

4.3 Serious Incident and Emergencies Policy

1. Purpose

My Place Family Day Care is committed to ensuring that Nominated Supervisors, Coordinators, Educators and Educator Assistants have the capacity to respond promptly and appropriately in the event of a serious incident or emergency.

2. Scope

This policy applies to Nominated Supervisors, Coordinators, Educators, Educator Assistants, parents and children

3. Definitions

Approved Provider: Inala Community House (ICH) has approval from the Federal Government to operate an approved FDC service.

Service: My Place Family Day Care, whose Approved Provider is Inala Community House.

Parent/Guardian: The person responsible for the payment of fees and who is paid the Child Care Subsidy. Referred to as the Parent/s. **PLEASE NOTE: do not include a parent who is prohibited by a court order from having contact with the child**

Authorised Nominee: in relation to a child, means a person who has been given permission by a parent or guardian to collect the child from the FDC Educator.

Authorised Person: This means a person who is a parent or family member of the child who is being educated and cared for by the family day care Educator. **PLEASE NOTE: A parent or family member does not include a person whose access to the child is prohibited or restricted by a court order or tribunal of which the approved provider, nominated supervisor, or FDC educator is aware.**

Educator: A suitable qualified person who is registered with the Service

Educator's Residence – The home or venue approved to provide childcare by an approved Educator of the Service.

Serious Incident: *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 including the following. This policy outlines how the Nominator Supervisors, Coordinators, and Educators will respond to each circumstance noted below:*

1. **Death of a child.**
2. **A child being locked in or out of the Family Day Care residence and venue.**
3. **A child that 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 accident occurring where the attendance of emergency services or should have reasonably should have been sought or should have attended hospital or medical practitioner.***
5. ***Damage to or loss of the Family Day Care residence and/or venue due to natural disasters.***
6. ***Personal violence, e.g. verbal, physical, sexual, harassment.***
7. ***Experience of a violent situation such as fire, bomb, threat, siege or hostage***

4. Policy

My Place Family Day Care staff, Educators and Educator Assistants have the capacity to protect, recognise, respond to and effectively evacuate children in the event of a serious incident or emergency.

4.1 Serious Incident

The Service will provide emergency contact details (office hours and outside office hours) to all Educators.

The Service's Nominated Supervisor/s will be available in the event of a serious incident.

Educators will always supervise and keep a count of all children to ensure no child is locked in or out of the residence or is able to leave the residence without the Educator.

Educators will respond to the emotional needs of all children involved or present when a serious incident occurs.

If the tragedy of the death of a child should occur while a child is in care, the Service will do everything in its power to acknowledge the feelings of the parents of the child, the other children in the Service, the Educator and all those directly involved.

Educators will develop evacuation and lockdown processes in line with 7.1 Emergency Management, Lock Down and Evacuation Policy.

Support and referral to the appropriate agents will be offered.

The Service will notify the Chief Executive Officer of ICH and the President of the Board of Directors of the circumstances and procedures taken in the event of the death of a child while in Family Day Care as soon as possible. This notification is to be followed by a copy of the written report.

4.2 Emergencies

The Service will ensure staff and Educators are able to protect the welfare of the children enrolled at the Service and, if required, are competent in seeking immediate emergency medical aid in the event of a serious incident, injury, illness, or trauma.

Educators will contact emergency services if a child is unresponsive or has a serious incident requiring emergency medical attention and will administer emergency first aid until they are unable to continue, or emergency services arrive.

The Service is to notify the Chief Executive Officer and President of the Board of Directors of ICH of the circumstances and procedures taken in the event of a serious incident of a child while in Family Day Care as soon as possible. This notification is to be followed by a copy of the written report.

Educators and Staff will refer to *4.4 Medical Conditions Policy* for guidance on other serious medical conditions which may result in an emergency medical event.

A review of all procedures and documentation of an emergency will be undertaken within at least seven working days of the emergency or sooner if practicable.

4.3 Notifications

In the event of a serious incident, the Educator will notify the Service immediately or as soon as practicable and within 24 hours.

The Service's Nominated Supervisor/s will notify the Queensland Regulatory Authority immediately or as soon as practicable and within 24 hours.

Parents of the child/ren involved in a serious incident will be notified immediately or as soon as practicable.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors. This policy will be reviewed every two years or sooner as required.

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	12/2019	Reviewed
Revision 04	01/2021	Reviewed

6. Related Documents

Policies

- 4.2 Incident, Injury, illness and Trauma Policy
- 4.4 Medical Conditions Policy
- 4.6 Administration of First Aid Policy
- 7.1 Emergency Management, Lock Down and Evacuation Policy
- 9.1 Orientation and Enrolment Policy
- 10.3 Confidentiality Records and Register Management Policy

Primary Procedures

- 4.13 Death of a Child Procedure
- 4.14 Child Locked In or Out of the Family Day Care Residence and Venue Procedure
- 4.15 Missing child Procedure
- 4.16 Responding to Medical Emergency Procedure
- 4.17 Responding to Other Emergencies Procedure

Associated Procedures

- 4.18 Notifications Procedure
- 4.19 Medical Conditions Procedure
- 4.20 Anaphylaxis Procedure
- 4.21 Asthma Procedure
- 4.22 Diabetic Procedure
- 4.23 Epilepsy Procedure
- 4.26 Administration of First Aid Procedure
- 9.2 Enrolment and Orientation Procedure
- 10.6 Confidentiality and Privacy Procedure
- 10.7 Record Management and Storage Procedure
- 10.9 Notifications Procedure

Forms

- Enrolment Form
- Incident, Injury, Illness, Trauma Record
- Health Management Plan

References

Education and Care Services National Law 2010 s.168 offence relating to the protection of children from harm or hazard

Education and Care Services National Regulations 2011

- R.85: Incident, injury, trauma and illness policies and procedures
- R.86: Notification to parents of incident, injury, trauma, and illness
- R.87: Incident, injury, trauma and illness record
- R.88: Infectious diseases
- R.89: First Aid Kits
- R.97: Emergency and evacuation procedures

R.161: Authorisations to be kept in enrolment record

R.162: Health information to be kept in enrolment record

R.168: (2) (e) Education and care service must have policies and procedures

R.174: Prescribed information to be notified to the Regulatory Authority

R.176: Time to notify certain information to Regulatory Authority

Guide to the National Quality Framework 2018 Chapter 2 The National Quality Standards,
Quality Standard 2: Children's Health and Safety

2.1.2: Health practices and procedures – effective illness and injury management and
hygiene practices are promoted and implemented

2.2.1: Supervision - At all times, reasonable precautions and adequate supervision ensure
children are protected from harm and hazard.

2.2.2: Incident and emergency management – plan to effectively manage incidents and
emergencies are developed in consultation with relevant authorities, practiced and
implemented

2.2.3: Child Protection – Management, educators, and staff are aware of their roles and
responsibilities to identify and respond to every child at risk of abuse and neglect.