

(Reviewed September 2025)

Policy Statement:

The Mueller College Outside School Hours Care (OSHC) Service recognizes that on a rare occasion event 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, children and young people 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)

Background statement:

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 crisis and critical events—such as serious injury, medical emergencies, fires, missing persons, or other traumatic incidents—require immediate, calm, and coordinated responses.

Important terms:

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Parent/guardian	Refers to the primary carer/s of the child or young person attending the Service.
Family	Refers to the group of people, including the primary carer which engage daily with the child or young person in the home environment.
Approved Provider	The organisation that holds Service approval and ensures all safety and emergency management requirements are met.
Nominated Supervisor	The person responsible for daily Service operations and ensuring that this policy is implemented.
Critical Event	Any sudden, unexpected, or traumatic incident that poses a threat to the safety, health, or wellbeing of children, educators, or visitors (e.g., serious injury, fire, missing person).
AED (Automated External Defibrillator).	A portable device used to administer an electric shock to a person experiencing cardiac arrest, located in the bathroom corridor.
Location descriptions	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**
 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: \$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> <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>Premises, furniture and equipment to be safe, clean and in good repair</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>Furniture, materials and equipment</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> <p>(a) health and safety, including matters relating to—</p> <p>(i) nutrition, food and beverages, dietary requirements; and</p> <p>(ii) sun protection; and</p> <p>(iii) water safety, including safety during any water-based activities; and</p> <p>(iv) the administration of first aid; and</p> <p>(v) sleep and rest for children, including the matters set out in regulation 84B;</p> <p>(b) incident, injury, trauma and illness procedures complying with regulation 85;</p> <p>(c) dealing with infectious diseases, including procedures complying with regulation 88;</p> <p>(d) dealing with medical conditions in children, including the matters set out in regulation 90;</p> <p>(e) emergency and evacuation, including the matters set out in regulation 97;</p> <p>(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;</p> <p>(g) excursions, including procedures complying with regulations 100 to 102;</p> <p>(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;</p> <p>(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;</p> <p>(h) providing a child safe environment, including matters relating to the promotion of a culture of child safety and wellbeing within the service;</p> <p>(ha) the safe use of digital technologies and online environments at the service, including—</p> <p>(i) the taking, use, storage and destruction of images and videos of children being educated and cared for by the service; and</p> <p>(ii) obtaining authorisation from parents to take, use and store images and videos of children being educated and cared for by the service; and</p> <p>(iii) the use of any optical surveillance device at the service; and</p> <p>Example</p> <p>The use of closed-circuit television.</p> <p>(iv) the use of any digital device issued by the service; and</p> <p>(v) the use of digital devices by children being educated and cared for by the service;</p> <p>(i) staffing, including—</p> <p>(i) a code of conduct for staff members; and</p>

	<ul style="list-style-type: none"> (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, including matters relating to— <ul style="list-style-type: none"> (i) the provision of a complaint handling system at the service that is child focused; and (ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours. <p>Note. 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	<ul style="list-style-type: none"> (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. Penalty: \$11 400, in the case of an individual. \$57 400, in any other case. (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. Penalty: \$11 400.
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> <ul style="list-style-type: none"> (a) the person is an authorised person; or (b) the person is under the direct supervision of an educator or other staff member of the service. <p>Penalty: \$1100, in the case of an individual. \$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> <ul style="list-style-type: none"> (a) the person is an authorised person; or (b) the person is under the direct supervision of an educator or other staff member of the service. <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> <ul style="list-style-type: none"> (a) the person is an authorised person; or (b) the person is under the direct supervision of the educator. <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> <ul style="list-style-type: none"> (a) a person who holds a current working with children check or working with children card; or (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 (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 (d) in the case of an emergency, medical personnel or emergency service personnel; or (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>(6) A reference in subsection (5) to a parent or family member of a child does not include a person—</p> <ul style="list-style-type: none"> (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>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>

Principles:

This policy ensures that educators and staff are equipped to act quickly to protect life and safety, follow emergency procedures, contact relevant emergency services, and provide first aid where required. It also outlines post-incident responsibilities such as counselling, debriefing, media management, and ongoing monitoring of those affected. The Service is committed to maintaining clear communication channels with families, emergency services, and management, ensuring that all incidents are documented and reviewed to strengthen future emergency preparedness.

Procedure:

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

Families will:

- Provide up-to-date emergency contact information for themselves and authorised contacts.
- Support the Service by following communication updates and directions during and after a crisis or critical event.
- Work collaboratively with the Service following a crisis to support their child's emotional wellbeing.
- Access counselling or support services if referred or recommended by the Service.
- Understand that communication regarding critical events will come directly from the Nominated Supervisor or an authorised media contact to ensure consistency and accuracy.

Children and Young People will:

- Follow educator directions calmly during emergencies and practice appropriate responses during drills.
- Report any hazards, unsafe situations, or injuries to an educator as soon as possible.
- Engage with support opportunities (such as debriefing or counselling) offered after a critical incident.

Educators will:*Immediate Actions*

- Carry out emergency procedures as trained, prioritising the immediate safety of all children and young people.
- Administer first aid and document any injuries using appropriate forms.
- Reassure children and young people, families, and other staff members during the incident.
- Seek assistance from emergency services and management where required.
- Accompany children and young people or others to hospital by ambulance if necessary, ensuring supervision ratios are maintained.
- Remove children and young people and staff from immediate danger where safe to do so.

CPR and AED Procedures

- A first aid trained staff member will begin CPR immediately when required.
- A second staff member will call 000 and follow the Service's location directions.
- Where possible, another staff member will retrieve the AED (Automated External Defibrillator) from the bathroom corridor.
- If additional support is unavailable, the person making the 000 call will also collect the AED.

Follow-up Actions

- Observe student reactions and provide emotional support, helping them express feelings safely and appropriately.

- Maintain normal routines as much as possible to create a stable and reassuring environment.
- Support colleagues through communication, team meetings, and relief staff where required.
- Remove or secure any unsafe equipment or areas after the incident.
- Record and report all details of the crisis or critical event, including injuries and actions taken, to the Nominated Supervisor.
- Remain alert to ongoing wellbeing needs of children and young people and colleagues, referring concerns where appropriate.

000 Call Procedures

When calling emergency services (Ambulance, Fire, Police), educators will:

- Gather the student profile and have all relevant details in front of them.
- Explain the emergency clearly and answer questions calmly.
- Provide accurate directions depending on location:
 - OSHC Room: 75 Morris Rd, Rothwell – Turn down Wattle Rd toward the airfield and enter Gate 4. The OSHC Room is to the right of the driveway.
 - Lacey Centre or Primary Oval: 75 Morris Rd, Rothwell – Enter through the middle gate near the large brick building. Follow the road to the left of the building, then straight ahead to the tennis courts. Veer left; the oval is behind the demountable buildings.
- Ensure a Group Leader remains with the OSHC group if a child is transported by ambulance. An additional adult may be called from the front office or Early Learning Centre to maintain ratios.

Nominated Supervisor or Approved Provider will:

- Ensure all incidents, injuries, and 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 and critical event management plans following each incident.
- Ensure all educators receive ongoing training in emergency response, CPR, and crisis management procedures.
- Support educators through professional guidance, leave, or workload adjustments as needed after a traumatic event.
- Maintain and update the hazard report register and ensure recommendations from reviews are implemented.
- Share the 'Managing Crisis and Critical Events Policy and Procedure' with all employees upon their induction and ensure it is available to staff and families at all times.
- 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 an Unexpected Death of a Child at the Service

In the tragic event of a child's unexpected death while in care:

- Educators will:
 - Immediately call 000 and follow emergency operator instructions.
 - Begin CPR or first aid only if appropriate and as directed by emergency services.
 - Remove other children from the immediate area and ensure their emotional safety and supervision.
 - Notify the Nominated Supervisor or Approved Provider immediately.
 - Remain calm, respectful, and avoid sharing details with unauthorised persons or media.
- The Nominated Supervisor or Approved Provider will:
 - Contact the child's parents/guardians immediately in person where possible, with compassion and sensitivity.
 - Notify police and regulatory authorities (Department of Education and relevant licensing bodies) as required under the Education and Care Services National Law and Regulations.
 - Secure the area and preserve the scene until emergency services arrive.
 - Provide support and debriefing for educators, children, and families affected.
 - Arrange for grief counselling and professional support services for staff and families.
 - Manage all communication with media and external agencies through approved channels only.

See also:

- Mueller OSHC Emergency Evacuation Policy & Procedure
- Mueller OSHC Emergency Lockdown Policy & Procedure
- Mueller OSHC Record Keeping Policy & Procedure
- Mueller OSHC Notifications and Reporting 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
- Workplace Health and Safety Act 2011 (Current as at 29 Nov 2024)
- My Time, Our Place – Framework for School Age Care in Australia – Produced by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments. Ver2.0, Revised 2022
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- The Code of Ethics - Early Childhood Australia Inc. (2025 update)



MANAGING CRISIS AND CRITICAL EVENTS POLICY & PROCEDURE

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">• New legislation and formatting		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		PAST REVIEW DATE
	<ul style="list-style-type: none">• Updated references• Addition of review table		JAN 2025