Table of Contents

Table of Contents....................................................................................................................... 1
Family Day Care Emergency, Evacuation, Incident, Injury, Trauma & Illness...................... 2
Purpose & Scope...................................................................................................................... 2
WHS Management System Information ............................................................................... 6
Controlled Document Information......................................................................................... 7
Family Day Care Emergency, Evacuation, Incident, Injury, Trauma & Illness

Purpose & Scope

When an 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. The educator has a regulatory requirement to obtain the parent’s authority before arranging emergency assistance or ambulance transport for a child.

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 evacuation 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.

Educators are encouraged to register on the Emergency alert website – www.ewnalert.com to remain informed of emergencies relating to severe weather events such as bushfires, storms and floods

Process

1. To register a child for education & care with Lake Macquarie Family Day Care, parents must:
   - give authority for emergency medical and dental treatment, hospital treatment, ambulance transport and emergency care of the child by completing a Lake Macquarie Family Day Care Admission Agreement
   - give the name and contact details of at least one other person (not the child’s parent) who has agreed to be available during care hours to attend to, and collect, the child in the case of an emergency

2. Educators must not leave children in the care of another person in an emergency, other than a staff member, relief educator, or educator assistant unless:
   - 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)
   - children’s parents and a staff member 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. A delegated emergency contact person (nominated by the child’s parent on enrolment) will be called if parents are unable to collect their child
   - the supervising person is a responsible adult
3 Accident and Medical Emergency.

If an accident or medical emergency occurs, or a person experiences sudden severe illness during care hours, the educator must:

- dial 000 for emergency services assistance, as required
- administer first aid, as required
- ensure ongoing safety and supervision of children in care
- contact parent
- contact co-ordination unit
- the educator must record details of the incident at the first available opportunity (See 10 – Recording the Incident)

4 If a child must be taken to hospital by ambulance due to illness, accident or incident:

- the educator must immediately notify the Nominated Supervisor or delegate, give ambulance personnel information about the child to assist a doctor in effectively treating the child (See 9 – Informing Parents and Others) and maintain supervision of other children in care
- the Nominated Supervisor or delegate must immediately attempt to contact the child’s parent, or an emergency contact person, to give details of the child’s illness or injury and to request they meet the child at the hospital
- the Nominated Supervisor or delegate must also immediately notify the approved service provider, Department of Education and Communities and Department of Education of the circumstances of the accident.
- The educator must record details of the incident at the first available opportunity (See 10 – Recording the Incident).

5 Evacuation or lockdown of residence or venue

If evacuation or lockdown of an educator’s residence or venue is necessary, the educator must follow all instructions of the local emergency operations controller.

Educators are encouraged to refer to Sample Risk Assessment Fire/ Flood in emergency evacuation procedure, Lockdown Strategies procedure, Rural Fire Service Community Safer Zones (Neighbourhood Safer Places (NSP) – handouts

6 Violence or Personal Safety Threat (Child/Educator)

Educators must immediately dial 000 for the police if:

- a person on the education and care residence or venue, becomes violent, or threatens violence, towards the educator, a child in care or another person on the residence or venue, while children are in care
- a person who is not authorised to collect a child by a parent, or who must not approach a child as a result of an Apprehended Violence Order, refuses to leave the residence or venue, when requested by the educator
- a child is lost from a residence or venue, or while on an excursion, and the educator’s first attempts to locate the child have failed
- an intruder enters, or attempts to enter, the property while children are in care
7 Informing Parents and Others

If a child dies while in care, the educator must immediately inform the Nominated Supervisor or delegate. The Nominated Supervisor or delegate must immediately notify:

- the child’s parent
- the approved provider of the service
- a police officer
- Australian Children’s Education & Care Quality Authority- ACECQA
- the Department of Education and Communities - DEC
- the Department of Education

If a child or educator becomes injured or is ill, or care cannot continue in an emergency, the educator must contact the Nominated Supervisor or delegate. The educator, or a relieving staff member, must contact the child’s parent, or the child’s emergency contact person, as soon as possible to:

- inform them of the nature of the accident, illness or emergency
- inform them of action taken
- arrange collection of the child as soon as possible

In an emergency, the educator must give a doctor, dentist, ambulance or hospital personnel or other health professional sufficient relevant information about a child to allow the child’s injury or illness to be effectively treated. This information may include:

- the child’s full name, date of birth, address and parent’s names
- the name 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

8 Recording Incidents

Serious incidents include:

(a) The death of a child:

(i) while being educated and cared for by an education and care service or

(ii) following an incident while being educated and cared for by an education and care service.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:

(i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or

(ii) for which the child attended, or ought reasonably to have attended, a hospital. E.g. cut requiring stitches, broken limb, anaphylaxis reaction, convulsion, head injury

(c) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought
(d) any circumstance where a child being educated and cared for by an education and care service:

(i) appears to be missing or cannot be accounted for or,

(ii) appears to have been taken or removed from the education and care service premises in a manner that contravenes the regulations

Educators must record details as soon as practicable after the incident on the Serious Incident Report Form.

The educator must record:

- the name of the person who is ill or injured
- the nature of the illness/injury and how it occurred
- action taken including medication or treatment given and when this was given
- the names of persons or organisations notified of the accident or illness
- any other information required by the educator’s insurer
- parent signature acknowledging they have been informed of the incident, accident or illness

The educator must provide a copy of the record of illness/injury to:

- a parent of the injured or ill child immediately
- the Nominated Supervisor or delegate immediately – this information is used to notify the incident to regulatory authorities- Department of Education and Communities and Department of Education within 24 hours of incident/accident in accordance with National Regulations
- the educator’s public liability or personal injury insurer, if required

**For Non – Serious incidents/accidents/illness**

In the event a child has a minor injury due to accident, illness or incident the educator must,

- provide first aid and attend to the child
- inform the child’s parent as soon as practicable
- complete a Non- Serious Incident Report and provide a copy of this report to Lake Macquarie Family Day Care

Educators must 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.

9 Lake Macquarie Family Day Care will maintain a record of all notified serious and non-serious incidents in accordance with regulatory requirements
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:-

- 

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:

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities, Authorities &amp; Accountabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Controlled Document Information

Authorisation Details

This document is a controlled document. Before using this document, check it is the latest version by referring to the TRIM controlled document folder identified below or Council’s intranet. Unless otherwise shown, printed or downloaded versions of this document are uncontrolled.

<table>
<thead>
<tr>
<th>Folder No:</th>
<th>F2004/12276-02</th>
<th>TRIM Record No:</th>
<th>D07098873</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audience:</td>
<td>Departmental - Family Day Care staff, educators and stakeholders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department:</td>
<td>Community Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officer:</td>
<td>Service Manager - Jan Morgan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review Timeframe:</td>
<td>3 years</td>
<td>Next Scheduled Review Date:</td>
<td>20 August 2017</td>
</tr>
<tr>
<td>Authorisation:</td>
<td>Manager Community Planning - John Ferguson - 20 August 2014</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Related Policies (Council & Internal):
- (Policy Name & TRIM Document No.)

Related Procedures, Guidelines, Forms, WHS Modules/PCD’s, Risk Assessments, Work Method Statements:
- Admission Agreement
- Sample Risk Assessment Fire Flood & Lockdown
- Serious Incident Report Form
- Non serious incident Report Form
- Lockdown Strategies- handout
- Rural Fire Service Community Safer Zones

Standards COP’s & Other References
- Staying Healthy (fifth edition), National Health & Medical Research Council; 2012 (http://www.nhmrc.gov.au/publications)
- NSW State Emergency Services; (http://www.ses.nsw.gov.au)
- Emergency alert website – www.ewnalert.com

Definitions

<table>
<thead>
<tr>
<th>Term / Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved Provider</td>
<td>Lake Macquarie City Council, for the operation of the approved service, Lake Macquarie Family Day Care</td>
</tr>
<tr>
<td>Nominated Supervisor</td>
<td>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.</td>
</tr>
<tr>
<td>Staff</td>
<td>an employee or employees of Lake Macquarie City Council for service within Lake Macquarie Family Day Care</td>
</tr>
</tbody>
</table>

This is a controlled document. Before using this document, check it is the latest version by checking it on Council’s intranet. Unless otherwise shown, printed or downloaded versions of this document are uncontrolled.
| **Educator** | (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  
(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.  
(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. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td>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</td>
</tr>
</tbody>
</table>
| **Parent** | The parent of a child registered for care with Lake Macquarie Family Day Care and includes:  
(a) guardian of the child, and/or  
(b) a person who has the custody of the child |
| **Serious incident** | any accident that requires a child in care to receive medical, dental or hospital treatment or ambulance transportation—refer Point 10 |
| **Non serious incident** | any accident that does not require a child in care to receive medical, dental or hospital treatment or ambulance transportation |
| **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** | includes:  
- 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** | includes:  
Work Health and Safety Act 2011 No 10  
LMCC WHS Information |
<p>| <strong>Version History</strong> |</p>
<table>
<thead>
<tr>
<th>Version No</th>
<th>Date Changed</th>
<th>Modified By</th>
<th>Details and Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>16/5/2007</td>
<td>J. Wade</td>
<td>Update key resources and legislative requirements</td>
</tr>
<tr>
<td>4</td>
<td>21/8/2007</td>
<td>J. Wade</td>
<td>Include definition of ‘serious accident’, and notification requirements for serious accidents</td>
</tr>
<tr>
<td>5</td>
<td>2/1/2009</td>
<td>J. Wade</td>
<td>Update references</td>
</tr>
</tbody>
</table>

This is a controlled document. Before using this document, check it is the latest version by checking it on Council’s intranet. Unless otherwise shown, printed or downloaded versions of this document are uncontrolled.
<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>12/09/2011</td>
<td>J. Morgan</td>
<td>Update reference of carer to educator</td>
</tr>
<tr>
<td>8</td>
<td>30/07/2012</td>
<td>J. Morgan</td>
<td>Added reference to Sample Risk Assessment Fire Flood, updated authorised supervisor to nominated supervisor, reference to lockdown, update reporting authorities in event of emergency</td>
</tr>
<tr>
<td>9</td>
<td>5/02/2014</td>
<td>J Morgan</td>
<td>Updated references. Included information from regulations regarding serious incidents and reporting requirements to relevant authorities</td>
</tr>
<tr>
<td>10</td>
<td>18/08/2014</td>
<td>J Morgan</td>
<td>Updated reference to legislation</td>
</tr>
</tbody>
</table>