

## **Policy Statement:**

The Mueller College Outside School Hours Care (OSHC) Service acknowledges the importance of preparedness, clear communication, and safety during natural disasters and emergency events. In the unlikely event of a natural disaster—such as severe storms, floods, bushfires, or other extreme weather conditions—the Service will prioritise the safety and wellbeing of all children, young people, families, and educators. The Service will follow all official directives from Mueller College, the Department of Education, and Moreton Bay Regional Council. If the school is closed due to a natural disaster, the OSHC Service will also close. Families will not be charged fees for Service closure during such events.

## **Background Statement:**

Natural disasters can occur with little warning, creating potential risks for the safety of children, young people and staff. As part of its duty of care, the Service will ensure appropriate emergency management procedures are in place and that all staff are trained and informed to respond effectively. The Service will also maintain open communication with families and relevant authorities before, during, and after a natural disaster to ensure coordinated and safe practices. This policy aligns with the Education and Care Services National Regulations and the National Quality Standard (NQS), particularly in maintaining a safe environment and effective leadership during emergencies.

## **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>Natural Disaster</b>	An event such as a storm, flood, cyclone, fire, or other extreme natural event that may affect the safe operation of the Service.

## **Legislation:**

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

Quality Area      **2: Children's health and safety**  
                              **7: Governance and Leadership**

2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, responsible precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operating of the service.

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

12	For the purposes of the definition of <b>serious incident</b> in section 5(1) of the Law, each of the following is prescribed as a serious incident— (a) the death of a child— (i) while that child is being educated and cared for by an education and care service; or (ii) following an incident occurring while that child was being educated and cared for by an education and care service;
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	<p>(b)any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service—</p> <p>(i)which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or</p> <p>(ii)for which the child attended, or ought reasonably to have attended, a hospital;</p> <p><i>Example—</i> A broken limb.</p> <p>(c)any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital;</p> <p><i>Example—</i> Severe asthma attack, seizure or anaphylaxis reaction.</p> <p>(d)any emergency for which emergency services attended;</p> <p>(e)any circumstance where a child being educated and cared for by an education and care service—</p> <p>(i)appears to be missing or cannot be accounted for; or</p> <p>(ii)appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or</p> <p>(iii)is mistakenly locked in or locked out of the education and care service premises or any part of the premises.</p>	
97	<p>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; and</p> <p>(c)if the education and care service premises is located within a multi-storey building shared with other occupants and on a storey with no direct egress to an assembly area—</p> <p>(i)all possible evacuation routes from each storey on which the premises is located; and</p> <p>(ii)the evacuation routes that are proposed to be used in an evacuation; and</p> <p>(iii)how all children will be safely evacuated from the premises, including non-ambulatory children; and</p> <p>(iv)the stages in which an evacuation will be carried out; and</p> <p>(v)the identity of the person in charge of an evacuation; and</p> <p>(vi)the roles and responsibilities of staff members during an evacuation; and</p> <p>(vii)the arrangements made with the other occupants of the multi-storey building in relation to the evacuation of the multi-storey building.</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>(2A)The approved provider of a centre-based service must review the risk assessment conducted under subregulation (2)—</p> <p>(a)at least once every 12 months; and</p> <p>(b)as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from the service.</p> <p>Penalty: \$2200.</p> <p>(2B)As soon as practicable after reviewing the risk assessment under subregulation (2A), the approved provider of a centre-based service must make any necessary updates to the emergency and evacuation policies and procedures.</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>	
98	<p>The approved provider of an education and care service must ensure that, when educating or caring for children as part of the service, nominated supervisors and staff members of the service have ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services.</p> <p>Penalty: \$1100.</p> <p><i>Example—</i> Fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment.</p>	
99	<p>(1)The approved provider of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).</p> <p>Penalty: \$2200.</p> <p>(2)A nominated supervisor of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).</p> <p>Penalty: \$2200.</p>	

	<p>(4)The child may only leave the relevant premises if the child—</p> <p>(a)is given into the care of—</p> <p>(i)a parent of the child; or</p> <p>(ii)an authorised nominee named in the child’s enrolment record; or</p> <p>(iii)a person authorised by a parent or authorised nominee named in the child’s enrolment record to collect the child from the premises; or</p> <p>(b)leaves the premises in accordance with the written authorisation of the child’s parent or authorised nominee named in the child’s enrolment record; or</p> <p>(c)is taken on an excursion in accordance with this Division; or</p> <p>(ca)is transported by the service or on transportation arranged by the service in accordance with <a href="#">Division 7</a>; or</p> <p>(d)is given into the care of a person or taken outside the premises—</p> <p>(i)because the child requires medical, hospital or ambulance care or treatment; or</p> <p>(ii)because of another emergency.</p> <p>(5)In this regulation <b>parent</b> does not include a parent who is prohibited by a court order from having contact with the child.</p>	
136	<p>(1)The approved provider of a centre-based service must ensure that each of the following persons are in attendance at any place where children are being educated and cared for by the service, and immediately available in an emergency, at all times that children are being educated and cared for by the service—</p> <p>(a)at least one staff member or one nominated supervisor of the service who holds a current approved first aid qualification;</p> <p>(b)at least one staff member or one nominated supervisor of the service who has undertaken current approved anaphylaxis management training;</p> <p>(c)at least one staff member or one nominated supervisor of the service who has undertaken current approved emergency asthma management training.</p> <p>Penalty: \$2200.</p> <p>(2)If children are being educated and cared for at service premises on the site of a school, it is sufficient for the purposes of subregulation (1) if the following are in attendance at the school site and immediately available in an emergency—</p> <p>(a)for the purposes of subregulation (1)(a), at least one staff member of the school who holds a current approved first aid qualification;</p> <p>(b)for the purposes of subregulation (1)(b), at least one staff member of the school who has undertaken current approved anaphylaxis management training;</p> <p>(c)for the purposes of subregulation (1)(c), at least one staff member of the school who has undertaken current approved emergency asthma management training.</p> <p>(4)The same person may hold one or more of the qualifications set out in subregulation (1).</p> <p>(4A)For the purposes of this regulation and regulation 153—</p> <p>(a)an approved first aid qualification is taken to be current if—</p> <p>(i)in the case of emergency life support training and cardiopulmonary resuscitation training that forms part of the approved first aid qualification, the training was completed within the previous year; and</p> <p>(ii)in the case of any other training that forms part of the approved first aid qualification, the training was completed within the previous 3 years; and</p> <p>(b)approved anaphylaxis management training is taken to be current if the training was completed within the previous 3 years; and</p> <p>(c)approved emergency asthma management training is taken to be current if the training was completed within the previous 3 years.</p> <p>(5)In this regulation—</p> <p><b>approved anaphylaxis management training</b> means anaphylaxis management training approved by the National Authority in accordance with <a href="#">Division 7</a>;</p> <p><b>approved emergency asthma management training</b> means emergency asthma management training approved by the National Authority in accordance with <a href="#">Division 7</a>;</p> <p><b>approved first aid qualification</b> means a qualification that—</p> <p>(a)includes training in the following that relates to and is appropriate to children—</p> <p>(i)emergency life support and cardio-pulmonary resuscitation;</p> <p>(ii)convulsions;</p> <p>(iii)poisoning;</p> <p>(iv)respiratory difficulties;</p> <p>(v)management of severe bleeding;</p> <p>(vi)injury and basic wound care;</p> <p>(vii)administration of an auto-immune adrenalin device; and</p> <p>(b)has been approved by the National Authority in accordance with <a href="#">Division 7</a>.</p>	
168	<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><b>Note—</b></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 <a href="#">Chapter 4</a>;</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><i>Example—</i> 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> <p>(ii) determining the responsible person present at the service; and</p> <p>(iii) the participation of volunteers and students on practicum placements;</p> <p>(j) interactions with children, including the matters set out in regulations 155 and 156;</p> <p>(k) enrolment and orientation;</p> <p>(l) governance and management of the service, including confidentiality of records;</p> <p>(m) the acceptance and refusal of authorisations;</p> <p>(n) payment of fees and provision of a statement of fees charged by the education and care service;</p> <p>(o) dealing with complaints, including matters relating to—</p> <p>(i) the provision of a complaint handling system at the service that is child focused; and</p> <p>(ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.</p>
170	<p>(1) The approved provider of a centre-based service must take reasonable steps to ensure that nominated supervisors and staff members of, and volunteers at, the service follow the policies and procedures required under regulation 168. Penalty: \$1100.</p> <p>(2) The approved provider of a family day care service must take reasonable steps to ensure that nominated supervisors and staff members of, and family day care educators engaged by or registered with, the service follow the policies and procedures required under regulations 168 and 169. Penalty: \$1100.</p> <p><i>Note—</i> A compliance direction may be issued for failure to comply with subregulation (1) or (2).</p>
171	<p>(1) The approved provider of an education and care service must ensure that copies of the current policies and procedures required under regulation 168 and, in the case of a family day care service, regulation 169 are readily accessible to nominated supervisors and staff members of, volunteers at, and family day care educators engaged by or registered with, the service. Penalty: \$1100.</p> <p>(2) The approved provider of an education and care service must ensure that copies of the current policies and procedures required under regulation 168 and, in the case of a family day care service, regulation 169 are available for inspection at the education and care service premises at all times that the service is educating and caring for children or otherwise on request. Penalty: \$1100.</p> <p><i>Note—</i> A compliance direction may be issued for failure to comply with subregulation (1) or (2).</p>

## Education and Care Services National Law

165	<p>(1) The approved provider of an education and care service must ensure that all children being educated and cared for by the service are adequately supervised at all times that the children are in the care of that service. Penalty: \$11 400, in the case of an individual. \$57 400, in any other case.</p> <p>(2) A nominated supervisor of an education and care service must ensure that all children being educated and cared for by the service are adequately supervised at all times that the children are in the care of that service. Penalty: \$11 400.</p> <p>(3) A family day care educator must ensure that any child being educated and cared for by the educator as a part of a family day care service is adequately supervised. Penalty: \$11 400.</p>
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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. Penalty: \$11 400, in the case of an individual. \$57 400, 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. Penalty: \$11 400.</p> <p>(3) A family day care educator must ensure that every reasonable precaution is taken to protect a child being educated and cared for as part of a family day care service from harm and from any hazard likely to cause injury. Penalty: \$11 400.</p>
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## **Principles:**

The Mueller College OSHC Service is committed to maintaining the highest standard of safety and preparedness during natural disasters. The Service will act in accordance with directives from Mueller College, the Department of Education, and Moreton Bay Regional Council to ensure that all decisions made during these events are guided by official advice and current conditions. The safety and wellbeing of children, young people, families, and educators will always be the primary concern.

The Service recognises that communication is critical during such times and will ensure timely updates are provided to families regarding closures, evacuations, or changes to operations. The Service also acknowledges that natural disasters may cause disruption to normal routines and will remain flexible in its response to meet the needs of the community. Families will not be charged fees for any period in which the Service is closed as a result of a natural disaster.

## **Procedure:**

### **Families will:**

- Ensure that current emergency contact details are always provided to the Service.
- Nominate additional authorised contacts who can collect their child or young person in the event parents/guardians cannot reach the Service.
- Follow all communication updates from the Service regarding natural disaster warnings, early closures, or evacuations.
- Understand that if the school closes, OSHC will also close and that no fees will be charged for closures due to natural disasters.

### **Educators will:**

- Remain calm, act quickly, follow the Service's Emergency and Evacuation Plan, and prioritise the safety of all children and young people.
- In the event that a more senior staff member, supervisor or person of management is not present contact them immediately, starting with the service director.
- Follow instructions from the Nominated Supervisor and emergency authorities at all times.
- Assist children and young people to remain calm and follow safe evacuation or shelter procedures.
- Participate in regular emergency drills to ensure preparedness.
- Communicate with families where possible, once it is safe to do so, to provide updates on the situation.

## **The Nominated Supervisor and Approved Provider will:**

- Monitor weather warnings and official alerts from Bureau of Meteorology, Queensland Fire and Emergency Services, and Moreton Bay Regional Council.
- Make informed decisions regarding Service operation, in consultation with Mueller College leadership and relevant government bodies.
- Ensure all educators are aware of evacuation routes, emergency procedures, and safety responsibilities.
- Maintain the Service's emergency kits, first aid supplies, and contact lists in an accessible location.
- Communicate with families via email, SMS, or the Xplor app regarding closures, reopening's, and safety updates.
- Ensure there is a comprehensive risk assessment to identify local risks associated with natural disasters.
  - Ensure that Hazards within the OSHC service that may cause harm to children and young people or staff in the event of a natural disaster are identified in the risk assessment.
- Ensure there is an emergency management plan in place
- Ensure emergency drills are practiced routinely.
- Refer to the emergency and evacuation policy for steps to be followed when the service needs to close in response to a natural disaster related emergency, including when notifying the authority and department of education of service closure
- Ensure a serious incident notification is submitted to the regulatory authority within 24 hours if there has been an emergency that posed a risk to safety and well-being of the children and young people.
- Ensure the department of education is notified if the service is temporarily closed
- Ensure emergency phone numbers are displayed in prominent positions for easy access in an emergency.
- Share the 'Natural Disasters 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.
- Ensure this policy and related procedures are reviewed annually or following any natural disaster event.
- Support the staff in charge to make decisions in alignment with college, local council, and government directives.
- Guarantee that families are not charged for periods when the Service is closed due to natural disasters.
- Ensure all staff receive ongoing professional development in emergency preparedness and risk management.

## **Specific Natural Disaster Procedures**

In the unlikely event of a natural disaster, the Service will act in accordance with the Mueller College OSHC Emergency and Evacuation Plan, the Department of Education's Disaster and Emergency Management Guidelines, and advice from emergency authorities. The safety and wellbeing of all children, young people, educators, and families remain the highest priority.



If the service site is considered unsafe, parents and guardians will be contacted to arrange the collection of their child or young person.

## Earthquake

- Remain indoors and take immediate cover under sturdy furniture, away from windows or heavy objects.
- Move to open areas if outside and crouch low to the ground.
- Check for injuries and damage after shaking stops; evacuate if unsafe.
- Notify families and authorities when it is safe to do so.

## Cyclone / Severe Storm

- Monitor weather warnings and follow all official directions.
- Cancel outdoor activities and secure loose items if safe.
- Shelter indoors, away from glass.
- Close the Service if the school closes, with no fees charged for closure periods.

## Flooding

- Move children and young people to higher ground or safe elevated areas.
- Do not walk or drive through floodwaters.
- Remain in contact with emergency services and families.
- Reopen only when the area is declared safe.
- Follow emergency evacuation or lockdown procedures

## Bushfire / Nearby Fire

- Follow the Mueller College OSHC Fire and Evacuation Procedures.
- Move children and young people indoors, close windows and doors, and adjust ventilation.
- Evacuate if directed and communicate with families when safe.

## Extreme Heat Event

- Keep children and young people indoors or shaded with hydration breaks.
- Cancel outdoor activities.
- Follow emergency evacuation or lockdown procedures
- Contact families for early collection if safe temperatures cannot be maintained

## Tornado or Extreme Wind Event

- Move children and young people to internal safe areas, away from windows and glass.
- Remain low to the ground until authorities give the all clear
- Follow emergency evacuation or lockdown procedures

## Communication:

The Service will communicate closure information via:

- Direct emails and text messages to families
- Mueller College website and/or social media platforms
- Local radio or government emergency channels (if required)

## Closure of the Service due to a severe weather event:

- Should a severe weather event occur or be highly predicted, a decision may be made by the Nominated supervisor, in conjunction with the Management committee and College to employ an emergency Service closure.
- All Service closures will be lodged with the Regulatory authority in accordance with the Education and Care National Law.
- All closures will be displayed on the Department of Education and training's National disasters and closed education facilities website.

## Power Outage (Blackout) Procedure

In the event of a power outage, the Service will continue to operate using established emergency procedures to ensure the safety and supervision of all children and young people. Educators will remain calm, maintain close visual supervision, and gather children into well-lit or naturally lit areas where possible. Emergency lighting, torches, and portable communication devices will be accessed immediately. The Nominated Supervisor will assess the situation, contact the school facilities team and power provider if necessary, and provide regular updates to families. If the blackout compromises heating or cooling, food safety, building security, lighting, or the ability to safely supervise children, the Service may enact an early closure. Families will be notified as soon as possible and required to collect their child promptly. Normal child sign-in and sign-out procedures will continue using manual documentation if electronic systems are unavailable. All incidents will be documented and reviewed to improve future responses.

## Recovery:

After a natural disaster, the Service will:

- Conduct a safety inspection before reopening.
- Provide support and reassurance to children, young people and families.
- Debrief with staff to review response procedures and make improvements.

## See also:

- Mueller OSHC Emergency Evacuation Policy & Procedure
- Mueller OSHC Emergency Lockdown Policy & Procedure
- Mueller OSHC Notifications and Reporting Policy & Procedure
- Mueller OSHC Workplace Health and Safety Policy & Procedure
- Mueller OSHC Incident, injury, illness and trauma Policies & Procedures
- Mueller OSHC Supervision 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
- 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)





## NATURAL DISASTER POLICY & PROCEDURE

### REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	27/11/25
POLICY REVIEWED	NOV2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V1.1		
MODIFICATIONS	<ul style="list-style-type: none"><li>Update to include blackout plan</li></ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	<ul style="list-style-type: none"><li>Created</li></ul>	SEPT 2025	