



Nature Alliance Family Day Care Service

Serious Incidents, Emergencies & Evacuation Policy



POLICY IN THIS SECTION AS REQUIRED BY

Education and Care Services National Law (WA) Act 2012: Section 174(2), 179

Education and Care Services National Regulations, 2012 – ‘Regulations’ 4, 12; 85 - 89; 97 (1)(2)(3 ab)(4); 98; 136; 168(2) (b)(e).

PURPOSE:

Services have a responsibility to protect the health and safety of each individual at all times.

SCOPE:

This Policy applies to Family Day Care Educators; Family Day Care Assistants; regular visitors, Family Day Care Service staff members, Family Day Care Educator family members, students, parents, children (including visiting children) and volunteers.

POLICY

Family Day Care Educators and staff will take reasonable steps to ensure every child’s health and wellbeing is safeguarded whilst protecting children from harm and hazards.

All parties embed the National Principles for Child Safe Organisations and promote a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children’s sense of security and belonging.

Definition:

Emergency: is defined in relation to a care and education service, as any situation or event that poses an imminent or severe risk to the persons at the education and care service premises.

Examples being:

- Flood
- Cyclone
- Fire
- A situation that requires the education and care service premises to be in lock-down, examples, but not limited to:
 1. Intruders (animal or human)
 2. Involvement of firearms or other weapons
 3. Structural damage

The Family Day Care Service defines a serious incident as written in the Education and Care Services National Regulations Chapter 1(12).

Serious Incidents: is defined as

- Death of a child.
- A child being locked in or out of the Family Day Care residence and/or venue.
- A child that appears to have been taken or removed from the Family Day Care residence and/or venue in a way that breaches the National Regulations.
- A child appears to be missing or cannot be accounted for.
- An accident occurred where the attendance of emergency services were sought.
- Damage to or loss of the Family Day Care residence and or venue due to natural disasters.
- Personal violence e.g. verbal, physical, sexual, harassment.
- Experience of an emergency situation such as fire, bomb threat, siege or hostage

All incidents listed above will be recorded on the Nature Alliance Service Complaints Serious Incident Register.

PROCEDURES:

General

1. If at any time, police or emergency services are required to attend the family day care premises in relation to violent behaviours, drugs or alcohol related incidents, or any incident that relates to the health and safety of any person on the premises, Nature Alliance must be notified within 24 hours of the event or on the next working day, if the event occurred on the weekend or over a public holiday. This applies even if children are not in care.
2. Emergency plans and evacuation strategies to be displayed in a prominent position at each exit.
3. Ensure children, parents, visitors and service staff are familiar with emergency evacuation procedures
4. Emergency evacuation procedures are to be practiced at a minimum of every 3 months.
5. Records of the emergency evacuation practice are to be logged with the date, time, and names of children and Educators present. These records must be kept for a period of 3 years and be made available on request.
6. Emergency phone numbers will be kept within easy access and displayed in a prominent position. Family Day Care Service staff and parents must know the location of these numbers.
7. Educators will have available an alternate operational phone or communication method.

Death of a child

The Family Day Care Educator will:

1. Call emergency services – 000.
2. Ensure the safety of the other children in care.
3. Administer First Aid until emergency services arrive.
4. On arrival of emergency services, the Educator will take directions from emergency services personnel.
5. The Family Day Care Educator to contact Family Day Care Service staff.
6. A Medical Incident, Illness, Injury and Trauma form will be completed by the Educator with the assistance of the Family Day Care Service staff member and submitted to the Family Day Care Service within 24 hours.
7. The Family Day Care Educator will not share any details of the incident online or in person with any other Educators, media, or third-party persons.

The Family Day Care Service will:

1. The Family Day Care Service staff will contact the child's family and email the Regulatory Authority.
2. If geographically possible, a Family Day Care Services staff member to go immediately to Educator residence/venue or location where incident occurred to take responsibility for any other children in care at the time of the incident and if permitted by emergency services.
3. Family Day Care Service will contact parents / guardians of children in care at the time and arrange for collection of remaining children.
4. Family Day Care Service will submit the 'Notification of a Serious Incident' SI01 via the NQAITS portal within 24 hours. If this is not possible, a phone call to ECRU will be made.
5. Counselling will be offered by the Family Day Care Service for the Educator, family and other children if required.
6. The Family Day Care Educator or Family Day Care Service staff should not admit liability.
7. Only an approved representative of the Approved Provider will speak to any media.

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Serious Injury to Child (life threatening)

1. Call emergency services – 000
2. Ensure the safety of the other children in care.
3. Administer First Aid until emergency services arrive.
4. On arrival of emergency services, the Educator will take directions from emergency services personnel.
5. The Family Day Care Educator to contact Family Day Care Service staff.
6. A Medical Incident, Illness, Injury and Trauma form will be completed by the Educator with the assistance of the Family Day Care Service staff member and submitted to the Family Day Care Service within 24 hours.
7. The Family Day Care Educator will not share any details of the incident online or in person with any other Educators, media, or third-party persons.

The Family Day Care Service will:

1. The Family Day Care Service staff will contact the child's family and email the Regulatory Authority.
2. If geographically possible, a Family Day Care Services staff member to go immediately to Educator residence/venue or location where incident occurred to take responsibility for any other children in care at the time of the incident and if permitted by emergency services.
3. Family Day Care Service will contact parents / guardians of children in care at the time and arrange for collection of remaining children.
4. Family Day Care Service will submit the 'Notification of a Serious Incident' SI01 form (ACECQA) to ACECQA within 24 hours.
5. The Approved Provider will be informed.
6. Counselling will be offered by the Family Day Care Service for the Educator, family and other children if required.
7. The Family Day Care Educator or Family Day Care Service staff should not admit liability.
8. Only an approved representative of the Approved Provider will speak to any media.

Missing Child - Refer to Policy (Child Safety)

The Family Day Care Educator will:

1. Ensure other children's safety.
2. Check all areas where the child was last sighted and areas where they could have wandered to.
3. Call police and phone Family Day Care Service without delay.
4. Notify the family of the incident.
5. Following resolution of the incident, complete the Incident, Injury, Trauma and Illness form and submit it to the Family Day Care Service within 24 hours.

The Family Day Care Service will:

1. If geographically possible, a Family Day Care Services staff member to go immediately to Educator residence/venue or location where incident occurred to take responsibility for any other children in care at the time of the incident and if permitted by emergency services.
2. Coordinate notification of police (if applicable), parents and the Regulatory Authority.
3. The Family Day Care Service will submit the 'Notification of a Serious Incident' SI01 form (ACECQA) to ACECQA within 24 hours.
4. An Incident, Injury, Trauma and Illness form will be completed by the Educator with the assistance of the Family Day Care Service staff member and submitted to the Family Day Care Service within 24 hours.
5. The Approved Provider will be informed.

Child That Has Not Been Collected

The Family Day Care Educator will:

1. Telephone the parent and/or authorised person and or emergency contacts on the child's enrolment form.
2. Notify the Family Day Care Service if no response is received or unable to contact the family within a 30minute timeframe after the first call.
3. At the first available opportunity provide an Incident, Injury, Trauma and Illness form to the Family Day Care Service. This should be done within 24 hours of the incident.

The Family Day Care Service will:

1. The Service will establish the individual situation and advise if Crisis Care or Police need to be involved.
2. Contact Crisis Care (if required) and explain they have a child that appears to have been abandoned and they are unable to contact the family. Phone number 1800 199 008 (country) or 08 9223 1111 (metropolitan).
3. Follow all instructions from Crisis Care (Family Day Care Educators may be asked to keep children until collected).
4. The Family Day Care Service will notify the Regulatory Authority via email.

Preparing for Emergencies that Require Immediate Evacuation or Lock Down

These procedures can be applied to lock down, fire, flood or cyclones.

The Family Day Care Educator will:

Develop a risk assessment that identifies any potential emergencies that are relevant to the Family Day Care Service and or geographical area and then, if applicable:

1. Develop a Bushfire Smart Plan and follow the DFES warnings if relevant to geographical area.
2. Develop a Cyclone Smart Plan and follow the DFES warnings if relevant to geographical area.
3. Develop a Flood Smart plan and follow DFES warnings if relevant to geographical area.
4. Consult with relevant authorities / parents / guardians regarding potential situations that may require service to be locked down.
5. Ensure the residence and/or venue exits are kept clear and are easily identifiable.
6. Communicate and forward a copy of plans and lock down procedures to relevant persons and the Nature Alliance office annually and as/or created and updated.

Bushfires

1. Follow the emergency procedures and evacuation strategies developed in your Fire Readiness Plan.
2. Implement the [Fire Readiness Plan](#) when instructed by DFES staff or earlier as per your individual evacuation strategy.
3. Complete an *Incident, Injury and Trauma Illness form* of this event within 24hours and forward to the service.

Cyclones

1. Follow the emergency procedures and evacuation strategies developed in your Cyclone Smart Plan.
2. Implement the [Cyclone Smart Plan](#) when instructed by DFES staff or earlier as per your individual evacuation strategy
3. Complete an *Incident, Injury and Trauma Illness form* of this event within 24hours and forward to the service.

Floods

1. Follow the emergency procedures and evacuation strategies developed in your Flood Smart Plan.
2. Implement the [Flood Smart Plan](#) when instructed by DFES staff or earlier as per your individual evacuation strategy
3. Complete an *Incident, Injury and Trauma Illness form* of this event within 24hours and forward to the service.

Family Day Care Residence/Venue ‘Lock Down’

In the event of a situation where children and Educators need to stay inside the residence and or venue until they are notified otherwise by an appropriate authority, the following procedure will apply:

1. All children, residents and the Educator will proceed to an area deemed as safe by the Educator and will wait to be notified by the relevant authority for the residence to be considered safe.
2. Family Day Care Educator will contact relevant authorities and the Family Day Care Service who will inform the parents.
3. Documentation of this event to be made in an *Incident, Injury and Trauma Illness form* and lodged with the service within 24 hours.

The Evacuation Procedure

The Family Day Care Educator will make the final call as to whether to evacuate the residence and or venue. The residence and or venue will be evacuated when an emergency situation is declared.

The following procedure will apply:

1. The Family Day Care Service/Educator will:
 - i) Inform all persons in the residence and or venue to evacuate.
 - ii) Telephone 000 or the local emergency service, inform them that a Family Day Care Service is operated from the address and give their name, location of emergency (town street number and telephone number).
 - iii) Move all persons to the primary evacuation assembly area as indicated in the emergency plan and evacuation strategies.
 - iv) Take emergency evacuation kit with them when evacuating.
 - v) Check all persons who are at the residence and or venue at that time are in the evacuation assembly area. Inform Emergency Services if everybody is not accounted for.
 - vi) Keep all children and persons calm during the evacuation.
 - vii) Inform the Family Day Care Service of the evacuation and follow any instructions with regard to informing the parents.
 - viii) Once the area has been declared safe by the appropriate authorities the Educator and the children can re-enter the residence and or venue.
 - ix) If the residence is deemed unsafe and the Educator and children are unable to return, parents/guardians will be contacted to collect children and the Service will be notified.
2. If the Family Day Care residence and or venue emergency exits as indicated on the emergency plan evacuation strategies are blocked then:
 - i) the Family Day Care Educator will utilise any alternative evacuation exits to ensure all persons leave the residence and or venue in a safe manner.
3. If the primary evacuation assembly area is affected by the emergency, the Family Day Care Educator will immediately identify an alternative assembly area for all persons to exit to. This is to be clearly indicated to all who are exiting the residence and or venue.
4. If a child or person is requiring first aid and is unable to leave the residence and or venue due to an injury the Family Day Care Educator will follow the instructions of Emergency Services Personnel.

Emergency Evacuation and Lockdown Drills

The Family Day Care Service/Educator will:

1. Conduct an emergency evacuation drill and a lockdown drill every 3 months.
2. Document and evaluate both drills stating the date; time of day; and the number of adults and children undertaking the drill and how it went.
3. Compile an *Emergency Evacuation Drill – Risk Assessment and Management Plan*, which is updated annually and authorised by parents / guardians of all enrolled children.

Communication Equipment

The Family Day Care Educator must have access to at least 2 operating telephones or other similar means of communication to enable immediate communication to and from parents, family members, other adults who may need to be in contact about a child and emergency services. At least 1 of the telephones or other similar means of communication is kept in a fixed location at the residence or venue.

Communication with Families

The Family Day Care Educator will inform families and staff of their emergency procedures.

Dealing with the Emotional and Psychological Impact of an Emergency

The Family Day Care Service will have in place support networks and counselling services that will be available to staff, Educators, children and families in event of a serious threat or experience, immediately following an emergency.

SUPPORTING DOCUMENTS

To implement this Policy, refer to:

NA-FRM-0002 Incident, Injury and Trauma Illness form

NA-FRM-0013 Emergency Evacuation and Lockdown Record

Bush Fire Readiness Plan – Leaving for a safer place www.dfes.wa.gov.au

Cyclone Smart www.dfes.wa.gov.au

Flood Smart www.dfes.wa.gov.au

Emergency Evacuation Drill – Risk Assessment and Management Plan NA-FRM-0040

Source: www.dfes.wa.gov.au

Child Care Centre Desktop

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