

## Emergency and Critical Incident Post Reporting Policy

<b>Published</b>	<b>August 2020</b>
<b>Review Date</b>	<b>January 2024</b>
<b>Sources</b>	Education and Care Services National Regulations, October 2020 Education and Care Services National Law, February 2018 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 Guide to the National Quality Framework, January 2020 Bush Fire Survival Plan, rfs.nsw.gov.au Managing Emergency Situations in Education and Care Services PSC National Alliance 2012 Local Emergency Management Planning, NSW Justice of Emergency Management, retrieved Jan 2019 NSW Rural Fire Service, Retrieved September 2020
<b>Consultation</b>	Community Early Learning Australia – Consultancy, Review and Development of Emergency Procedures for Family Day Care Sept 2020
<b>Associated Policies</b>	
<b>Relevant Forms</b>	

### Policy Statement:

To ensure mandatory reporting of an emergency incident are made to the relevant authorities, review of the emergency procedures is conducted and appropriate support or counselling or support is accessed and provided.

### 1. Identification and Response

- Identification is when an incident is disclosed to, or observed by, a service provider at any service delivery setting This can include disclosure by a client, family member or other professionals, to the service provider
- Response covers the immediate activities undertaken to ensure the safety and well-being of clients, staff and visitors, preserve evidence and notify emergency services and family or other support people

### 2. Reporting

- Reporting requires specific information regarding the incident identified
- As part of this stage, follow-up is undertaken to ensure that the information provided in an incident notification is accurate, and service providers and the department are assured that appropriate actions are being planned and undertaken to manage the incident
- Critical Incidents are to be reported to CCEL at the earliest opportunity, CCEL will report Critical Incidents to the Early Childhood Directorate via the NQAITS portal within 24 hours of the incident

### 3. Incident Investigation

- Investigation of the incident may occur led by CCEL, the Early Childhood Directorate or other relevant authority
- An investigation is a formal process of collecting information to ascertain the facts, which may inform any subsequent criminal, civil, disciplinary or administrative sanctions

- The purpose of an incident investigation is to determine whether there has been abuse or neglect of a client by a staff member or another client, in relation to an allegation in a client incident report

#### **4. Incident Review**

- A review is the analysis of an incident to identify what happened, determine whether an incident was managed appropriately, and to identify the causes of the incident and any subsequent learnings to apply to reduce the risk of future harm. This review will be carried out by CCEL, the department) and any relevant external bodies external bodies
- Note that incident reviews are distinguished from incident investigations (above), which have a focus on determining whether there has been abuse or neglect of a client by an Educator or another client. In general, if an investigation has been carried out, there is no requirement for the service provider to undertake an incident review, so long as the investigation sufficiently covered any relevant issues of quality assurance and continuous improvement that would otherwise be considered by a review

#### **5. Analysis and Learning**

- A debrief will be arranged for the Educator or staff member with a member of the CCEL Management Team to assist in the analysis of learning
- Analysis and learning will include monitoring and acting on trends identified through the analysis of client incident information to enhance the quality of service and supports to all involved
- Incident data analysis, which includes the monitoring, interrogating and acting on trends identified through the analysis of incident information. The purpose of analysing incident data is to fulfil three core objectives in relation to client incidents:
  - Understand what is happening in relation to incidents
  - Understand why this is happening (that is, what is driving these events – why are certain types of incidents / services / clients / locations seeing increases / decreases in incidents?)
  - Use the information from analysis to change service policies, inform and educator service, staff, Educators and families

#### **6. Post Emergency Procedures**

After a Critical Incident the following steps should be followed:

- Seek support from External agencies with guidance from CCEL
- Review and evaluate the critical incident/emergency situation
- Manage media enquiries – to be responded to only by the Approved Provider, all Educators and staff must act in a manner which protects the privacy and rights of children, families and staff.
- Seek services and strategies for ongoing support for all involved

#### **Continual Monitoring and Improvement:**

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems



Family Day Care