



CRITICAL INCIDENT POLICY

(M)

Mandatory – Quality Area 2

PURPOSE

Outlets Co-operative Neighbourhood House Ltd understands that we need to plan and be prepared for all possibilities to ensure the health, safety and welfare of all the children we care for.

SCOPE

We have decided to implement a critical incident policy to ensure our Centre is able to operate effectively in the case of a critical incident.

DEFINITION

A 'critical incident' may be defined as any event which threatens severely to disrupt, in whole or in part, the functioning of the Centre or which carries the risk of significant adverse publicity (or both). There are substantial threats to the safety of individuals or reputation of the Centre; and the incident is likely to lead to the suspension of normal operations, and it follows that a critical incident is likely to require the calling out of the emergency services

POLICY

This policy covers the actions to be taken in the event of a critical incident.

Procedures

All incidents will be managed by the Director, Staff and Committee of Management and all staff will co-operate with any emergency services on the scene. An incident that requires evacuation will follow the Emergency Evacuation Plan. All incidents will be dealt with on an individual basis considering the effect on the safety, health and welfare of the children and staff.

Background and Relevant Legislations/Standards

Occupational Health and Safety Act 2004
The Work Health and Safety Act (2011)
Public Health and Wellbeing Act 2008
Children and Young People Act 2008
Information Privacy Act 2014

Contacting parents

The Approved Provider, Nominated Supervisor, Supervisor Day-to-Day will ensure that this is done via phone and/or e-mail. Parents contact details will be stored securely within the Centre.

Specific Incidents

We have identified several specific critical incidents and how we would respond to them if they should arise. These include:

- Flood
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Fire - please refer to the fire safety plan
- Threats to Personal Safety



Flood

There is always a danger of flooding from adverse weather conditions or through the water/ central heating systems. We can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. If flooding occurs during the business day, a decision will be made based on the severity and location of flooding. In this instance children will be kept safe and parents will be notified immediately.

Burglary

All staff members follow a lock up procedure which ensures all doors are closed and locked before vacating the premises.

Alarm and CCTV systems are used and in operation during all hours the Centre is closed. On arrival in the morning, members of the team check the premises.

- Firstly, our security company would notify the director immediately if alarm has been activated due to burglary.

Should they discover that the Centre has been broken into they will follow the procedure below:

- Contain the area to ensure no one enters until the police arrive.
- Staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice.
- Staff will help the police with the enquiries, eg. by identifying items missing, areas of entry etc.
- Director of the centre will speak to parents, reassure children, and direct enquires.
- Safety procedures and directions whether to close centre will be directed by police and authorities if deemed 'high level of risk and damage'. All parents will be notified immediately.

Abduction or threatened abduction of a child

As such we have procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must always be vigilant and report any unknown persons accessing the childcare department, as we have various classes and services utilising the centre.

To minimise any risks by management has office facing the entrance of centre, to see who is always accessing service. All CCTV cameras working in and outside the centre.

Childcare entrance has security code. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Children will only be released into the care of a designated adult, refer to '[collection of children policy](#)' for more details.

If a member of staff witnesses an actual or potential abduction from the Centre the following procedures will be followed:

- The staff member will notify the management team immediately and director will take control by contacting the police immediately.
- The parent(s) will be contacted.
- All other children will be kept safe and secure and calmed down where necessary.
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Fire

If a fire occurs at the centre, all staff will follow directions of our Fire Evacuation Plan.

The management will follow the Emergency Evacuation plan to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Exit plan is determined by location and severity of Fire. All children are to be guided by centre staff and management to appropriate and safe exit location. Fire drills are practised annually, to ensure accuracy. Please refer to Emergency Evacuation Plan.



Bomb threat/terrorism attack

If a bomb threat is received at the Centre, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call is terminated. The management will follow the fire safety plan to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Threats to Personal Safety

Refer to Threats to Zero Tolerance Policy

Recording and Reporting - Both DESE and State (Vic) to be notified

Outlets director will compose an official report for centre records and to notify any appropriate authoritative persons/ governing bodies. This will also be distributed to inform committee of management and house patrons.

Reporting:

A serious incident should be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and **within 24 hours of the incident**.

VECRA - Victorian Early Childhood Regulatory Authority within 24 hours after the occurrence of either of these incidents. AEID **phone 7005 1801** – vecra.western.metro@education.vic.gov.au

• *The definition of Serious Incident is defined in s49(4) of the Minister's Rules.*

DESE Department of Education, Skills and Employment (the Department) must be notified of any serious incident that occurs or could have occurred. *Form One Serious Incident Details* - This form must be completed and sent to the Department **within 24 hours** after a serious incident involving a child being cared for or educated by the service occurs, or a circumstance occurs that could have resulted in a serious incident. Email to CCCFRestricted@education.gov.au with "Serious Incident Notification" in subject line.

Attachments: Recording/Templates to send

Incident, Injury, Trauma and Illness record – interactive Template (acecqa)

CCCFRestricted Incident Serious Incident Form – interactive Template (CCCFR)

Incident, Accident and Illness -Child Template – Outlets Co-operative Neighbourhood

EduSafe Plus 'Critical Incident Notification Form – Template (Victoria)

ATTACHMENTS

AUTHORISATION

This policy was adopted by the Approved Provider of Outlets Co-operative Neighbourhood House LTD on May 2020 – Updated 11/05/2022, Updated 26/07/2023 due to incident, Updated 20/3/2026

REVIEW DATE: 23 /05/2027