EMERGENCY MANAGEMENT POLICY

Updated: October 2025

What are we talking about in this document?	This policy is about incident and emergency management.
Who is this for?	This policy applies to children, families, staff, management, students, and visitors of the service.
Why do we need this policy?	We are committed to ensuring the safety, health and wellbeing of children attending our education and care service by identifying the risks and hazards of emergency and evacuation situations. Regulations 97 and 168 of the Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for emergencies and evacuation to minimise the risk of harm to children.

Policy Contents

The Important Stuff

What is an emergency?
- Identifying risks
- Emergency Drills/Rehearsals
- During an emergency
- After Emergency Procedure
- Communication after an emergency

Emergency Procedures
- Emergency Evacuation
- Lockdown
- Uninvited Animal Visit
- Bushfire
- Medical Emergency
- Diagnosed Medical Condition
- Undiagnosed Medical Condition
- Anaphylaxis
- Asthma
- Epilepsy
- Diabetes
- Snake Bite
- Absconding or Missing and Unaccounted for Child

Key Terms

Term	Meaning	Source
Abscond	When, by choice, a child runs away, wanders away or leaves the early childhood education and care setting. This is a challenging behaviour.	
Emergency	An incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the	Guide to the NQF

	service. For example, a flood, fire or a situation that requires the service premises to be locked down or other type of emergency response.	
Emergency Drill/Rehearsal	A process to rehearse anticipated emergency scenarios or events, designed to help clarify roles and responsibilities, provide training and verify the adequacy of the emergency response.	
Emergency services	Provide urgent assistance in time of crisis, Includes ambulance, fire brigade, police and state emergency services	https://www.wa.gov.au/service/community-services/emergency-services
Lockdown assembly area	The location in each room that has been determined to be out of sight (where possible)	
Lockdown button	The button installed that locks the entry doors	
Missing child	A child whose whereabouts cannot be accounted for.	
Nominated Supervisor/Responsible Person	The person in charge of the service	
Person who discovers the threat	The first person to see the emergency situation	
Person with Management or Control (PMC)	Persons with management or control of a service (PMCs) are the persons within or outside the approved provider who are responsible for managing the delivery of the provider's service(s) or who have significant influence over the activities or delivery of the service. - Compliance and Quality Manager - Operations Manager – People and Culture - Operations Manager – Finance and Systems	Identifying Persons with Management or Control of a Service ACECQA
Risk Assessment	A systematic process of evaluating the potential risks that may be involved in a projected activity or undertaking and determining suitable mitigations.	

The Important Stuff

To ensure compliance with Regulation 97 of the Education and Care Services National Regulations, the service will:

- Conduct a risk assessment to identify potential emergencies that are relevant to the service. The risk assessment must be reviewed at least once every 12 months, and as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from the service.
    - Any necessary updates to the emergency and evacuation policies and procedures must be made as soon as practicable after reviewing the risk assessment.
- Display the Emergency Evacuation Plan/Procedure and instructions near each exit at the service.
    - The plan must include the floor plan for ease of reference, with clearly defined assembly points and clearly marked exit routes from all locations within the service.
- Practise, document and evaluate each type of emergency procedure at least every three months. The responsible person, all staff members, volunteers, and children present on the day must participate.
    - Each type of procedure (evacuation, lockdown and medical emergency) must be practised every three months.

    - The variations within each type of procedure must be practised throughout the year (i.e. the type of medical emergency, the evacuation route if there are more than one, the reason for lockdown).
- Have an emergency contact list is readily available which includes the numbers for:
    - Emergency Services (000)
    - State Emergency Services (132 500)
    - The local fire station
    - Important numbers for Hub Staff (PMC, Approved Provider and Compliance)
- All service iPhones and iPads have the St John's app downloaded to promote easier contact with emergency services in the event of emergency, if on excursion.

The Nominated Supervisor will:

- Ensure all staff are aware of their roles and responsibilities in the event of an emergency situation.

What is an Emergency?

According to Regulation 4 of the Education and Care Services National Regulations an emergency, in relation to an education and care service, means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service.
Keiki Early Learning services must identify potential emergencies that may be specific to their location and environment.

Identifying Emergency Risks

The Nominated Supervisor will conduct a risk assessment to identify potential emergencies that are relevant to the service. The risk assessment must be reviewed at least once every 12 months, and as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from the service.
Any necessary updates to the emergency and evacuation policies and procedures must be made as soon as practicable after reviewing the risk assessment.

The Nominated Supervisor will ensure that all staff and educators understand the risk assessment process.

Emergency Rehearsals/Drills

Each type of emergency procedure (evacuation, lockdown and medical emergency) must be practised at least every three months (Regulation 97). The variations within each type of procedure must be practised throughout the year (i.e. the type of medical emergency, the evacuation route if there are more than one, the reason for lockdown).

In order to be prepared in case of an emergency, the Nominated Supervisor/Centre Coordinator will ensure:

- An up-to-date register of emergency contact telephone numbers for children is maintained. This list is available on Xplor.
- Emergency contact numbers are stored on service devices and may also be displayed in appropriate locations within the service to support accessibility.
- Rehearsals will be both planned and spontaneous to assist in refining risk management procedures and evacuation procedures.
- A record will be kept of all emergency procedure drills.
- The evacuation is timed during rehearsal.
- Reflections and notes on any areas that need improving or revising are documented on the Emergency Procedures Evaluation Sheet. The drills & reflections must be discussed at Team Meetings and documented in the Service's Team Meeting minutes and Quality Improvement Plan.

- If there are issues identified during an Emergency Procedure Rehearsal, the service will rehearsal the procedure again before the next planned rehearsal after working with the educators to ensure the success of the next rehearsal.

There may be occasions when emergency rehearsals are conducted during children's sleep and rest periods. While we always prioritise each child's individual sleep and rest needs, Nominated Supervisors may occasionally schedule a rehearsal during these times. This is because the benefits of ensuring staff and children are well-prepared for emergencies outweigh the minimal disruption caused by a small number of rehearsals held throughout the year.

Where possible, these rehearsals will be scheduled to minimise any impact on children's rest.

During an Emergency

Staff will follow Keiki Policies and Procedures during an emergency.
In the event of an unforeseen emergency situation where there is no documented procedure in place, the Nominated Supervisor/Responsible Person will ensure it is handled in a safe and efficient manner. In any situation, the safety and well-being of the children should be of the highest priority. The Nominated Supervisor/Responsible Person will contact the Approved Provider, a PMC, the Compliance and Quality Manager or the Hub, and Emergency Services (where required).
During an emergency the directions of the emergency services and 000 service must be followed.
Services may wish to use the St John app on the service iPhone to contact emergency services in an emergency. The app communicates the location of the emergency which may be particularly useful during an excursion.

Policies and procedures must be in place and well-practised by educators and children. This will assist educators to handle emergency situations calmly and effectively when they do arise. People react in various ways when presented with a crisis. Educators must be aware that children will be less able to concentrate and self-regulate. Any adult who is unable to remain calm should be removed from the direct care of children.

After Emergency Procedure

Nominated Supervisors and Responsible People must ensure that the Approved Provider, a PMC and/or the Compliance and Quality Manager are informed of all emergencies, regardless of their severity. Each incident must be documented and reported to the appropriate authorities. Investigations may be conducted to verify that the correct procedures were followed.

Documentation Requirements:

- The Nominated Supervisor is responsible for completing the Emergency Documentation on 1Place.
- The Nominated Supervisor must also send a copy of any Incident Records or related paperwork (e.g., medical action plans, call-out reports) to the Compliance and Quality Manager (PMC) and/or Approved Provider.

Please follow the communication guidelines as outlined below.

Communication After an Emergency

Communication with Keiki Hub:

- Keiki Hub Management must be notified of any emergencies as soon as practicable, preferably during the emergency to allow time for the Approved Provider and the Compliance and Quality Manager (or other PMC) to respond.
- Contact Marketing Manager or Marketing Officer for wording to send to families via Xplor Comms, with comments turned off.

Communication with families:

- Follow each procedure to notify families of any emergencies.
- Where required, the service or Keiki Hub may send further communications to provide support.

Notification to Regulatory Authority:

- ECRU must be notified within 24 hours of any situation where an emergency procedure has been followed that was not a rehearsal.
- ECRU must be notified within 24 hours of any serious incident.
- Notification must be made via the NQA ITS Portal. Contact Approved Provider and Compliance and Quality Manager (PMC) for assistance with the process.

Maintenance of Fire Equipment

Keiki Early Learning engages external contractors to ensure fire equipment is maintained to Australian Standard.

- Inspecting, testing, and servicing fire extinguishers, blankets and other emergency equipment thoroughly is imperative to safety, and compliance to Australian regulations. The maintenance regime for the inspection and testing of fire extinguishers & hydrants is specified in the Australian Standard AS 1851 Maintenance of Fire Protection Systems and Equipment.
- All extinguishers are inspected, tested, serviced and replaced as per recommendations by Critical Fire.
    - The tests and intervals are to be recorded on a label or metal tag attached to the unit.

Emergency Procedures

Keiki Early Learning has developed and maintains procedures to follow in emergency situations, such as internal fire, fire in the outdoor area, bush fire, emergency evacuation, lock down, death of a child and managing emergency medical conditions.
These procedures comply with regulatory requirements and are consistent with recognised authorities. They have been designed to ensure safe and calm management of emergency situations.
Although this policy details information about different procedures, all staff must ensure they are following the relevant procedure for each emergency situation when required.

In the event of an emergency, the St John mobile app can be used to contact Emergency Services. This app communicates exact location to 000 operators and provides information about first aid and CPR practices.

Emergency Evacuation

The following circumstances may require an evacuation

Circumstance	Action
Fire within the building or garden area	Evacuate immediately & call 000 (or use St John App)
Fire in the surrounding area where the service is in danger	If you are unsure how close the fire is, call 133 337. If the service is in danger, call 000 (or use St John App) and follow the advice from emergency services (do not evacuate unless instructed to).
Phone lines are down	Use the National Bushfire App, visit https://www.emergency.wa.gov.au/, listen to ABC Local Radio, or call 133 337 for emergency information.

Flood	It is not safe to walk through flood waters. Follow advice from the SES (132 500).
Dangerous animal, insect or reptile	Evacuate the area where the danger is and ensure the danger cannot reach the children.
Terrorist threat	Call 000 (or use St John App) and follow advice from emergency services.
Other emergency (gas explosion, earthquake or event which could render the building unsafe	Call 000 (or use St John App) and follow advice from emergency services.

In the event of an evacuation

- Staff will follow the Emergency Evacuation Procedure and Plan as documented & displayed at the service or instructions from Emergency services.
- The Responsible Person must ensure that all children and adults are accounted for at the assembly point, as well as upon re-entry to the building.
- In the event of an evacuation causing an inability to use service phones, e.g. damaged phone lines, a communication plan will see a staff member seek assistance from neighbouring residents or businesses and/or use the mobile phone taken by a staff member.
    - The St John app can also be used with or without access to reception and data services.
- Do not re-enter the building until instructed to do so by emergency services.

Lockdown

Within early childhood services there are three types of lockdowns that may be required:

- **'External threat'** indicating that there is a potential threat outside that you wish to prevent from entering the building. This threat can be resolved in a timely manner. For example:
    - Unidentified dangerous animal or insects (such as a snake or poisonous spider), or dangerous item (such as a needle or broken glass)
- **'Shelter-in-place'** which generally will be required when there is a real or perceived threat to health or safety. For example:
    - Severe storms or cyclones
    - Extreme smoke from a local or distant bushfire
    - Chemical or hazardous substance spill
    - Gas leak / atmospheric hazardous substance
    - Flood
- **'Full Lockdown'** for situations that involve serious threats such as:
    - Potentially dangerous unwanted or uninvited intruder
    - Potentially dangerous person due to intoxication or substance abuse
    - Receiving a warning from emergency services about a reported incident or civil disturbance
    - Missing or unaccounted for child (All children should be gathered in one place)

The Nominated Supervisor/Responsible Person will determine what type of lockdown must occur. A lockdown means that all windows and external doors are locked and where possible internal doors are locked, and blinds/curtains are closed, if possible.

- For an **'External threat'** or **'Shelter-in-place'** lockdown, children can continue to participate in usual experiences.
- In a **'Full Lockdown'**, children must be moved to a room or position that does not allow them to be viewed.

The Lockdown Procedure will be displayed discretely in a location that staff can see but families and visitors to the service can not. Click here to access the Lockdown Procedure.

Uninvited Animal Visit

Animals or birds may make their way into the service from the wild. Depending on the type of animal or bird educators may use this as a spontaneous learning experience for the children. At all times the highest priority will be to ensure the safety and wellbeing of the children.

If an animal or bird is potentially dangerous; such as a snake or spider, educators will contact the Wildcare Helpline – 9474 9055 or Parks and Wildlife – 9219 9840 or Snake Catchers Josiah Robertson 0430 588 811 or Tessa's Reptile Services 0409 378 717.

At no time is the potentially dangerous animal, insect or bird to be approached or touched by Educators, children or families.

If services are unsure what to do, they must contact the Approved Provider immediately.

Bushfire

This Bushfire Action Plan is to be used in conjunction with the Emergency Evacuation Plan developed for the service.

The aim of this Bushfire procedure is to outline the activities to be undertaken by the educators, children, families and visitors in the following circumstances:

- When there is a fire in the local district.
- When a bushfire is threatening or impacting the site.
- During a period of recovery if a bushfire impacts the service.

An emergency bag is available in each room. These bags are checked at least every three (3) months.

Fire reported in local area

- The children will continue to be transitioned through their day with usual transition methods.
- Any educators who were scheduled to attend off-site training will stay at the service, and have their training cancelled/rescheduled.
- The Nominated Supervisor/Responsible Person will ensure that the gate keys are easily available and ensure the locks are in working order.
- All children's activities outside the building will be brought inside (if possible) if the air is smoky.
- Educators, families and visitors to the service will be encouraged to reverse park their cars.
- Families will be required to provide a reliable contact number for the day and provide asthma medication if their child suffers from asthma. Any child experiencing breathing difficulties because of smoke and ash triggering their Asthma will have their parent/guardian or emergency contacts called to collect them.
- The Nominated Supervisor/Responsible Person will ensure that the outdoor tap is in working order with hose attached and buckets placed beside the exterior tap.
- Educators will be diligent in ensuring children's personal items are placed in their bags when not in use.
- Nominated Supervisor/Responsible Person will ensure they have the phone on their person at all times, and will reassure families if they phone in.
- Nominated Supervisor/Responsible Person to monitor https://www.emergency.wa.gov.au/ the ABC Local radio station or call 133 337 for emergency information.
- The Nominated Supervisor/Responsible Person will ensure all evaporative air conditioners are turned off and windows and doors closed.
- All educators to remain calm and reassure children.
- Do not evacuate unless advised to by emergency services. Evacuating without direction from emergency services can put children and staff in danger.

- In life threatening situations phone 000 or use St John App

Fire in the vicinity
An emergency evacuation will take place following the Emergency Evacuation Procedure and Plan.
The fire services have reassured us that they notify us to evacuate should the fire impact our service. Do not evacuate unless advised to evacuate by emergency services as this can put children and staff in danger.

Recovery after the front has passed

- If it is safest to stay in the building, The Nominated Supervisor/Responsible Person will ensure that no educators, family member, child or visitor associated with the service leaves the building until the situation is deemed safe by members of the emergency services.
- Educators at the service will stay on duty until all children have been collected or relief educators arrive. Ratios will be maintained at all times.
- Only a Diploma Qualified Educator in Long Day Care or a Certificate IV in OSHC will administer first aid, should the situation arise.
- The Nominated Supervisor/Responsible Person will, at all times, work to keep the Approved Provider and Compliance and Quality Manager (PMC) abreast of the situation. They will then advise the Regulatory Authority of the number of children affected, emergency educator ratios in place, any issues that arose and if possible, the projected impact to the service using the NQA ITS online system.
- The Nominated Supervisor/Responsible Person will place a courtesy notice and the policy on Xplor for families after speaking to the Marketing Manager or Officer for advice on wording.
- Educators involved will undertake a debriefing of the fire emergency and the procedures undertaken. Educators will be requested to review their own roles, responsibilities and preparation before and during the crisis. The policy will be reviewed to ascertain its effectiveness.
- Nominated educators will arrange to have firefighting equipment, warning system and Emergency Evacuation bags checked and readied for use again.
- If necessary, the Nominated Supervisor will arrange for relevant authorities to check the safety of the site upon discussions with the Approved Provider.

Medical Emergency

In any medical condition emergency, an educator who is first aid qualified will attend to the child or educator who is experiencing the medical condition, and another educator will remove children from the area to a safe location, such as the outdoor/indoor play space, another room or if on an excursion, to an area within sight of other educators.

Staff will follow the Incident, Illness and Administration of First Aid Policy. An educator holding a diploma or above qualification in LDC or a Certificate IV or above qualification in OSHC will administer first aid. In the absence of a diploma-qualified educator, a suitably trained educator will administer first aid.

Keiki Early Learning is exempt from requiring authorisation to administer medication in the event a child is experiencing an anaphylaxis and asthma emergency. If medication is administered, the service will ensure that the parent/guardian of the child and emergency services are notified as soon as practicable.

If medication is administered to a child in the event of an emergency, a Medication Record must be completed by the educator administering the medication and attached to the incident record and the parent/guardian of the child must sign the form within 24 hours.

Diagnosed Medical Condition

In the event that a child/educator suffers from a reaction, incident, situation, or event related to a medical condition the Service and staff will:

- Follow the child/educator's emergency medical management plan
- Call an ambulance immediately by dialling 000 or by using the St John App
- Commence first aid measures/monitoring
- Contact the parent/guardian (or emergency contact if an educator) when practicable, but as soon as possible
- For children, contact the authorised nominee (emergency contact) if the parents or guardian can't be contacted when practicable, but as soon as possible
- Notify the regulatory authority (within 24 hours).

Undiagnosed Medical Condition

In the event that a child/educator suffers from a reaction, incident, situation, or event related to an undiagnosed medical condition the Service and staff will:

- Follow First Aid Steps
    - DRSABCD steps if the child/educator is unconscious
        - Danger – check for danger
        - Response- check for response
        - Send for help – call 000 or use the St John App
        - Airway- open mouth and check for foreign material
        - Breathing – check for breathing (look, listen and feel)
        - CPR
        - Defibrillate (if available)
    - Conscious
        - Place into recovery position
        - Phone ambulance
- Contact the parent/guardian (or emergency contact if an educator) when practicable, but as soon as possible
- For children, contact the emergency contact if the parents or guardian can't be contacted when practicable, but as soon as possible
- Notify the regulatory authority (within 24 hours) with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Anaphylaxis

In the event that a child/educator suffers from an anaphylactic reaction the Service and staff will:

- Follow the child/educator's anaphylaxis action plan
- Call an ambulance immediately by dialling 000 or use the St John App
- Commence first aid measures
- Record the time of administration of the adrenaline autoinjector
- If after 5 minutes there is no response, a second adrenaline autoinjector should be administered to the child/educator if available
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian cannot be contacted when practicable
- Notify the regulatory authority within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

In the event where a someone who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:

- Call an ambulance immediately by dialling 000 or use the St John App
- Commence first aid measures
- Administer an adrenaline autoinjector
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian cannot be contacted when practicable

- Notify the regulatory authority within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Anaphylaxis First Aid Poster

Asthma

In the event that a child/educator suffers from an asthma emergency the Service and staff will:

- Follow the child/educator's Asthma Action Plan
- If the child/educator does not respond to steps within the Asthma Action Plan call an ambulance immediately by dialling 000 or use the St John App
- Continue first aid measures
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian can't be contacted when practicable
- Notify the regulatory authority within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

In the event that a child/educator suffers from an asthma emergency but has NOT been diagnosed with Asthma the service and staff will:

- Follow the steps on the Asthma First Aid Poster
- If the child/educator does not respond to steps within the Asthma First Aid Poster call an ambulance immediately by dialling 000 or use the St John App
- Continue first aid measures
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian can't be contacted when practicable
- Notify the regulatory authority within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Asthma First Aid Poster

Epilepsy

If a child/educator has a seizure, whether or not they have been diagnosed as having epilepsy:

- A suitably trained and qualified educator will
    - remain with the child
    - start a timer to time the duration of the seizure
    - remove any hazards to protect the person from injury
    - not restrain the person or put anything in their mouth
    - roll the person on to their side in recovery position as soon as possible (if the person is in a wheelchair, leave them in the wheelchair and ensure their airway is clear)
    - monitor their airway.
- Another educator will
    - notify the Nominated Supervisor/Responsible Person
    - retrieve medication if required
    - stay with the child and first educator until the Nominated Supervisor/Responsible Person arrives.
- The remaining educators will remove all other children from the area.
- The Nominated Supervisor/Responsible Person will
    - Provide support to the educators
    - Call an ambulance if (call 000 or use the St John App)
        - there is no management plan
        - it is the person's first seizure
        - the seizure lasts for more than 3 minutes
        - another seizure begins

- an injury has occurred or they have food, fluid or vomit in their mouth
- medication has been administered.

If the child/educator is known to have an epileptic condition the Service and staff will:

- Follow the child/educator's Medical Management Plan or Emergency Action Plan
- If the child/educator does not respond to steps within the Emergency Action Plan, call an ambulance immediately by dialling 000 or use the St John App
- Continue first aid measures
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian can't be contacted when practicable
- Notify the regulatory authority within 24 hours

If the child/educator is NOT known to have an epileptic condition the Service and staff will:

- Administer First Aid
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian can't be contacted when practicable
- If the incident presented imminent or severe risk to the health, safety and wellbeing of the child/educator or if an ambulance was called in response to the emergency (not as a precaution) the regulatory authority will be notified within 24 hours of the incident with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Seizure First Aid Poster

Diabetes

In the event that a child/educator suffers from a diabetic emergency the Service and staff will:

- Follow the child/educator's diabetic Emergency Action Plan
- If the child/educator does not respond to steps within the diabetic Emergency Action Plan, immediately dial 000 for an ambulance or use the St John App
- Continue first aid measures and follow instructions provided by emergency services
- Contact the parent/guardian (or emergency contact if an educator) when practicable
- For children, contact the emergency contact if the parents or guardian can't be contacted when practicable
- Notify the regulatory authority within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Diabetes Emergency Fact Sheet

Snake Bite

In the event that a child/educator suffers from a snake bite the Service and staff will:

- Conduct a primary survey of the area – do not attempt to catch or kill the snake
- Stay calm and call for help – have someone call 000 for an ambulance or use the St John App
- Reassure the child/adult and encourage them to keep calm and still
- Immediately apply a firm bandage over the bite marks or scratches
- Apply Pressure Immobilisation Technique
- Maintain continued pressure and immobilise ensuring the child/adult does not move
- Rest and reassure the patient
- Do not take off clothing
- Do not wash bite as a venom sample can be used to identify the snake
- Do not cut or suck the bite to drain venom
- Do not apply a tourniquet

- Be prepared- resuscitation may be required

Pressure immobilisation bandage
A pressure immobilisation bandage is recommended for anyone bitten by a venomous snake. This involves firmly bandaging the area of the body involved, such as the arm or leg, and keeping the person calm and still until medical help arrives.
Follow these steps to apply a pressure immobilisation bandage:

- First put a pressure bandage over the bite itself. It should be tight, and you should not be able to easily slide a finger between the bandage and the skin.
- Then use a heavy crepe or elasticised roller bandage to immobilise the whole limb. Start just above the fingers or toes of the bitten limb and move upwards on the limb as far as the body. Splint the limb including joints on either side of the bite.
- Keep the person and the limb completely at rest. If possible, mark the site of the bite on the bandage with a pen.

(source: health direct)

Report incident to the Regulatory Authority within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Snake Bite First Aid Sheet

Unexpected Death of a Child

The unexpected death of a child at a Service is a traumatic event and the impact on Educators, children and families can cause emotional turmoil, which can overwhelm usual coping skills. There are a number of legal requirements to adhere to in the tragic event of the death of a child at a service as outlined below.

SERIOUS INCIDENTS
Regulation 12 defines a serious incident involving the death of a child as:

(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;

NOTIFICATION OF A SERIOUS INCIDENT
Under the National Law and Regulations (Section 174(2) (a) and Regulation 176 (2) (a)), the approved provider must notify the regulatory authorities within 24 hours of any serious incidents or the time that the person becomes aware of the incident. This must be done by logging into the National Quality Agenda IT System (NQA IT System) with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

KEEPING CHILDREN'S RECORDS
In the event of the death of a child whilst being cared for at the Service, records must be kept for 7 years from the date of the child's death. (Regulation 183 (c))

INITIAL ACTION AND IMPLEMENTATION OF POLICY
Management and Educators will ensure that immediate and appropriate action is taken in the event of the death of a child whilst at the Service by following and implementing the following procedures:

1. Assess the situation as per service and First Aid procedures for any immediate danger to other children and/or staff.
2. Call an Ambulance immediately via 000 or the St John App
3. Provide immediate First Aid and/or CPR in accordance with current First Aid training or instructions from triple zero operator.
4. Management/Responsible Person will call the parents/guardian of the child and arrange to meet at the hospital.

    a. The Service must not advise parents of the death of their child: Medical staff will advise families of the situation.
5. Contact the Approved Provider and the Compliance and Quality Manager or PMC who will following the Keiki Serious Incident Process.
6. Notify Regulatory Authorities including the Police Department with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider
7. The Responsible Person will complete in detail the Service's *Incident, injury, trauma and illness record*).
   The Approved Provider will log the incident on the NQA IT System, attaching the incident form and evidence.

Management will also ensure that parents, families, children and educators will receive adequate and appropriate post-incident support.
Additionally, management will:

- Demonstrate sensitivity, open-mindedness and a balanced approach
- Recognise and support cultural needs
- Ensure all evidence is preserved
- Maintain accurate and detailed record keeping
- Contact their legal representative for support and direction
- Establish protocols for staff and Educators to discuss the traumatic event
- Advise staff of social media protocol for the event
- Provide professional and sensitive communication with families of the Service
- Engage the services of health care professionals (counselling and support for staff)
- Cooperate on an ongoing basis with inter-agencies involved in the investigation.

CARING FOR THE WELL-BEING OF EDUCATORS, CHILDREN, AND FAMILIES

Our Service will engage health professionals through sources such as AccessEAP who may include child and family counsellors and psychologists to support our Educators during this profoundly difficult time. Health professionals will assist educators to be sensitive and mindful of the impact such an event has had on all stakeholders. With professional guidance and support, we will encourage children to express their emotions and feelings and implement strategies to assist and guide children's process of grieving and re-engage children in learning.

Educators will support children's understanding of grief and loss by:

- answering questions simply and honestly
- allowing children to express their emotions and feelings
- provide appropriate comfort
- implement a range of learning experiences to express their thoughts- drawing, movement, play
- create a safe space for time alone when needed

Our Service will seek advice and support from health professionals to provide appropriate materials to send home to families to assist in understanding the effects of trauma on children and possible changes in behaviour following the unexpected death of a child in our Service.

SUPPORT SERVICES

beyou	1300 224 636	www.beyou.edu.au
Beyond Blue	1300 224 636	www.beyondblue.org.au
Headspace	1800 650 890	www.headspace.org.au
Lifeline	13 11 14	www.lifeline.org.au
Kid's Help Line	1800 551 800	www.kidshelpline.com.au
The Samaritans Crisis Line	1300 659 467	

AccessEAP – see Keiki Crew Handbook for more information

Absconded Child or Missing/Unaccounted for Child

Absconding

In the event of a child attempting to leave the service or service group while on excursion, the following procedure must be followed:

- An educator must follow the child with either a walkie talkie or Keiki owned mobile phone, while remaining calm.
- If the child has an Inclusion Support and Risk Management Plan the Nominated Supervisor/Responsible Person will communicate with the educator who is with the child on what to do, according to the child's plan.
- The Nominated Supervisor/Responsible Person will contact the parent/guardian of the child to collect them immediately, advising them that their child has attempted to leave the service, and they must be collected immediately either by them or an authorised nominee. Absconding or attempting to abscond is grounds for enrolment to be terminated effective immediately.
- The Nominated Supervisor/Responsible Person will then contact the Approved Provider or Compliance and Quality Manager / PMC.
- If the child leaves the service premises or excursion venue, the matter is to be treated as a Serious Incident and will be reported to the Education and Care Unit within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Missing or Unaccounted for Child

In the event a child is missing or unaccounted for, the following procedure will be followed:

- Educators regularly conduct head counts
- Should a child be identified as missing, the Nominated Supervisor/Responsible Person is to be immediately notified, and the service is to go into Lockdown, Full Lock Down.
    - Nominated Supervisor/Responsible Person is to call Approved Provider or Compliance or Quality Manager.
    - While children are gathered and easily supervised, conduct another headcount and either one or two educators (if safe to do so) sent off to check all areas and potential hiding spaces.
- If child is still missing or unaccounted for, contact the parents and police (000).
- A missing child is a Serious Incident and will be reported to the Education and Care Regulatory Unit within 24 hours with the assistance of the Compliance and Quality Manager (PMC) and Approved Provider.

Non-Arrival of Child Procedure to be followed by OSHC services if a child does not arrive to the service for booked After School Care sessions.

Supporting Documents

Policies

Administration of Medication Policy
Medical Conditions Policy
Incident, Illness and Administration of First Aid Policy
Supervision of Children Policy
Workplace Health and Safety Policy

Other Documents

Lockdown Procedure
Emergency Procedure Evaluation Form
Emergency Situation Risk Assessment

Medication Record
Non-Arrival Procedure for OSHC

Resources

Anaphylaxis First Aid Poster
Asthma First Aid Poster
Seizure First Aid Poster
Diabetes Emergency Fact Sheet
Snake Bite First Aid Sheet

Sources

- Australian Children's Education & Care Quality Authority (ACECQA).
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2023).
- Education and Care Services National Regulations 2012. (2024).
- Guide to the National Quality Framework. (2024).
- Fire Protection Association Australia FPA Australia | Home
- Department of Fire & Emergency Services DFES - Department of Fire and Emergency Services
- Work Health and Safety Act 2020. (2022).
- Work Health and Safety (General) Regulations 2022. (2023).

Links to Regulations

National Quality Standard		
Quality Area 2: Children's Health and Safety		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable 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.
Quality Area 7: Governance and Leadership		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

Education and Care Services National Regulations	
12(d)	Meaning of a serious incident- any emergency for which emergency services attended.
97	Emergency and evacuation procedures
98	Telephone or other communication equipment
99	Children leaving the education and care service premises
136	First aid qualifications
168	Education and care services must have policies and procedures
170	Policies and procedures must be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

Education and Care Services National Law	
167	Offence relating to protection of children from harm and hazards

Review & Document Control

Policy Reviewed	Modifications

August 2017	Extension of Policy from regulations and set out expectations for all parties
20th November 2017	Updated with feedback from owner and directors. Removed typos. Policy and corresponding procedures have been sent to a local authority for feedback.
8th January 2018	Quality Area changed to reflect NQS changes. Term Centre Director replaced with Coordinator.
20th November 2018	Grammatical errors.
June 2019	Updated onto new format and new Keiki logo added
July 2019	Reviewed by Panel- no changes. Grammatical errors edited.
December 2019	Removed incorrect references. Sources checked for currency. Legislation checked for currency. Sources/references corrected, updated, and alphabetised. Website URLs added to sources. Sources/references alphabetised. Additional information added to points.
July 2020	Update compliance list. Added places to access emergency information. Added to reasons for emergencies. Added Responsible Person to count children as they exit building. Drills are spontaneous and planned. Updated bushfire responsibilities. Changed blinds to closed if possible. Updated Nominated Supervisor responsibilities. Added regs were required. Changed order of initial actions. Death of a child to support for staff.
December 2020	Made it clearer that medical emergency drills are to be practices every two months. Removed procedure for medical emergencies from policy and separate document for Medical Emergency created.
March 2021	Added about lockdown button to procedure
February 2022	Added procedure to plan in Important Information
September 2022	Added all procedures to policy. Added section regarding risk assessments. On new template.
October 2022	Added Appendix A and B.
December 2022	Minor word changes to lockdown procedure to clarify roles.
February 2023	Reworded for clarity surrounding frequency of drills. Updated related regulations.
May 2023	Clarified the administration of medication in an emergency.
June 2023	Structure & wording updates to provide clarity. Lockdown procedure document and Emergency Procedure Evaluation Form removed and saved in Keiki Sharing Platform. Sources & hyperlinks updated.
July 2023	Added link to Incident, Illness & Administration of First Aid Policy & reference to qualified/trained educators administering first aid in Medical Emergency section.
June 2024	Updated link to NQA ITS. Clarity on updated Regulation 97 (risk assessments).
April 2025	Added information about using St John app in an emergency. Included to follow emergency services directions, repeat emergency procedure rehearsals if issues identified and added procedures about absconding and missing and unaccounted for children. Added information about Communication guidelines after an emergency and an After Emergency procedure (real). Clarity on roles during emergencies and added information on PMC. Added information on rehearsals during sleep and rest times after feedback from Red Nose, Critical Fire and ECRU.
October 2025	Updated Snake catcher information. Aligned with regulations around personal and service issued devices.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

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