



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 169(5); 174(2), 179

Education and Care Services National Regulations, 2012 – 'Regulations' 4, 12; 85 - 89; 97 (1)(2)(3)(4); 98; 136 – 137(e); 168(2) (b)(e); 245

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 will take reasonable steps, to ensure every child's health and wellbeing is safeguarded whilst protecting children from harm and hazards.

The Family Day Care Service defines emergency, 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.
- 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) Power failures or electrocution
 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 Chpt 1(12).

Examples of Serious Incidents

- 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 occurring 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 a violent situation such as fire, bomb, threat, siege or hostage.

PROCEDURES:

General

1. Emergency plans and evacuation strategies to be displayed at all exits;
2. Ensure children are familiar with emergency evacuation procedures;
3. Emergency evacuation procedures are to be practiced at a minimum of every 3 months.
4. Records of the emergency evacuation practice are to be logged with the date time, and names of children and educators present.
5. Emergency phone numbers will be kept within easy access for all situations that require ringing emergency services, family day care service staff and parents.

Death of a child

1. Call emergency services – 000.
2. Administer First Aid until emergency services arrive.
3. On arrival of emergency services the educator will take directions from emergency services personnel.
4. The family day care educator to contact family day care service staff.
5. The family day care service staff to contact the child's family.
6. 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 if geographically possible.
7. Family Day Care service will submit the 'Notification of a Serious Incident' SI01 form (ACECQA) to the Regulatory Authority or ACECQA within 24 hours.
8. 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.
9. The approved provider will be informed.
10. Counselling will be organised by the Family Day Care Service for the Educator, family and other children.
11. The Family Day Care Educator or Family Day Care Service staff should not admit liability.
12. Only the approved provider will talk to any media.

Serious Injury to Child (life threatening)

1. Call emergency services – 000.
2. Administer First Aid until the emergency services arrive. On arrival of emergency services the educator will take directions from emergency services personnel.
3. Family Day Care Educator to contact Family Day Care Service staff.
4. The Family Day Care Service Educator or staff to contact the child's family.
If practical Family Day Care Service Services staff member to attend the Family Day Care Educator residence/venue or location where incident occurred.
5. The Family Day Care Service will submit the 'Notification of a Serious Incident' SI01 form (ACECQA) to the Regulatory Authority or ACECQA within 24 hours.
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

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- Day Care Service within 24 hours.
- 6. The approved provider will be informed.
- 7. If required, counseling will be organised by the Family Day Care Service for the Educator, family and other children.

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. Ring the Family Day Care Service without delay.
- 4. Notify the family of the incident.
- 5. Following resolution of the incident, complete the *Incident Report* form and submit it to the Family Day Care Service within 24 hours.

The Family Day Care Service will:

- 1. Attend promptly after receiving the call from the Family Day Care Educator, if possible.
- 2. Coordinate notification of police, parents and the Regulatory Body (if necessary).
- 3. The Family Day Care Service will submit the ‘Notification of a Serious Incident’ SI01 form (ACECQA) to the Regulatory Authority or ACECQA within 24 hours.
- 4. An Incident Report 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 authorized 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.
- 3. The service will establish the individual situation and advise if Crisis Care or Police need to be involved.
- 4. 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). .
- 5. Follow all instructions from Crisis Care (Family Day Care Educators may be asked to keep children until collected).
- 6. At the first available opportunity provide an Incident Report form to the Family Day Care Service. This should be done within 24 hours of the incident.

Preparing for Emergencies that Require Immediate Evacuation

These procedures can be applied to fire, flood, and bomb threats.

The Family Day Care Educator will:

- 1. Develop a risk assessment that identifies any potential emergencies that are relevant to the Family Day Care Service and or geographical area.

2. Develop a Fire Readiness Plan and keep a written record of:
 - i. the residence/venues smoke detectors, fire extinguishers, and/or fire blankets are to be checked annually and maintained and /or replaced.
3. Ensure the residence and/or venue:
 - i. exits are kept clear and easily identifiable;
 - ii. is kept free of fire hazards such as dry leaf litter in gardens and gutters;

Bushfires

1. Write up a risk assessment that identifies any potential emergencies that are relevant to the Family Day Care Service and or geographical area.
2. Prepare an emergency plan and evacuation strategies indicating procedures and instructions to be followed in an event of an emergency.
3. Develop a *Bush Fire Readiness Plan* including the *Prepare, Act, and Survive* Steps.
4. Implement the *Fire Readiness Plan* when instructed by DFES staff or earlier as per your individual evacuation strategy
5. Complete an *Incident Report* 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 will proceed to a designated area in the residence and or venue (as indicated in the emergency plan and evacuation strategies) and sit waiting for the residence to be deemed 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 Report* 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 000or the local emergency service required 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 registered at the residence and or venue at that time are in the evacuation assembly area.
 - (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.

2. If the Family Day Care residence and or venue emergency exits as indicted 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 or unable to leave the residence and or venue due to an injury the Family Day Care Educator will:
 - i) ensure all other persons are evacuated; and
 - ii) assist the person who is injured to evacuate.

Evacuation Drills

The Family Day Care Service/Educator will:

1. Conduct an evacuation drill every 3 months.
2. Document and evaluate the emergency evacuation drill stating the date; time of day; and the number of adults and children undertaking the drill and how it went.

Communication Equipment

The Family Day Care Educator must have access to operating communication equipment (for example but not limited to telephone) to enable immediate communication to and from emergency services, parents and or the Family Day Care Service.

Communication with Families

The Family Day Care Educator will inform families of their emergency procedures and emergency plan and evacuation strategies.

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:
 Incident, Injury and Trauma Illness form
 Emergency plan and evacuation strategies
 Bush Fire Survival Plan – Leaving for a safer place

Source: www.dfes.wa.gov.au

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