

(Revised September 2025)

## Policy Statement:

The Mueller College Outside School Hours Care (OSHC) Service seeks to protect children and young people and educators from harassment by all persons. The following Policy and Procedure outlines the process, considerations, documentation, and rehearsals required for effectively and safely dealing with situations that may require lockdown.

## Background:

The Education and Care Services National Regulations require Services to have clear procedures in place for responding to emergencies and critical incidents to protect the safety and wellbeing of all children, young people, educators, and visitors. Mueller College Outside School Hours Care Service recognises that incidents requiring lock down require immediate, calm, and coordinated responses.

## Important Terms:

<b>Children and young people</b>	Refers to the children and young people present in the care environment.
<b>Educator</b>	Refers to the staff employed by the Service to provide care for children and young people attending.
<b>Parent/guardian</b>	Refers to the primary carer/s of the child or young person attending the Service.
<b>Family</b>	Refers to the group of people, including the primary carer which engage daily with the child or young person in the home environment.
<b>Approved Provider</b>	The organisation that holds Service approval and ensures all safety and emergency management requirements are met.
<b>Nominated Supervisor</b>	The person responsible for daily Service operations and ensuring that this policy is implemented.
<b>Location descriptions</b>	Specific site directions provided to emergency services (e.g., OSHC Room, Lacey Centre, Primary Oval at 75 Morris Rd, Rothwell).

## Legislation:

### **National Quality Standard (NQS):**

**Quality Area 1: Educational Program & Practice**  
**Quality Area 2: Children's Health & Safety**  
**Quality Area 7: Governance & Leadership**

<b>1.2</b>	<b>Practice</b>	Educators facilitate and extend each child's learning and development.
<b>1.2.1</b>	<b>Intentional teaching</b>	Educators are deliberate, purposeful, and thoughtful in their decisions and actions.
<b>2.2</b>	<b>Safety</b>	Each child is protected.
<b>2.2.2</b>	<b>Incident and emergency management</b>	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
<b>7.1</b>	<b>Governance</b>	Governance supports the operation of a quality service.
<b>7.1.2</b>	<b>Management systems</b>	Systems are in place to manage risk and enable the effective management and operation of a quality service.

## **Education and Care Services National Regulations**

<b>97</b>	<p>Emergency and evacuation procedures</p> <p>(1) The emergency and evacuation procedures required under regulation 168 must set out—</p> <p>(a) instructions for what must be done in the event of an emergency; and</p> <p>(b) an emergency and evacuation floor plan.</p> <p>(2) For the purposes of preparing the emergency and evacuation procedures, the approved provider of an education and care service must ensure that a risk assessment is conducted to identify potential emergencies that are relevant to the service.</p> <p>Penalty: \$2200.</p> <p>(3) The approved provider of an education and care service must ensure that—</p> <p>(a) in the case of a centre-based service, the emergency and evacuation procedures are rehearsed every 3 months by the staff members, volunteers and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal; and</p> <p>(ab) in the case of a family day care service, the emergency and evacuation procedures are rehearsed every 3 months by each family day care educator and the children being educated and cared for by the family day care educator on that day; and</p> <p>(b) the rehearsals of the emergency and evacuation procedures are documented.</p>
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	<p>Penalty: \$2200.</p> <p>(4) The approved provider of an education and care service must ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the education and care service premises, including a family day care residence and approved family day care venue.</p> <p>Penalty: \$2200.</p> <p>Note.</p> <p>A compliance direction may be issued for failure to comply with subregulation (2), (3) or (4).</p>
103 (1)	<p><b>Premises, furniture and equipment to be safe, clean and in good repair</b></p> <p>(1) The approved provider of an education and care service must ensure that the education and care service premises and all equipment and furniture used in providing the education and care service are safe, clean and in good repair.</p> <p>Penalty: \$2200.</p>
105	<p><b>Furniture, materials and equipment</b></p> <p>The approved provider of an education and care service must ensure that each child being educated and cared for by the education and care service has access to sufficient furniture, materials and developmentally appropriate equipment suitable for the education and care of that child.</p>
168	<p>Education and care service must have policies and procedures</p> <p>(1) The approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters set out in subregulation (2).</p> <p>Penalty: \$1100.</p> <p>Note.</p> <p>These may include policies and procedures prepared by the approved provider in accordance with an education law of the participating jurisdiction.</p> <p>(2) Policies and procedures are required in relation to the following—</p> <ul style="list-style-type: none"> <li>(a) health and safety, including matters relating to— <ul style="list-style-type: none"> <li>(i) nutrition, food and beverages, dietary requirements; and</li> <li>(ii) sun protection; and</li> <li>(iii) water safety, including safety during any water-based activities; and</li> <li>(iv) the administration of first aid; and</li> <li>(v) sleep and rest for children, including the matters set out in regulation 84B;</li> </ul> </li> <li>(b) incident, injury, trauma and illness procedures complying with regulation 85;</li> <li>(c) dealing with infectious diseases, including procedures complying with regulation 88;</li> <li>(d) dealing with medical conditions in children, including the matters set out in regulation 90;</li> <li>(e) emergency and evacuation, including the matters set out in regulation 97;</li> <li>(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;</li> <li>(g) excursions, including procedures complying with regulations 100 to 102; <ul style="list-style-type: none"> <li>(ga) if the service transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4;</li> <li>(gb) the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB;</li> </ul> </li> <li>(h) providing a child safe environment, including matters relating to the promotion of a culture of child safety and wellbeing within the service; <ul style="list-style-type: none"> <li>(ha) the safe use of digital technologies and online environments at the service, including— <ul style="list-style-type: none"> <li>(i) the taking, use, storage and destruction of images and videos of children being educated and cared for by the service; and</li> <li>(ii) obtaining authorisation from parents to take, use and store images and videos of children being educated and cared for by the service; and</li> <li>(iii) the use of any optical surveillance device at the service; and</li> </ul> </li> </ul> </li> </ul> <p>Example</p> <p>The use of closed-circuit television.</p> <ul style="list-style-type: none"> <li>(iv) the use of any digital device issued by the service; and</li> <li>(v) the use of digital devices by children being educated and cared for by the service;</li> </ul> <p>(i) staffing, including—</p> <ul style="list-style-type: none"> <li>(i) a code of conduct for staff members; and</li> <li>(ii) determining the responsible person present at the service; and</li> <li>(iii) the participation of volunteers and students on practicum placements;</li> <li>(j) interactions with children, including the matters set out in regulations 155 and 156;</li> <li>(k) enrolment and orientation;</li> <li>(l) governance and management of the service, including confidentiality of records;</li> <li>(m) the acceptance and refusal of authorisations;</li> <li>(n) payment of fees and provision of a statement of fees charged by the education and care service;</li> <li>(o) dealing with complaints, including matters relating to— <ul style="list-style-type: none"> <li>(i) the provision of a complaint handling system at the service that is child focused; and</li> <li>(ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.</li> </ul> </li> </ul> <p>Note.</p> <p>A compliance direction may be issued for failure to comply with subregulation (1).</p>

## Education and Care Services National Law

167	<p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty:</p> <p>\$11 400, in the case of an individual.</p> <p>\$57 400, in any other case.</p>
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	<p>(2) A nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty: \$11 400.</p>
170	<p>Offence relating to unauthorised persons on education and care service premises</p> <p>(1) This section applies to an education and care service operating in a participating jurisdiction that has a working with children law.</p> <p>(2) The approved provider of the education and care service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of an educator or other staff member of the service.</p> <p>Penalty:</p> <p>\$1100, in the case of an individual.</p> <p>\$5700, in any other case.</p> <p>(3) A nominated supervisor of the education and care service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of an educator or other staff member of the service.</p> <p>Penalty: \$1100.</p> <p>(4) A family day care educator must ensure that a person does not remain at the family day care residence or approved family day care venue at which the educator is educating and caring for children, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of the educator.</p> <p>Penalty: \$1100.</p> <p>(5) In this section— authorised nominee, in relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service or the family day care educator; authorised person means a person who is—</p> <p>(a) a person who holds a current working with children check or working with children card; or</p> <p>(b) a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or</p> <p>(c) an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or</p> <p>(d) in the case of an emergency, medical personnel or emergency service personnel; or</p> <p>(e) a person who is permitted under the working with children law of this jurisdiction to remain at the education and care service premises without holding a working with children check or a working with children card.</p> <p>(6) A reference in subsection (5) to a parent or family member of a child does not include a person—</p> <p>(a) whose access to the child is prohibited or restricted by an order of a court or tribunal of which the approved provider, nominated supervisor or family day care educator (as the case requires) is aware; or</p> <p>appropriate person within the meaning of section 171.</p>
301 (3,f)	<p>(3) Without limiting subsection (1), the national regulations may provide for the following—</p> <p>(f) requirements and standards to be complied with for safety, security, cleanliness, comfort, hygiene and repair of premises, outdoor spaces, fencing, gates, resources and equipment used for providing education and care services;</p>

## Principals:

To ensure that all necessary precautions and plans are made to appropriately deal with threats to those at the Service. Possible events requiring lockdown may be:

- Fire in the land areas surrounding the college that are not an immediate threat to the building but creating a smoke hazard.
- Weather event that poses risk specifically to outdoor spaces of the Service.
- Air crash event which poses a threat to outdoor spaces of the Service.
- Bomb threat the poses a threat to an area outside the Service that does not immediately impact the OSHC building or where children and young people are residing.
- The event of harassment or threat from an individual approaching or outside the Service or where children and young people are residing.
- A wild or unrestrained animal is posing a threat to the people attending while at the Service.

## Procedure:

### **Families, visitors and practicum students will:**

- Adhere to the instructions of staff and emergency services personnel at all times.
- Move quickly to the lock down area along with the children, young people and staff and remain with the group until all have been accounted for.

- Notify the Nominated Supervisor or person in charge before leaving the area. Do not leave before the all clear has been given.
- Not remove any child or young person from the Service without following appropriate sign out procedures.

### **Children and Young People will:**

- Follow the instructions of staff and emergency services personnel at all times.
- Not leave the area, unattended at any time. Children and young people should stay with the group at all times and follow instructions.

### **Educators will:**

- ensure that all nominated exits are kept clear and unlocked to enable a quick departure.
- In an emergency situation, the educator who first discovers the emergency will ring sound the alarm bell. The College administration and/ or early learning centre will be notified of the threat and potential need for evacuation.
- Educators are to calm the children and young people and provide them with suitable games and activities as far as reasonably possible.
- At no time will educators try to physically remove an unwanted visitor.
- Not re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

### **Lead Educator will:**

- In an emergency situation, take charge of the situation and delegate educators to:
  - Telephone the relevant emergency number and notify them clearly stating what the emergency is and where it is located.
  - Collect the phone, walkie talkie, first aid and staff iPad or roll.
  - Close and lock all doors and windows and turn off lights in the room (only if appropriate and able to do so).
  - Calmly escort the children and young people to the storerooms at each internal end of the building, kitchen or office as necessary. If at the oval, calmly escort children and young people to the closest room.
  - Evacuate all rooms including the toilets and storage rooms. Check the room or area thoroughly to make sure no adults or children and young people remain behind.
  - Ensure to count each child or young person as they enter the nominated area. Settle the children and young people in the designated space and ensure all are quiet. Proceed to check that each child or young person is accounted for by using Xplor roll. Visual checking of those present must be done to make sure all children and young people, staff and visitors are accounted for. Educators should communicate between storerooms to complete roll checks. This may be done via walkie talkies or mobile bearing in mind the need to remain quiet.
  - Report to the Nominated Supervisor or person in charge that all are accounted for or who is missing.
  - Await further instructions from the Nominated Supervisor or person in charge.
  - A bucket is situated in each room should a child or young person need to go to the bathroom.

- Once at the designated assembly area, an educator will conduct a silent role call to make sure that all children, young people and educators are accounted for including children and young people who have already been signed out and have been collected.

### **Nominated Supervisor or Approved Provider will:**

- Ensure emergency lock down procedures will be clearly communicated to all staff.
- Ensure emergency telephone numbers will be clearly displayed within the Service and educators will have access to a telephone outside of the room.
- Ensure all emergencies are documented and reported to authorities as required under legislation.
- Coordinate the Service's emergency response and ensure educators are following correct procedures.
- Contact and liaise with emergency services, families, and relevant agencies during and after the event.
- Provide access to appropriate **counselling or critical incident debriefing services** for children and young people, families, and educators affected by the incident.
- Manage **media communication** by appointing an authorised spokesperson to ensure consistent and accurate messaging.
- Review and evaluate the Service's emergency management plans following each incident. All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.
- Ensure all educators receive ongoing training in lock down procedures.
- Support educators through professional guidance, leave, or workload adjustments as needed after a traumatic event.
- Share the 'Lock Down Policy and Procedure' with all employees upon their induction and ensure it is always available to staff and families.
- Additional professional development will be provided as needed and during review processes.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.

### **In the event of harassment or unauthorised persons refusing to leave the premises the Nominated supervisor or lead educator will initiate the following drill:**

- the educator, child or young person (if appropriate) being harassed, or the closest observer of the child or young person or other educator being harassed, will give a prearranged signal, which is made known to all educators, to begin the drill.
- the educator who receives the signal, will calmly and quietly inform other educators of the need to remove the children and young people to safety. If the threat is inside, children and young people will be escorted outside by educators. If the threat is outside then children and young people will be escorted inside by educators.
- the educator who receives the signal, will notify the Nominated supervisor, Lead educator and security.
- the Nominated supervisor or lead educator will immediately obtain and if possible record relevant information; e.g. physical descriptions, car registration etc.

- The Nominated supervisor will notify the school office and/or Early Learning Centre of the lock down and the reasons.
- an educator will witness and provide back-up for the record but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or young person or to others.

### **Bomb Threat:**

In the event of a bomb threat, educators will:

- Record the time and date of the call
- Record the wording of the threat
- Not hang up the phone
- Use another phone to call police to report the threat
- Evacuate the building according to the Services' emergency evacuation procedure if advised due to threat affecting the OSHC building (lockdown procedures may be required should the threat be further away on the grounds)
- Notify the College Community and Management as soon as possible

### **Equipment & Facilities:**

- there is an alarm bell for sounding warnings of an emergency, which is kept in good working order, and tested regularly.
- the Service has appropriate fire extinguishers that are properly installed and maintained and that staff have basic training in the use of the fire blankets and fire extinguishers kept at the venue. Locations will be clearly indicated by appropriate signage.
- the Service calls upon the Workplace Health and Safety Officer to provide up-to-date information on the appropriate measures which are required to comply with this aspect of this Policy.

### **Rehearsal of lockdown Procedures**

- Staff are to conduct practices of both lock down processes bi-monthly and never less than three-monthly.
- Staff should record:
  - which area was being used before the drill alarm was given
  - the date
  - what type of drill was performed
  - how many children and young people were present
  - which staff were present
  - any problems identified in the practice
- These drills will occur on different times and days of the week so that all educators and children and young people are familiar with the procedures.
- Risk assessments should be conducted and regularly reviewed for lock down procedures and the need for the use of the emergency plans.

## See also:

- Mueller OSHC Managing Crisis and Critical Events Policy & Procedure
- Mueller OSHC Managing Duty of Care Policy & Procedure
- Mueller OSHC Emergency Lockdown Policy & Procedure
- Mueller OSHC Notifications and Reporting Policy & Procedure
- Mueller OSHC Workplace Health and Safety Policy & Procedure

## REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Guide to the National Quality Framework, Revised September 2025
- Education and Care Services Act 2013 (Current as at Feb 2024)
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- Workplace Health and Safety Act 2011 (Current as at 29 Nov 2024)
- Building Fire Safety Regulation 2008

## REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	12/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V2.2		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Formatting and new legislation</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		PAST REVIEW DATE
	<ul style="list-style-type: none"> <li>• Updated references</li> <li>• Addition of review table</li> </ul>		JAN 2025