

Policy Statement:

The Mueller College Outside School Hours Care Service recognizes that on a rare occasion events may occur which are considered to be critical or that may involve situations of crisis. These events may include critical incidents where debriefing of staff, students and management may be required following the event. Crisis and Critical Events may be defined as any incident, emergency or disaster that takes place within the Service, the local community or in more distant locations such as another site or country. (Tansey:2006)

National Quality Standard (NQS):

- Quality Area** **1: Educational Program & Practice**
 2: Children’s Health & Safety
 6: Collaborative Partnerships with Families & the Community
 7: Governance & Leadership

1.2	Practice	Educators facilitate and extend each child’s learning and development.
1.2.1	Intentional teaching	Educators are deliberate, purposeful, and thoughtful in their decisions and actions.
2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
6.2.3	Community engagement	The service builds relationships and engages with its community.
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

97	<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: \$2000.</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> <p>Penalty: \$2000.</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: \$2000.</p> <p>Note— A compliance direction may be issued for failure to comply with subregulation (2), (3) or (4).</p>
103 (1)	Requires all equipment and furniture used in providing the education and care service are safe, clean and in good repair.
105	Requires 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.
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: \$1000.</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"> (a) health and safety, including matters relating to— <ul style="list-style-type: none"> (i) nutrition, food and beverages, dietary requirements; and (ii) sun protection; and (iii) water safety, including safety during any water-based activities; and (iv) the administration of first aid; and (v) sleep and rest for children; (b) incident, injury, trauma and illness procedures complying with regulation 85; (c) dealing with infectious diseases, including procedures complying with regulation 88; (d) dealing with medical conditions in children, including the matters set out in regulation 90; (e) emergency and evacuation, including the matters set out in regulation 97; (f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99; (g) excursions, including procedures complying with regulations 100 to 102; (h) providing a child safe environment; <ul style="list-style-type: none"> (i) staffing, including— <ul style="list-style-type: none"> (i) a code of conduct for staff members; and (ii) determining the responsible person present at the service; and (iii) the participation of volunteers and students on practicum placements; (j) interactions with children, including the matters set out in regulations 155 and 156; (k) enrolment and orientation; (l) governance and management of the service, including confidentiality of records; (m) the acceptance and refusal of authorisations; (n) payment of fees and provision of a statement of fees charged by the education and care service; (o) dealing with complaints. <p>Note—</p> <p>A compliance direction may be issued for failure to comply with subregulation (1).</p>
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Education and Care Services National Law

167	<p>Offence relating to protection of children from harm and hazards</p> <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: \$10 000, in the case of an individual. \$50 000, in any other case.</p> <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: \$10 000.</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 anticipating jurisdiction that has a working with children law.</p> <p style="text-align: center;">Sch. s. 170(4) substituted by No. 9/2017 s. 40(1).</p> <p>(5) In this section—</p> <p style="padding-left: 20px;"><i>authorised nominee</i>, 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;</p> <p>Sch. s. 170(5) def. of <i>unauthorised person</i> amended as <i>authorised person</i> by No. 9/2017 s. 40(2).</p> <p style="padding-left: 20px;"><i>authorised person</i> means a person who is—</p> <ul style="list-style-type: none"> (a) a person who holds a current working with children check or working with children card; or (b) in the case of an emergency, medical personnel or emergency service personnel; or
301 (3,f)	<p>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>

Objective:

Should the event occur at the Service then this will be managed in accordance with the Emergency Policies. This may include emergency situations such as fire, natural disasters, external threats, evacuation etc.

Preventative measures will be taken to prepare for critical events such as implementing health and safety policies and procedures and risk management plans in accordance with the Emergency Policies.

Procedure:

The details of the crisis or critical event shall be documented and reported to the authorities as required.

Immediate actions may include:

- Carrying out emergency procedures first.
- Ensuring immediate safety of those involved.
- Administering first aid including records of injury.
- Reassuring students, families, employees and volunteers.
- Seeking assistance from emergency services and management.
- Accompanying students or others to hospital by ambulance when necessary.

Should CPR be required:

- A first aid trained staff member should immediately begin CPR.
- A separate staff member is to call 000 as per the process below.
- If possible, another staff member should go and collect the AED (Automated External Defibrillator) from the bathroom corridor.
- Alternatively, the person ringing 000 will be required to also get the AED.

Follow up actions may include:

- Seeking access to or referral to appropriate counselling and critical incident debriefing services to provide support to those affected within the Service including students, families, employees and management.
- Observing student's reactions and behaviour.
- Supporting students to appropriately express thoughts and feelings.
- Providing a stable and nurturing environment with familiar routines.
- Supporting educators through team meetings and accessing relief staff to support when appropriate.
- Providing professional support and special leave when needed.
- Supporting families through meetings and written information.
- Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. This may involve nominating a media contact to manage the communication to ensure consistency of information and reduction in misinformation and speculation.

Ongoing actions may include:

- Monitoring and supporting students, families, employees and volunteers.
- Evaluating emergency and critical event management plans.

CALLING 000

These instructions may be given to any person who needs to ring 000 to assist in an emergency

AMBULANCE

- Gather the student profile and have all student details in front of you.
- Explain the emergency, answering questions calmly using the student profile as a reference.
- Describe how to find the patient:
 1. If in OSHC Room– 75 Morris Rd, Rothwell. Turn down wattle Rd towards the airfield an come in gate 4. Our room is situated to the right of the driveway.

2. If at the Lacey Centre or primary oval – 75 Morris Rd, Rothwell. Come in the middle gate towards the large brick building. Follow the road just to the left of the building, straight ahead until you see the tennis courts. Veer left and the oval is situated behind the demountable buildings.
- Any staff member may accompany the student to the hospital, however a Group leader must remain with the OSHC group and an extra adult may need to be brought in from the front office or Early Learning Centre to maintain ratios. It is best to send a staff member that the student is familiar and comfortable with.

FIRE

- Explain the emergency, answering questions calmly.
- Describe how to find the school:
Turn down wattle Rd towards the airfield and come in gate 4. Our room is situated to the right of the driveway.

POLICE

- If for a missing person, gather the student profile and have all student details in front of you.
- Explain the emergency, answering questions calmly.
- If require describe how to find the group:
 1. If in OSHC Room– 75 Morris Rd, Rothwell. Turn down wattle Rd towards the airfield and come in gate 4. Our room is situated to the right of the driveway.
 2. If at the Lacey Centre or primary oval – 75 Morris Rd, Rothwell. Come in the middle gate towards the large brick building. Follow the road just to the left of the building, straight ahead until you see the tennis courts. Veer left and the oval is situated behind the demountable buildings.

REFERENCES:

- Education and Care Services National Law Act 2011, Current as at March 2023
- Education and Care Services National Regulations, Current as at October 2023
- Guide to the National Quality Framework, Revised July 2023
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022

See also:

- Mueller OSHC Emergency Evacuation Policy & Procedure
- Mueller OSHC Emergency Lockdown Policy & Procedure
- Mueller OSHC Record keeping Policy & Procedure
- Mueller OSHC Notifications required by the Regulatory Authority Policy & Procedure