### **4.10.1 Linking to Policy**

This procedural guidance should be read in conjunction with the service **4.3 Serious Incident and Emergencies Policy** and will assist the Approved Provider, Management, Staff (Nominated Supervisors, Coordinators, and Administrative Staff members) Educators, Educator Assistants and parents/guardians to implement the policy. The procedure covers:

#### [4.10.2 Prevention Strategies](#)

#### [4.10.3 Responding to a Serious incident – Coordination Unit Procedure](#)

#### [4.10.4 Child Left at or has absconded from the Educator's Residence](#)

#### [4.10.5 A Child Missing, Taken or Removed from the Educators Residence](#)

#### [4.10.6 Child not collected from the Educators Residence](#)

#### [4.10.7 Emergency Response to a Child who has a Diagnosed Medical Condition](#)

#### [4.10.8 Responding to other Emergency Incidents, Injury, Illness or Trauma](#)

#### **4.10.2 Prevention Strategies**

Educators have the overall responsibility to keep children safe and keep a count of all children in their care, ensuring a child never absconds or is locked in or outside the residence without the Educator. **To prevent, mitigate against, and reduce the likelihood of this occurring the Educator will:**

#### 4.10 Serious Incident and Emergency Procedure

- be aware of each child in their environment – the number of children and their location
- ensure doors to the front of the residence are always key locked, and the key is inaccessible to children but accessible if an evacuation is required
- ensure all gates have a child proof lock or key locked
- where there is a child who is known to climb fences (has a history), the child is never left outdoors alone, even for a short period, and doors will be key locked. No climbing material is available to children to use as a ladder or to access to climb over a fence
- bolt or key lock the back door when all children are indoors (keep the key accessible to ensure the children can leave in case of emergencies)
- when moving from one space to another, all children are accounted for, and this is done as a group to ensure one child is not left unsupervised
- supervise children by standing where all children can be seen, scan the space and check-in by talking to children every few minutes if they are obscured from direct vision
- before leaving home, check that all children are in the vehicle
- speak to each child about the process of getting into the vehicle or on the walk
- when undertaking a risk assessment give serious consideration to where a child is known to run off, the management strategies and appropriateness of any excursion.

#### **4.10.3 Responding to a Serious Incident – Coordination Unit Procedure**

##### **In responding to a Serious Incident, the Nominated Supervisor will:**

1. Ensure the Educator and other children are safe through conversation with the Educator by phone.
2. Ask the Educator if the police have been notified and if this hasn't occurred contact police.
3. Get as much information from the educator as soon as possible, to pass onto the police including the Service contact details so that there is direct contact with police.
4. If the police have been contacted liaise with the police and provide the Service emergency contact information to ensure communication is open and transparent.
5. Where necessary, liaise with emergency services to notify them of the situation and determine the best way to deal with the situation or to ascertain what is the best action of the Service.
6. Make contact with the family of the child who is involved in a serious incident as soon as possible – ensure they are not alone and inform them that an incident (if this has not occurred by the Educator) involving their child has occurred.
7. If appropriate, ask them to go to the Educator's residence or hospital where their child will be located.
8. Brief Staff members about the incident and determine the plan of action, including whether a coordinator will accompany the Nominated Supervisor to the location of the incident and identify what each staff member's role will be, including who will:

4.10 Serious Incident and Emergency Procedure

- Support the Educator by going to the location of the incident
  - Support the parent of the child, if required, by going where the child is located or predetermined location
  - Support the other children (in care with the Educator) by ensuring they are safe physically and giving comfort and emotional support. If required, organise for other children to be removed if at risk of harm, either to the Service Office or different location deemed suitable close by. The Nominated Supervisor and Coordinator will collaborate and decide on this matter
  - Identifying who will contact the local Regulatory Authority Regional Office; and
  - Notify the Approved Provider as soon as possible
9. When appropriate, contact all other families of children still present, but not involved in the incident, and ask them to collect their children from the residence or location where the incident occurred.
10. Be sensitive in briefing the families about the incident and avoid any discussion which is not necessary in the presence of children.
11. Ensure a staff member stays with the children until all children are collected.
12. Support the families of the other children to access alternate care arrangements if required, and until the incident is investigated and Service is satisfied that it is safe for children to return to the Educator's care.
13. Ensure the Approved Provider is kept informed of the incident and any emerging information or outcome.
14. Ensure the educator or any other staff member does not address any media or provide information other than the nature of the incident, rather direct media to the Approved Provider.
15. Assist the educator in completing the Incident, Injury, Illness, and Trauma Record within 24 hours.
16. The Incident, Injury, Illness, and Trauma Record will include:
- Name and age of the child
  - The relevant circumstances surrounding the incident (details of what had occurred); and
  - The time and date of the incident
  - Details of the actions taken concerning what had occurred to the child being educated and cared for including - if applicable
    - Any medication administered
    - First Aid provided
    - Medical personnel contacted
  - The time and date of the notification or attempted notification (parent or an authorised person, Service/Nominated Supervisor, other Agencies, Regulatory Authority)
  - The name and signature of the person making an entry in the record
  - The time and date that the entry was made
  - Parental Acknowledgement– sighted and signed the report.

#### 4.10 Serious Incident and Emergency Procedure

17. Submit the Incident, Injury, Illness, and Trauma Record through the NQA IT Portal within 24 hours and make direct contact with the local Regulatory Authority Regional Office as soon as practicable.
18. When possible, after the incident, meet with the Educator to reflect on the incident and consider how to mitigate this type of incident from occurring in the future. Consideration must be given to whether the Educator's actions and the situation warrant the suspension or removal of the Educator's registration with the Service. Refer to 10.2 Grievance and Complaint Management for the steps involved in this process.
19. Organise and provide information about counselling services to the Educator, family members, and their children.
20. Ensure the Educator (and families) are aware they should not speak to media by calling them and providing the details of the Approved Provider to the Educator (and families), so they can refer the media for comment.
21. Where required, work with the authorities (police and/or coroner) as necessary to ensure they have access to all the information requested
22. Ensure the Educator is also supported when speaking with the relevant authorities as required.
23. Remind the Educator to contact their insurer and seek support to complete their record of the incident. The Service will also contact their insurer and provide details on the incident.
24. Consider the actions of staff and Educators during the incident and review all processes as a result of this feedback.
25. Where it is appropriate to provide advice, including any changes to the policy to the other Educators and staff of the service to ensure this type of incident is never repeated.
26. Where appropriate, before an Educator returns to providing childcare, they have a medical clearance letter stating they are both physically and emotionally (mental health is sound) able to provide care and education to children.

#### 4.11.4 A Child Left at the Educator's Residence

If a child is found to be left (locked in or left behind when the Educator was not present) or locked out, have escaped or absconded from the residence or another venue, the following steps will be followed:

1. **The Educator on realising a child was locked in (left behind) will:**  
**Immediately return to the residence/venue and contact the Service immediately**
  - Enter the residence/venue with the other children,
    - o It will be important to stay calm
    - o Explain what is occurring to other children
    - o Support other children back into the home
    - o Call out to the child
    - o If the child is safe and well

#### 4.10 Serious Incident and Emergency Procedure

- Keep the other children calm and talk about what has occurred and what is happening right now
- Notify the parent of the child immediately of the incident or as soon as possible (within 24 hours)
- Work collaboratively with the Nominated Supervisor or coordinator to complete the Incident, Injury, Illness and Trauma Record outlining the specifics of the incident must include
  - o Name and age of the child
  - o The relevant circumstances surrounding the incident (details of what had occurred);
  - o The time and date of the incident
  - o Details of the actions taken in relation to what had occurred to the child being educated and cared for including - if applicable
  - o Any medication administered
  - o First Aid provided
  - o Medical personnel contacted
  - o The time and date of the notification or attempted notification (parent or an authorised person, Service/Nominated Supervisor, other Agencies, Regulatory Authority)
  - o The name and signature of the person making an entry in the record
  - o The time and date that the entry was created
  - o Parental Acknowledgement – sighted and signed the report.

#### **2. The Nominated Supervisor will, in relation to a child being left behind:**

- Upon being contacted by the Educator ensure the child is found and is well
- The other children and Educator are okay
- Tell the Educator that the Nominated Supervisor and/or Coordinator will come out to the Educator's residence straight away to assist and support them
- Check-in with the Educator and ensure all children are safe
- Contact and report the incident to the Approved Provider
- Speak directly with the parent/s and explain the circumstances of their child being left alone
- Notify the other families to come to collect their children as the Educator is not able to continue to provide care
- Work with the Educator to complete the Incident, Injury, Illness, and Trauma Record, as outlined above and notify the Regulatory Authority through the online NQA IT Portal as soon as practicable but within 24 hours
- Notify the Educator verbally and in writing that they will be suspended until the matter is investigated
- Contact all other families to inform them that an Educator is not able to provide childcare and offer alternate care arrangements
- Investigate the circumstances around the child being left at residence/venue, and an interview will be conducted within three days formally with the Educator

#### 4.10 Serious Incident and Emergency Procedure

- Inform the educator of the process in writing that this will be a formal grievance process (*refer to 10.2 Grievance and Complaints Management Policy for guidance*)
- Inform the Educator of their right to bring a support person and that the interview will be recorded
- If further information about the incident comes to light in the formal interview, this information will be reported to the Regulatory Authority via the online NQA IT Portal and call to the local Regional Office
- If the Educator is not able to explain how the child was left alone, and there are no exceptional circumstances:
  - o Then the Educator will have their contract terminated
  - o If the nominated supervisor believes the Educator was not able to provide an appropriate response, they will notify the Educator in writing and verbally that their registration is being terminated based on the incident, which has put a child at significant risk of harm
  - o Go to the Educator's home and remove the Educators Certificate of Registration.
- **If the Educator can provide a reasonable explanation about how the child was left alone, the Nominated Supervisor will:**
  - o Review the Educator's response in accordance with *8.5 Monitoring and Support of Educators Policy* if satisfied with the response a written management plan is developed in consultation with the Educator, this could include:
    - Identifying the training required and booked this in before the Educator is reinstated
    - Complete a risk assessment and develop a risk management plan to ensure this type of incident doesn't occur in the future
    - Increasing Support Visits for a specific period of time
    - Placing the Educator on probation for three months.

### **3. On arrival, the Educator finds the child is there but not responsive:**

#### **The Educator will:**

- Immediately call emergency services – 000 Ambulance/Police and put on loudspeaker so they can talk to the emergency personnel, inform them of the address (and nearest crossroads), and tell them what they have noticed. Listen to their instructions
- Begin first aid:
  1. **Calmly approach the child**, tell the other children if present to sit where you can see them
  2. **Danger:** Check to ensure there is no danger before trying to help a child or adult
  3. **Response:** Look for a responses – call name and shake
  4. **Airway:** Open the mouth and check the airway for foreign material. If present, place the child in recovery position and clear the airway. No foreign material, Leave in position. Open the airway by tilting the head back with a chin lift
  5. **Breathing:** Normal Breathing. Check for breathing: look, listen, feel for 10 seconds. Not normal breathing? Contact emergency services; start CPR. Normal breathing? Place in the recovery position and monitor breathing

4.10 Serious Incident and Emergency Procedure

6. **Start CPR 30 chest compressions:** 2 breaths, continue CPR until help arrives or the child starts breathing. Compressions and breaths are most effective.
7. **Remember with a baby compression** is using two fingers and a small child, one hand.
  - On arrival of emergency services, the Educator will take directions from emergency services personnel
  - Join the other children to ensure they calm and are taken away from where the emergency services personnel are working on the child
  - Contact the Service Office to notify them of the incident and seek support.
  -

**4. The Nominated Supervisor will**

- respond to a 10.3.3 Serious incident – Coordination Unit procedure
- notify the Educator in writing of their suspension until the matter is thoroughly investigated
- contact all other families to inform them that an Educator is not able to provide childcare and offer alternate care arrangements
- investigate the circumstances around the child being left at residence/venue, and an interview will be conducted within three days formally with the Educator
- inform the Educator of the process in writing and that this is a formal grievance process
- inform them of their right to bring a support person and that the interview will be recorded
- if the Educator is not able to explain adequately how the child was left alone, that is there was an exceptional circumstance; the Educator will have their registration terminated immediately
- if after they review the outcome of the interview, they believe the Educator was not able to provide an appropriate response, they will notify the Educator in writing and verbally that their contract is being terminated based on the incident, which has put a child at significant risk of harm
- go to the Educator's home in person to deliver the letter and while there, remove the Educator's Certificate of Registration.

**5. If not, it isn't possible for the Educator to return to the residence within a short period (no more than 5 minutes)**

**The Educator will:**

1. Notify the police of the incident
  - o Immediately Call emergency services – 000 Police or if using a mobile 112
  - o Provide information about what has occurred:
    - the address, nearest crossroad
    - the age of the child and name
    - any medical concerns of the child

#### 4.10 Serious Incident and Emergency Procedure

- if there is a way to enter the home without breaking in inform the police (a key is kept in a secure place)
  - your expected arrival.
2. Contact the Service and notify them that a child was involved in this incident immediately or as soon as possible and within 24 hours of this occurring.
  3. Make their way back the residence/venue in a calm and safe way.
  4. Notify the parent immediately to explain what has occurred with their child.
  5. Continue to talk to the other children about what has happened and reassure them that they are all okay.

#### **6. The Nominated Supervisor will:**

- follow the - Responding to a Serious incident – refer above 10.3.3
- immediately suspended the Educator until this matter is investigated
- notify the Educator in writing of the suspension
- consider alternate care for families
- contact all other families to offer alternative care arrangements
- investigate the circumstances around the child being left at the Educator's residence/venue, and an interview will be conducted within three days formally with the Educator
- inform the Educator of the grievance process in writing e.g. that this is a formal grievance process which includes a formal interview
- ensure they are aware of their right to bring a support person
- note that the meeting will be recorded
- if the Educator is not able to explain how the child was left alone, that is an exceptional circumstance; terminate the Educator's registration.

#### **7. If on return to the home, the child is missing – has left or been taken from the residence**

##### **The Educator will:**

1. Notify the police of the incident
  - Immediately Call emergency services – 000 Police or if using a mobile 112
  - Provide information about what has occurred:
    - the address, nearest crossroad
    - The description of the child – clothing they have on
    - the age of the child and name
    - general appearance – blonde hair, blue eyes, any other characteristics that would assist in any search for the child
    - any medical concerns of the child
    - where they live and their parent's name and contact details.
  - Contact the Service and notify them that a child is missing immediately or as soon as possible and within 24 hours of this occurring.
- Notify the parent immediately, explain what had occurred, and that the child is missing and police have been notified.



**8. The Nominated Supervisor will:**

- respond by following the 10.3.3 Serious incident – Coordination Unit
- suspend the Educator until this matter is thoroughly investigated
- notify the Educator in writing of the suspension noting the breach in legislation and process outcome
- contact all other families to offer alternate care arrangements
- investigate the circumstances around the child being left at the Educator's residence/venue, and an interview will be conducted within three days formally with the Educator
- inform the Educator of the process in writing
- inform the Educator that this is a formal grievance process
- inform the Educator of their right to bring a support person, and the interview will be recorded
- if the Educator is not able to explain how the child was left alone, that is an exceptional circumstance; the Educator will have their registration terminated
- if they believe the Educator was not able to provide an appropriate response, they will notify the Educator in writing and verbally that their registration is being terminated based on the incident, which has put a child at significant risk of harm
- go to the Educator's home and remove the Educator's Certificate of Registration.

**4.10.5 Missing, taken or removal of the child from the residence**

**In relation to a situation where a child is missing, believed to be taken or removed**

**The Educator will:**

- ensure all other children are safe and supervised – be careful not to cause distress to the other children
- check all areas where the child was last seen and all areas in and around the residence
- telephone the Service office without delay once they have established the child is missing and provide all details possible on the last sighting of the child and anything that will assist in locating the child
- if they believe there are reasonable grounds that the child was taken from the residence, they will call the police immediately (000) and provide the details on why they suspect the child was taken
- continue to talk with the children while awaiting the arrival of the Nominated Supervisor or Coordinator from the office
- brief the nominated supervisor (within 24 hours) of the incident
- complete the Incident, Injury, Trauma, and Illness Record (in accordance with 4.9 Incident, Injury, Trauma and Illness Procedure) and submit the record to the Service within 24 hours.

**The Nominated Supervisor and/or Coordinator will:**

- follow the procedure set out in 10.3.3 Responding to a Serious Incident – Coordination Unit
- attend promptly after receiving the call from the educator.

**The Nominated Supervisor will:**

- ensure the Educator and other children are safe through asking questions.
- ask the Educator if the police have been notified
- get as much information from the Educator as possible, to pass onto the police if this has not yet occurred
- where necessary, liaise with emergency services to notify them of the situation and determine the best way to deal with the situation or to ascertain what is the best action of the service
- contact the family of the child who is involved in a serious incident as soon as possible – ensure they are not alone and inform them that an incident with their child has occurred
- if appropriate, ask them to go to the Educator's residence
- brief the other appropriate Service staff members about the incident and determine the plan of action including if the coordinator will accompany the Nominated Supervisor to the location of the incident and identify what each person's role will be including who will:
  - o Support the Educator by going to the location of the incident
  - o Support the parent of the child if required by going to the location where they are located
  - o Support the other children by ensuring they are safe physically and give comfort and emotional support
  - o Identify who will contact the local Regulatory Authority Regional Office
  - o Notify the Approved Provider via the Approved Provider as soon as possible.
- when appropriate, contact all other families of children who were present but not involved in the incident and asked them to collect their child from the residence or location where the incident occurred
- be sensitive in briefing the families about the incident and avoid any discussion which is not necessary in the presence of children
- the Nominated Supervisor and/or Coordinator will stay with the children until all children are collected
- support the families of children to access alternate care arrangements if required
- ensure they or any other staff member does not address any media or provide information other than the nature of the incident
- report what is known about the incident through the online NQA IT Portal as soon as practicable but within 24 hours
- ensure an Incident, Injury, Trauma and Illness Record is completed in collaboration with the educator assisted by the Nominated Supervisor within 24 hours
- the Incident, Injury, Trauma, and Illness Record will outline the specifics of the incident must

#### 4.10 Serious Incident and Emergency Procedure

include:

- Name and age of the child
  - The relevant circumstances surrounding the incident (details of what had occurred)
  - The time and date of the incident
  - Details of the actions taken in relation to what has happened to the child being educated and cared for including - if applicable
  - The time and date of the notification or attempted notification (parent or an authorised person, Service/Nominated Supervisor, other Agencies, Regulatory Authority)
  - The name and signature of the person making an entry in the record
  - The time and date that the entry was made
  - Parental Acknowledgement – sighted and signed the report.
- when possible, meet with the Educator to reflect on the incident (within 3 days) and consider how to mitigate this type of incident from occurring in the future
  - organise and provide information about counselling services to the Educator, family members, and their children
  - ensure the Educator (and the children's parents) are aware they must not speak to media by calling them and providing the details of the Approved Provider to the Educator (and families), so they can refer media to the Approved Provider for comment
  - where required, work with the authorities (police and/or coroner) as necessary to ensure they have access to all the information requested
  - ensure the Educator is also supported to speak with the relevant authorities as required
  - consider the actions of staff and the Educator during the incident and review all processes as a result of this feedback
  - where it is appropriate to provide advice, including any changes to the policy to the other educators and staff of the service to ensure this type of incident is never repeated
  - where appropriate, before an Educator returns to providing the care, they have a medical clearance letter stating they are both physically and emotionally (mental health is sound) able to provide care and education to children.

#### **4.10.6 Child not collected**

##### **A child has not been collected from the Educator's residence.**

**The Educator will:**

1. telephone the parent and/or authorised person and/or emergency contacts on the child's enrolment form.
2. notify the Nominated Supervisor and/or Coordinator if no response is received or you are unable to contact the family.
3. continue to provide care until the parent or Nominated Supervisor and or Coordinator arrives
4. if the parent is not contactable, consider if they can continue to provide care, in consultation

#### 4.10 Serious Incident and Emergency Procedure

with the Nominated Supervisor and the police.

- at the first available opportunity, an Incident, Injury, Illness and Trauma Record will be completed with the assistance of the Nominated Supervisor or Co-ordinator if required within 24 hours.

#### The Nominated Supervisor will:

- if the child is not collected or no emergency contact person is available, they will contact Child Safety and explain they have a child that appears to have been abandoned and are unable to contact the family
- Follow all instructions of the police personnel, and communicate the outcome of this conversation with the Educator
- if the Educator is agreeable, communicate that the Educator is willing to care for the children until collected by an appropriate person
- Within 24 hours, make notification to the Regulatory Authority via the NQA IT System.

#### 4.10.7 Emergency Response to a Child who has a Diagnosed Medical Condition

Refer to **4.4 Medical Conditions Policy** and **Procedures** 4.13 Medical Conditions, 4.14 Anaphylaxis 4.15 Asthma and 4.12 Notifications.

#### 4.10.8 Responding to other Emergency Incidents, Injury, Illness or Trauma

Refer to **4.6 Administration of First Aid Policy** and **4.2 Incident, Injury, Trauma and Illness Policy** and **Procedure** 4.18 Administration of First Aid and 4.9 Incident, Injury, trauma and illness AND Refer to **Procedure** 4.12 Notifications concerning a child who the educator believes should receive medical attention due to illness.

### Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	10/2020	Reviewed and separated from Policy

### Related Documents

#### Policies

- 4.3 Serious Incident and Emergencies Policy
- 4.4 Medical Conditions
- 4.6 Administering First Aid

My Place Family Day Care  
4.10 Serious Incident and Emergency Procedure

**Forms**

Incident, Injury, Illness, Trauma Record  
Health Management Plan

**Reference**

**Refer to** 4.3 Serious Incident and Emergencies Policy