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Introduction

Purpose

When a critical emergency or incident occurs, Lake Macquarie Family Day Care educators and staff members have a duty of care to take immediate action, or get appropriate assistance, to prevent further injury or death to service users. Parent authority must be given before arranging emergency assistance or ambulance transport for a child and is obtained on enrolment. Educators may seek immediate emergency assistance without parent consent in life threatening emergencies.

Educators must attempt to notify parents when their child is ill or injured to enable the parent to decide what action to take. To provide children with effective emergency treatment of incident and illness, educators may also be required to release information about the child to health professionals (e.g. ambulance or medical personnel).

Under Work Health and Safety Regulations, and Education and Care Services National Regulations educators must keep a record of any illness or injury **occurring to a service user to:**

- manage the illness or injury in the service; and
- prevent future illness or injury

Educators must make themselves aware of their responsibilities to notify their public liability insurer, their personal sickness and injury insurer, and Work Cover Authority, of incidences relating to emergency, illness, and injury.

Educators must follow emergency procedures, and/or instructions from emergency services personnel in an emergency. This may include children being removed from the residence or venue or remaining at the residence or venue in a lockdown situation.

Scope

This procedure outlines actions to be prepared in the event of an **incident, situation or event that poses an imminent or severe risk to the health, safety or wellbeing of a person**, general principles for responding to an emergency, and record-keeping and notification requirements.

Identifying and assessing risk of potential emergencies is undertaken in the 'Educator Emergency Risk Assessment'.

Suggested actions and plans for responding to particular emergency events are outlined in the 'Emergency Response Resource', and individual child medical conditions/health care needs plans.

Procedures

Item	Summary	Resources
Authorisations	<p>Approved Service will:</p> <ol style="list-style-type: none"> 1. obtain nomination from the child's parent/authorised guardian in the enrolment record of; <ol style="list-style-type: none"> a. any person who is to be notified of an emergency involving the child if any parents of the child can not be immediately contacted b. any person who is authorised to collect the child from care 	

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	<ul style="list-style-type: none"> c. any person who is authorised to consent to medical treatment of, or to authorised administration of medication, to the child <i>(Regulation 160)</i> 2. obtain authorisation from the child's parent/authorised guardian in the enrolment record for the Approved Provider, nominated supervisor, or FDC educator to seek <ul style="list-style-type: none"> a. medical treatment for the child from a registered medical practitioner, hospital or ambulance service and b. transportation of the child by an ambulance service prior to the child commencing care <i>(Regulation 161)</i> 3. obtain consent for children to participate in emergency practice rehearsals that may involve them being taken out of the approved family day care registered areas of the residence or venue. 	
<p>Being ready - emergency preparedness</p>	<p>Approved Service will:</p> <ul style="list-style-type: none"> 4. provide information to guide educators, and ensure educators have qualifications, facilities, equipment and plans established for identifying, preparing and responding to emergencies. <p>Educators will:</p> <ul style="list-style-type: none"> 5. make themselves aware of medical authorisations and consents contained in the child's enrolment record 6. conduct a risk assessment to identify potential emergencies that may be relevant to their premises <i>(Regulation 97)</i>, including medical emergencies that could possibly arise from a child's identified medical condition or health-needs 7. develop and display an emergency and evacuation diagram (floor plan) and instructions for what must be done in the event of an emergency in a prominent position near each exit to the FDC approved areas of the residence or venue <i>(Regulation 97)</i> 8. have ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services <i>(Regulation 98)</i> 9. have ready access to telephone numbers and contacts at all times 10. hold and maintain current approved first aid qualification, including emergency asthma and anaphylaxis management <i>(Regulation 136)</i> 11. keep a first aid kit that is suitably equipped, easily recognisable and readily accessible to adults (but kept inaccessible to children) whenever family day care is being provided, including 	<p>Educator Emergency Risk Assessment document</p> <p>Emergency Response Plan resource (including evacuation and lock-down suggested procedures and relevant contact numbers)</p>

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	<p>on transport, outings, excursions and emergency rehearsals <i>(Regulation 89)</i></p> <p>12. make and maintain fire safety equipment - including smoke detectors, fire blanket and extinguisher - immediately accessible to kitchen facilities, and have these checked and tested every six months by a recognised authority</p>	
<p>Knowing what to do - rehearsing emergencies</p>	<p>Approved Service will:</p> <p>13. prompt and ensure educators conduct emergency rehearsals at least every 3 months</p> <p>Educators will:</p> <p>14. Rehearse each different type of emergency procedure (evacuation; lock-down/shelter in place; medical emergency if applicable) every 3 months with the children being educated and cared for on that day <i>(Regulation 97)</i></p> <p>15. Undertake rehearsals at various times of the day and week to offer different children the opportunity to rehearse</p> <p>16. Document and evaluate emergency and evacuation rehearsals to reflect on procedures and make adjustments if necessary <i>(Regulation 97)</i> and supply this to the office in a timely manner</p> <p>17. Communicate with families about emergency practices and rehearsals</p>	<p>Emergency Rehearsals Record form</p>
<p>Taking action in an emergency</p>	<p>Educator will:</p> <p>18. In the event of an emergency</p> <ol style="list-style-type: none"> a. assess the nature of the emergency b. decide the seriousness of the emergency and response required c. take action deemed necessary such as (but not necessarily limited to); <ul style="list-style-type: none"> - providing first aid and attention - contacting emergency services if necessary to alert and/or seek advice - following instructions of emergency services - evacuation – on-site, off-site or relocate - lockdown - shelter-in-place - implement child medical action plan - supporting and supervising children - communicating what is happening to others (approved service, parents, neighbours, emergency services etc) - arranging collection of children (if safe to do so) or seeking assistance from the approved service to arrange collection of children - contact an authorised emergency contact person if the parents are unable to 	<p>Emergency Response Plan resource (including evacuation and lock-down suggested procedures and relevant contact numbers)</p>

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	<p style="text-align: center;">collect their child</p> <p>19. NOT leave children in the care of another person in an emergency, other than a Lake Macquarie FDC staff member, relief educator, or educator assistant unless:</p> <ol style="list-style-type: none"> a. the educator is physically unable to continue care (e.g. the educator is unconscious or must be taken to hospital, the educator is severely ill or injured and not fit to supervise), and b. the approved service and children’s parents have been notified of the circumstances and the supervising person’s identity, and arrangements have been made for staff to relieve the educator, or for parents to collect their children, and c. the supervising person is a responsible adult (including ambulance or authorised emergency personnel) <p>20. in the event a child requires an ambulance/urgent medical attention;</p> <ol style="list-style-type: none"> a. give ambulance or medical personnel sufficient relevant information about the child to assist in effectively treating the child, such as <ul style="list-style-type: none"> - the child’s full name, date of birth, address and parent’s names and contact details - details of the child’s usual doctor or dentist, if known - the child’s known medical history, allergies, recent illnesses and usual health status - any action taken by the educator following the accident or illness b. immediately notify the Nominated Supervisor or delegate if necessary so they can assist: <ul style="list-style-type: none"> - attempt to contact the child’s parent, or an emergency contact person, - give details of the child’s illness or injury and action taken, and - request the child be collected or to meet the child at the hospital <p>21. call 000 for the police in an event of violence or personal safety threat to the child or educator while children are in care, such as</p> <ul style="list-style-type: none"> - a person becomes violent, or threatens violence, toward the educator, a child in care, or another person - a person who is not authorised to collect a child, or who is prohibited by a lawful order from having contact with a child, refuses to leave when requested by the educator - a child is missing or unaccounted for, and educator’s first attempts to locate the child are unsuccessful - an intruder enters, or attempts to enter, the property 	
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	<p>22. call 000 immediately if a child is believed to have died while in care, and the approved service as soon as is practicable .</p>	
<p>Making records and notifications</p>	<p>Educator will:</p> <p>23. notify the approved service immediately or as soon as practicable of</p> <ul style="list-style-type: none"> a. any serious incident that occurs, including <ul style="list-style-type: none"> - death of a child; - incidents involving serious injury/trauma requiring urgent medical treatment or hospitalisation; - any emergency for which emergency services attend (except as a precaution); - circumstances where a child is missing, locked in or out of the premises/venue, taken or unaccounted for. b. any complaints alleging a serious incident has occurred <i>(Law 174)</i> <p>24. notify parent/s if their child is involved in any incident, injury, trauma or illness while in care, as soon as practicable and within 24 hours of the incident <i>(Regulation 86)</i></p> <p>25. record details of any incident, injury, trauma or illness while the child is in care, and supply a copy to the parent and approved service, as soon as practicable, and within 24 hours of the incident <i>(Regulation 87)</i></p> <p>26. contact their Public Liability Insurer or personal Injury insurer to seek advice on making a report of any incident, injury, trauma or illness occurring during care</p> <p>27. store records in a confidential manner, retain records for the minimum periods required by the regulations and dispose of records securely when no longer required.</p> <p>Approved Service will:</p> <p>28. notify and consult with the following in the event of the death of a child while in care, or following an incident that occurred while the child was in care:</p> <ul style="list-style-type: none"> - Police - regulatory authority - Approved Provider (Lake Macquarie City Council – Risk Team) - Child's parents - Work Safety authority <p>29. notify the regulatory authority of</p> <ul style="list-style-type: none"> a. any incident that requires the service to close or reduce the number of children attending the FDC educator service 	<p>Meaning of serious incident – Education and Care Services National Regulation</p> <p>Incident, Injury, Trauma, Illness record</p> <p>National Quality Agenda IT System</p>

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	<p>b. any circumstance that poses a risk to the health safety or wellbeing of a child attending the service <i>(Regulation 175)</i></p> <p>30. notify the regulatory authority of any serious incident, or complaint alleging serious incident has occurred</p> <p>31. maintain records of all notified incidents in accordance with regulatory requirements</p>	<p>acecqa.gov.au</p> <p>1800 619 113</p> <p>ECECD@det.nsw.edu.au</p>
<p>Support and assistance</p>	<p>Approved Service will:</p> <p>32. debrief any critical incidents with educators, and support them to offer children opportunity to express their experience, to minimise adverse effects and restore normal routines as soon as possible</p> <p>33. provide information and resources from time to time to assist and support educators, children and families in responding to emergencies and critical incidents</p> <p>34. extend the Approved Provider Employee Assistance Program (EAP) to educators to support their wellbeing following serious emergencies or critical incidents</p> <p>35. review processes and procedures following serious and critical incidents</p>	

Review and evaluation

NSW Department of Education [Guidance on writing emergency and evacuation policies and procedures](#) and ACECQA [Emergency and Evacuation Policy Guidelines](#) have been considered in developing this procedure and supporting documents and resources.

The Approved Service will evaluate this procedure when reviewing rehearsal documentation, incident reporting, and debrief of critical incidents.

This Procedure will be reviewed at least every 4 years, and when there are changes in regulatory requirements or recommended practices.

WHS Management System Information

Record Keeping Requirements

Records associated with, and generated in compliance with this document include:-

-

All records will be managed in accordance with **WHS Module 10 - Records**.

Training Requirements

Specific training required to carry out the requirements of this document includes:-

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Training requirements will be managed in accordance with **WHS Module 12 – Training**.

Auditing Requirements

Auditing of this process will be managed in accordance with **WHS Module 11 – Auditing**.

Corrective Actions

Corrective actions are to be managed in accordance with **WHS Module 09 – Corrective Actions** whenever it is identified that the requirements of this document and its references are not being met.

Review

This document will be reviewed in accordance with **WHS Module 04 – Document Control** and whenever there is a relevant change to applicable legislation, industry standards, Codes of Practice, the WHS Management System, or the process.

Responsibilities, Authorities & Accountabilities

Responsibility, authority, and accountabilities for all positions within Council are outlined in **WHS Module 01 – WHS Responsibilities** and in the **WHS Responsibilities, Authorities and Accountabilities (RAA) Table** associated with **WHS Module 01**. The RAA table includes responsibility, authority, and accountabilities for employees, managers, supervisors, contractors, visitors, and persons with specialist roles within the organisation.

In addition to **WHS Module 01 – WHS Responsibilities**, the following positions have responsibilities, authorities and accountabilities associated with this document:

Position	Responsibilities, Authorities & Accountabilities

Controlled Document Information

Authorisation Details

Folder No:	F2004/12276	TRIM Record No:	D10271047
Audience:	Departmental - Family Day Care Staff Educators and Stakeholders		
Department:	Community Partnerships	Officer:	Service Manager Family Day Care - Kim Hartmann
Key focus area(s):			
Review Timeframe: Max < 4 years	4 years	Next Scheduled Review Date:	July 2026
Authorisation:	Manager Community Partnerships - Andrew Bryant - 20 July 2022		
Authorisation Date:	20 July 2022		

Related Document Information, Standards & References

Related Legislation:	Children (Education and Care Services) National Law Education and Care Services National Regulations Education and Care Services National Amendment Regulations 2014	Outline requirements for emergency-related facilities and equipment, qualifications, and procedures
Related Policies:	Medical conditions and health care needs	Outlines requirements for identifying if a child's medical condition or health care need could present a medical emergency, and action to take in the event of such emergency
Related Procedures, Guidelines, Forms, WHS Modules/PCD's, Risk Assessments, Work Method Statements:	LMFDC Enrolment form Educator emergency risk assessment Emergency Rehearsal record Emergency Response Resource Incident, injury, trauma and illness form	Collects relevant authorisations Outlines standard emergency precautions and identifies emergency risk relevant for the educator premises/venue Documents details of rehearsals and evaluation Describes action to take in the event of particular emergency situations. Collates useful contacts. Documents details of emergency that may take place
Standards, COP's & Other References	Listed within Emergency Risk Assessment and Emergency Response Resource	Various contacts, websites and applications enabling contact with emergency services, and monitoring emergency advice

Definitions

Term / Abbreviation	Definition
Approved Provider	Lake Macquarie City Council, for the operation of the approved service, Lake Macquarie Family Day Care
Nominated Supervisor	Authorised Supervisor of Lake Macquarie Family Day Care, Nominated Supervisor – responsible (along with the Approved Provider) for ensuring the service is following the Law and the Regulations, Certified Supervisor – a person with a supervisor certificate placed in day to day charge of an education and care service.
Staff	an employee or employees of Lake Macquarie City Council for service within Lake Macquarie Family Day Care

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Educator	<p>(a) a person actually involved in educating, minding or caring for children at his or her residence or venue and whose name appears on a current Lake Macquarie Family Day Care Register of Educators (a primary educator) ; and</p> <p>(b) a person whose name appears on a current Lake Macquarie Family Day Care Register of Educators and who is engaged as a relief educator to educate, mind or care for children in the residence or venue of a primary educator</p> <p>(c) a person whose name appears on a current Lake Macquarie Family Day Care Register of Educators and who is engaged as an educator assistant to educate, mind or care for children in the residence or venue of a primary educator for no more than 4 hours</p>
Emergency	a sudden event where an educator must interrupt the care of a child, or immediate action to secure the safety or welfare of the child is necessary
Parent	<p>The parent of a child registered for care with Lake Macquarie Family Day Care and includes:</p> <p>(a) guardian of the child, and/or</p> <p>(b) a person who has the custody of the child</p>
Serious incident	As defined by Regulation 12 of the Education and Care Services National Regulation
Service	an education and care service operated by an educator whose name appears on a current register of educators for Lake Macquarie Family Day Care
Service user	an educator, staff member, child, parent, volunteer, or visitor to the education and care service operated by the educator.
Approved service	Lake Macquarie Family Day Care
Regulatory requirement	State and Federal government regulations that are relevant to the provision of Family Day Care services in NSW
The National Quality Framework	<p>Includes:</p> <ul style="list-style-type: none"> • a national legislative framework that consists of the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 • a National Quality Standard • an assessment and rating system • a Regulatory Authority in each State and Territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard. • The Australian Children’s Education and Care Quality Authority (ACECQA)
Work Health and Safety	<p>Includes:</p> <p>Work Health and Safety Act 2011 No 10 LMCC WHS Information</p>

Consultation (update for each version created)

Key Departments, Teams, Positions, Meetings:	Family Day Care Staff, Educators and Stakeholders
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Version History

Version No	Date Changed	Modified By	Details and Comments
3	16/5/2007	J. Wade	Update key resources and legislative requirements
4	21/8/2007	J. Wade	Include definition of 'serious accident', include notification requirements for serious accidents
5	2/1/2009	J. Wade	Update references
6	12/09/2011	J. Morgan	Update reference of carer to educator
7	1/12/2011	S. Vickers	Update reference of childcare to education and care, Children's Services Regulation 2004 and Amendment 2010, Quality Assurance Practises Guide 2 nd Edition to The National Quality Framework, Occupational Health and Safety Act 2000 to Work Health and Safety Act 2011 No 10, updated terms of Accident, emergency & Sudden Illness to Incident, Injury, Trauma & Illness, updated definition of Authorised Supervisor, updated term from Licensee to Approved Provider and added definition of Approved Provider
8	30/07/2012	J. Morgan	Added reference to Sample Risk Assessment Fire Flood, updated authorised supervisor to nominated supervisor, reference to lockdown, update reporting authorities in event of emergency
9	5/02/2014	J Morgan	Updated references. Included information from regulations regarding serious incidents and reporting requirements to relevant authorities
10	18/08/2014	J Morgan	Updated reference to legislation
11	09/08/2017	J Morgan	Updated section regarding definition of serious incidents in accordance with legislation
12	10/10/2018	J Morgan	No changes
13	11/07/2022	K Hartmann	Formatted information into key areas. Captured and clearly referenced relevant regulatory requirements – including authorisations, qualifications, equipment, rehearsals, notifications. Inserted links to relevant documents and resources to support implementation. Added section on supports and assistance.