

POLICY: 4.3 SERIOUS INCIDENTS AND EMERGENCIES

Procedure: 4.12 Notifications Procedure

Notification to the Regulatory Authority is a crucial obligation under the Education and Care Service National Law and Regulation of the Approved Provider, Nominated Supervisor and Educators.

Educators must also report any serious incidents (as defined within the 4.3 Serious Incident and Emergencies Policy). As well as any complaints, allegations which are said to contravene the National Law. Any changes in adults residing at the residence or change in the fitness and propriety status of themselves or adults residing at their residence as outlined in the below table. And they must seek permission for any changes to their environment including building a structure or undertaking a renovation of the residence. Educators must seek prior approval for any excursion a child enrolled at the service may attend.

4.12.1 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:

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4.12.2 Notifications to the Approved Provider by the Educator

It is important to recognise the shared obligations, Educators, Coordination Unit staff and the Approved Provider have in ensuring the safety and wellbeing of children. These obligations

require all parties to actively ensure all legislative notifications are made within the prescribed period and documented to ensure all relevant evidence is collected as soon as possible.

The below table outlines the reporting obligation an Educator has to the Family Day Care (FDC) Service. Included in this is:

- The events and situation that require a notification
- The prescribed timeframe for the notifications to the Service office or Nominated Supervisor
- The forms to be completed by the Educator.

4.12.3 Serious Incident Notification			
What must be notified by the educator	Whom/Where	When	How
<p>Serious incidents</p> <p>My Place Family Day Care defines a serious incident as:</p> <p>a. <i>The death of a child.</i></p> <p>b. <i>A child being locked in or out of the family day care residence</i></p> <p>c. <i>A child who appears to have been taken or removed from the FDC residence/venue in a way that breaches the National Regulations.</i></p> <p>d. <i>A child appears to be missing or cannot be accounted for.</i></p> <p>e. <i>Where an accident or incident required the attendance of emergency services or when emergency assistance reasonably should have been sought. Includes health conditions</i></p> <p>f. <i>Damage to or loss of the FDC residence and/or venue due to natural disasters.</i></p> <p>g. <i>Personal violence: e.g. verbal, physical, sexual, harassment.</i></p> <p>h. <i>Experience of a violent situation such as fire, bomb, threat, siege or hostage.</i></p>	<p>Family Day Care Office</p> <p>Nominated Supervisor</p>	<p>As soon as possible but within 24 hours</p>	<p>Educators must phone the Office in working hours or emergency mobile number out of office hours</p> <p>Educators will complete the Incident, Injury, Illness and Trauma Record</p>
4.12.4 Allegations and Complaints Notification			
What must be notified by the educator	Whom/Where	When	How

<p>Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the education and care service.</p>	<p>Family Day Care Office Nominated Supervisor</p>	<p>As soon as possible but within 24 hours of the relevant event</p>	<p>Educators will complete the Incident, Injury, Illness and Trauma Record</p>
<p>Complaints Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened regarding the health and safety of children.</p>	<p>Family Day Care Office Nominated Supervisor</p>	<p>As soon as possible but within 24 hours</p>	<p>Notify the Family Day Care Office Educators will complete the Incident, Injury, Illness and Trauma Record</p>

4.12.5 Renovations, Changes to the Residence Notification

What must be notified by the educator	Whom/Where	When	How
<p>Renovation All proposed renovations to the FDC residence or Venue</p>	<p>Family Day Care Office Nominated Supervisor</p>	<p>Before the renovation commences</p>	<p>Provide a plan of the renovation before the renovation for approval Complete Risk Management Plan</p>
<p>Changes to Residence/Venue A change to the FDC residence or approved venue that create a serious risk to the health, safety and wellbeing of children attending the residence or venue</p>	<p>Family Day Care Office Nominated Supervisor</p>	<p>As soon as possible but within 24 hours. Cease Care until inspected.</p>	<p>Call the Family Day Care office or Nominated Supervisor if after hours to arrange an inspection of the residence/venue. Risk Management Plan</p>

4.12.6 New Adult Residing and Changes to Fit and Proper Status

What must be notified by the educator	Whom/Where	When	How
<p>Proposed New Adult residing at the residence Any new person over 18 years who intends to reside at the FDC residence and any circumstance relevant to whether a resident who is over 18 years is fit and proper</p>	<p>Family Day Care Office Nominated Supervisor</p>	<p>Before the proposed new adult moves in, they must hold of Current Positive Blue Card Notice.</p>	<p>Notify the Family Day Care Office</p>
<p>Changes to Fit and Proper Status If an Adult residing at the Educator's residence or the Educator is charged</p>	<p>Family Day Care Office</p>	<p>As soon as possible or within 24 hours of</p>	<p>Notify the Family Day Care Office</p>

with an offence, the Educator must notify the Service	Nominated Supervisor	becoming aware of the offence.	
4.12.7 Seeking Approval for Excursions			
What must be notified by the educator	Whom/Where	When	How
Seek Approval to take children on a planned excursion Where the excursion is planned educators must provide the risk assessment and management plan	Family Day Care Office Nominated Supervisor	In advance of excursion taking place	Excursion Authorisation Form Risk Management Plan

4.12.8 Notification to Queensland Regulatory Authority – Approved Provider

The Nominated Supervisor and, if required, other Coordination Unit staff will on behalf of the Approved Provider ensure the obligation noted within the Table below are undertaken within the prescribed timeframes.

Reference	Type of Notification	Responsibility	Timeframe
4.12.9 Change to information about the approved provider			
Section 173(1)(a)	Notice of change in the name of the approved provider	Approved provider	Within 14 days
Section 174(1)(b) R.175 (1)(a)	Change to address, principal office*, or contact details of the approved provider. Note this is distinct from the obligation on family day care services to notify of a change in location of principal office under s173(2)(e) (see below)	Approved provider	Within 7 days
Section 174(1)(a)	Any change relevant to the approved provider's fitness and propriety	Approved provider	Within 7 days
Section 173(1)(b)	Notice of any appointment or removal of a person with management or control of service	Approved provider	Within 14 days
Section 174(1)(b)	The appointment of receivers or liquidators to the approved provider or any matters that affect the financial viability and ongoing operation of the service	Approved Provider	Within 7 days

Reference	Type of Notification	Responsibility	Timeframe
R. 175 (1)(b)			
Section 39(2)	Death of Approved Provider	Nominated Supervisor or person in day to day control	Within 7 days of the death

4.12.10 Change to information about education and care service

Section 173(1)(c)	A failure to commence operating within 6 months (or within the time agreed with the regulatory authority) of being granted a service approval	Approved Provider	Within 14 days
Section 173(2)(a) R.174(1)	Suspension or cancellation of a working with children card or teacher registration of a Nominated Supervisor, or disciplinary proceedings of a Nominated Supervisor under an education law	Approved Provider	Within 14 days
Section 174(2)(c) R.175 (2)(a)	Any change to the hours and days of operation of the Service	Approved Provider	Within 7 days
Section 173(2)(e)	A change in the location of the principal office of a family day care Service	Approved Provider	At least 14 days before the change will occur
Section 56	Adding Nominated Supervisor(s) Previously only one Nominated Supervisor permitted per service	Approved Provider	At least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)
Section 173(2)(b)	A Nominated Supervisor is no longer employed at the service, is removed from	Approved Provider	Within 7 days

	the role or withdraws consent to the nomination		
Section 173(2)(c)	Any proposed change to the premises (other than a family day care residence)	Approved Provider	Within 7 days
Section 59 R.36 & 37	Intention to transfer service approval	Transferring Approved Provider and Receiving Approved Provider	At least 42 days before the transfer
Section 173(2)(d)	Ceasing to operate the education and care service	Approved Provider	Within 7 days
4.12.11 Incidents and Complaints			
Section 174(2)(a) R. 12 R. 176 (2)(a)(i)	Serious incident - Death of a child	Approved Provider	As soon as practicable, but within 24 hours
Section 174 (2)(a) R. 12	Serious incident - Any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital Previously included attention from a medical practitioner	Approved Provider	Within 24 hours of the incident
Section 174(2)(a) R.12	Serious incident - Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner	Approved Provider	Within 24 hours of the incident

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Section 174(2)(a) R. 12	Serious incident - Any emergency for which emergency services attended Change to clarify attendance only in the case of an emergency	Approved Provider	Within 24 hours of the incident
Section 174(2)(a) R.12	Serious incident - A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent	Approved Provider	Within 24 hours of the incident
Section 174(2)(a) R. 12	Serious incident - A child is mistakenly locked in or out of the premises or any part of the premises	Approved Provider	Within 24 hours of the incident
Section 174(2)(b) R. 12	Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened (refer to Serious Incidents above)	Approved Provider	Within 24 hours of the complaint
Section 174(2)(c) R. 5(2)(b)	Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period	Approved Provider	Within 24 hours of the incident
Section 174(2)(c) R. 175 (2)(c)	Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service	Approved Provider	Within 7 days
Section 174(2)(c) R.175 (2)(d)	Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service	Approved Provider	Within 7 days
Section 174(2)(c) R. 175 (2)(e)	Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service	Approved Provider	Within 7 days

4.12.12 Information for FDC Educators to report to their Approved Provider			
Secti on 174A R. 12	Any serious incident while a child is being educated and cared for by the educator (refer to Serious Incidents outlined in Incidents and Complaints table above)	FDC Educator	Within 24 hours to ensure the Approved Provider meets their obligation to report within 24 hours
Secti on 174A R. 12	Any complaint alleging that a serious incident has occurred, or the National Law has been contravened while a child was being educated and cared for (refer to Serious Incidents outlined in Incidents and Complaints table above)	FDC Educator	Within 24 hours to ensure the Approved Provider meets their obligation to report within 24 hours
	Renovations or other changes to the FDC residence or approved venue that create a serious risk to the health, safety and wellbeing of children attending the residence or venue	FDC Educator	See Notification to the Approved Provider by the FDC educator policy
R.164	Any new person over 18 years who resides at the FDC residence and any circumstance relevant to whether a resident who is over 18 years is fit and proper	FDC Educator	See Notification to the Approved Provider by the FDC educator policy
4.12.13 Notification to parents			
R.172	Policies: parents of children enrolled at the service are notified before making any change to a policy or procedure that may have a significant impact on the service's provision of education and care to any child enrolled at the service; the family's ability to utilise the service; any change that will affect the fees charged or the way in which fees are collected.	Approved provider	At least 14 days prior unless a lesser period is necessary because of a risk
Secti on 37(3)	Voluntary suspension of provider approval: the approved provider must notify the parents of children enrolled at the services operated by the approved provider.	Approved provider	At least 14 days prior to application for suspension

R. 86	A parent of a child being educated and cared for by the service is to be notified if the child is involved in any incident, injury, trauma or illness while at the service.	Approved Provider	As soon as practicable, no more than 24 hours
R. 94	If medication is administered in case of an anaphylaxis or asthma emergency, the approved provider or a nominated supervisor of the service or family day care educator must ensure that a parent and emergency services are notified.	Approved Provider/ Nominated supervisor/educator	As soon as practicable

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

Forms

Incident, Injury, Illness, Trauma Record

Reference

Refer to 4.3 Serious Incident and Emergencies Policy