



**What happens if
something goes
wrong in Family
Day Care?**

**Great spaces,
Safe spaces**

The background features a collage of images. The top portion shows a child's hands holding a yellow duck-shaped toy. Below this, a child in a red shirt is visible. The entire scene is set against a red background with dark blue circular and semi-circular shapes.

No matter how much we plan, sometimes things can go wrong in Family Day Care. When an emergency happens, as an FDC educator, YOU are the one who needs to ensure the children you care for are safe.

What happens if something goes wrong

As an FDC educator you need to always be aware that you are alone with children and an emergency may occur.

Educators must plan how to deal with emergencies before they happen. If an emergency occurs you will be prepared and can react calmly and follow what you have practiced.

Supervising children at all times is the best way to keep children safe while they are inside your home.

Educators should practice emergency evacuations in case you need to quickly leave with the children. You need to have a clear plan on who to call and what you should do when different types of emergencies occur.



Planning for emergencies

Think about what could go wrong

One of the best ways to prevent possible emergencies at your Family Day Care is by thinking about what could go wrong before it does. This is called a risk assessment.

You need to think about everything that might go wrong at your service or in your surrounding area and write down how you will stop this from happening. Your FDC Provider will help you complete a risk assessment. You need to update this every time major changes happen at your home.

Know what to do if something does go wrong

Educators must:

- have a copy of the emergency and evacuation floor plan and instructions near each exit
- have a first aid qualification and management of anaphylaxis and emergency asthma training that is always up to date

- display emergency telephone numbers above the telephone
- have an emergency whistle to blow. Make sure the children know if they hear that whistle they need to come to you straight away

Plan so things don't go wrong

- give your FDC Provider a copy of your first aid qualifications and a new copy every time you update them
- supervise children at all times
- implement safety checks regularly and keep your home safe and well maintained
- always check equipment and the general environment
- be careful of how and where you store dangerous products
- remove possible hazards straight away or secure

the area to prevent children from being near the hazard

- follow risk minimisation plans for children you care for who have a specific health care need or allergy
- supervise every person who enters and leaves your home when children are there
- talk with children about safety issues and how to use equipment safely
- discuss sun safety with children and use sunscreen regularly
- make sure children can't access power points, double adaptors and power boards and make sure other electrical equipment and electrical cords are secure
- make sure your home is tobacco, drug and alcohol free

- remove poisonous or hazardous plants
- don't have hot drinks and hot food near children
- if you do a cooking project with children make sure they know how to do it safely
- check that climbing equipment and large pieces of furniture are stable, safe and have soft fall under them
- closely supervise children at all times when they are near animals
- use appropriate car seats for children
- develop and practice plans to manage what to do when things go wrong

Emergency needing evacuation

Sometimes when something goes wrong you may need to leave your home with the children.

This is called an evacuation.

You might need to evacuate your home when there is a:

- natural disaster e.g. flood, cyclone, storm or dust storm
- fire or smoke
- bomb threat
- dangerous animal or insect
- terrorist attack
- chemical leak or spill, gas leak
- loss of power or water
- burst water/sewer or pipe

Have an evacuation plan

Every FDC educator must have an evacuation plan. Your FDC Provider will help you work this out.

When you need to evacuate you need to follow your evacuation plan:

1. blow your whistle so the children know to evacuate
2. phone emergency services on 000
3. implement your emergency evacuation plan
4. grab your evacuation pack, mobile phone and any medications required for children with life threatening illnesses
5. respond to all children's immediate needs
6. remain calm to help children feel safe and secure
7. take the children to the place you have decided on in your plan (the assembly point)
8. contact your FDC Provider and the parents of the children you have in care

Keeping children safe is your main job. In the event of an emergency such as fire, you cannot leave the children unattended while you deal with the emergency (like try to put out a fire).

You need an evacuation pack

As an FDC educator you must have an evacuation pack which includes:

- a basic first aid kit
- emergency supplies for children including water and nappies
- torch and batteries
- a folder with parent contact numbers and details of important medical information



Emergency needing you to stay inside

Sometimes there will be emergencies where you will be required to stay inside your home.

Some emergencies require a **lockdown**. (This is where there is an immediate threat to you or the children you are caring for.)

Situations that may require a **lockdown** could be an:

- an intruder, siege or hostage situation, entry of violent or potentially violent person
- a snake or other animal or reptile threat

Some emergencies require a **lockout**. (This is where an event is occurring outside your home, but normal activities can happen inside.)

Situations that may require a **lockout** include:

- a police search or operation
- a dangerous animal

When you need to have a **lockdown** you need to:

1. lock all windows and doors. Close blinds or curtains if you can.
2. grab the emergency pack and mobile phone
3. move children to the place you have decided is the lockdown place.
4. call the police on Triple Zero (000)
5. support and supervise the children until the threat is fixed.
6. apply first aid if necessary
7. keep in contact with the police and remain in lockdown until they say it's ok



Practising evacuation and lockdown/lockout

FDC services must practice evacuation

You have to practice the emergency and evacuation procedures every 3 months on different days and different times of the week. This is called an evacuation drill. You must make sure that all of the children in your care complete a drill each quarter. Drills should take place at various times of the day and week and you should practice evacuating through different exits. You need to document the drills (date, time, how many people where at your home, how many people evacuated, the time it took to evacuate, what emergency you pretended it was, any problems encountered, weather conditions, etc.) You also need to practice lockout and lockdown procedures.

Whenever there is an emergency, call Triple Zero (000)

Call 000

- if someone is seriously injured or in need of urgent medical help
- If your life or a child's life is threatened
- If your home is being threatened

When you call Triple Zero (000)

- Tell them if you want Police, Fire or Ambulance
- Stay calm, don't shout, speak slowly and clearly
- Tell them exactly where to come. Give an address or location



If a child goes missing

If a child is lost or missing

- immediately ring Triple Zero (000) and ask for the police. Tell them you are a Family Day Care educator and a child you care for has gone missing.
- look for the child throughout the home (look in cupboards and under beds)
- if you believe the child has left your home don't leave the other children to look for them
- call your FDC Provider



If a child gets hurt or you do

It is possible when you are caring for children as an FDC educator an accident or serious injury to the children or yourself could happen where medical attention or hospitalisation is required.

Whenever an accident or injury has happened, apply first aid according to the first aid procedures you have been taught. As soon as possible call Triple Zero (000) and ask for an ambulance.

Once the ambulance has come or when it is on its way call your FDC Provider.

Remember you need to look after the other children while you are treating the injured child.

The impact of an incident or injury to a child may not become apparent till later in their life. Because of this we need to keep accurate records of:

- any incidents in relation to a child,
- any injuries received by a child
- trauma to which a child has been subjected
- any illness that becomes apparent at the service

Any time any of these things happen you need to complete an keep an *Incident, Injury, Trauma and Illness form*. Your FDC Provider will explain how to do this.



If a child becomes seriously ill

Young children can become seriously ill quickly. If a child you are caring for has signs of a serious illness or you are concerned call an ambulance.

You need to dial Triple Zero (000) and ask for an ambulance if a child you are caring for has a fever and one or more of the following:

- seems very sick
- problems breathing
- a stiff neck
- light hurts their eyes
- a bulging fontanelle (soft spot on a baby's head)
- you can't wake them or they're unusually sleepy
- they have a fit or convulsion

If a child you are caring for has a medical plan because they have a medical condition such as anaphylaxis, asthma or diabetes and they show symptoms of that condition you need to follow their medical plan.

This may mean giving them emergency treatment such as asthma medication, antihistamine tablets or adrenaline (via an EpiPen injector) or insulin or fruit juice or sugar.

It is important that you follow each child's individual plan and call an ambulance if necessary.



Don't Break The Law

As a Family Day Care educator you always have to follow special laws when things go wrong at Family Day Care. The main laws are the ***Education and Care Services Law***, and the ***Education and Care Services Regulations***.

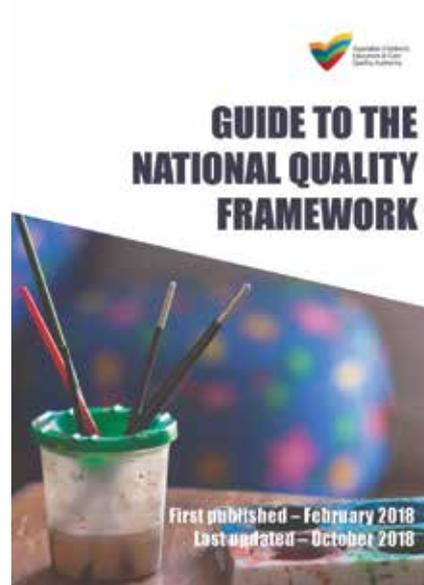
The best way to get an understanding of the law and regulations is to talk to your FDC Provider. They will help you to understand the law.

The other way is to read the *Guide to the NQF*. You can find it at www.acecqa.gov.au/nqf/about/guide

The laws and regulations are designed to keep children safe while in your care.

The most important parts of the law and regulations in regards to when things go wrong require a **FDC educator** to:

- take reasonable precautions to protect a child from harm and from any hazard that might hurt them (*Section 167 of the Law*)



- follow your FDC Provider's incident, injury, trauma and illness policy and procedures. These outline what you must do in the event that a child is injured, becomes ill, or suffers a trauma. (These are known as serious incidents.) (*Regulation 12, 85 and Regulation 168*)

- notify parents as soon as possible if any child is involved in a serious incident while in your care (*Regulation 12 and 86*)
- fill out a specific form (an *Incident, Injury, Trauma and Illness* record) which your FDC Provider will give you about what happened to the child what you did (including any first aid or medicine you gave. This form must be given to your FDC Provider within 24 hours. (*Regulation 12 and 87*)
- keep a record of any serious incident, injury, trauma and illness that happens to a child (*Regulation 12 and 87*). (Your FDC Provider will give you the forms to do this on)
- keep a first aid kit that has first aid supplies, is easy to recognise and easy to get to (*Regulation 89*)

If you break these laws and you are charged and found guilty by a court you can face fines. Not knowing what the law is does not excuse you.

The laws and regulations are designed to keep children safe while in your care.

Your **FDC Provider** is required to do certain things under the law and regulations:

- complete a risk assessment to work out what might go wrong while you are caring for children, and have a policy which tells you what to do in the case of an emergency. (*Regulation 97*)
- Make sure you have an written emergency and evacuation plan for your home displayed next to each exit (*Regulation 97*)
- practice evacuating your home with the children every 3 months (evacuation drills) and keep a written record of these drills (*Regulation 97*)
- inform all the parents of children you care for if any child attending your FDC has an infectious disease (*Regulation 88*)

Where to find out more

Want to know more about what to do if something goes wrong in Family Day Care?



Ask

The NSW Department of Education. The Department is the Regulatory Authority for FDC services. Call the Information and Enquiries Line 1800 619 113 or email ececd@det.nsw.edu.au

Read

The other booklets in these series
www.nswfdc.org.au/greatspaces
Guide to the National Quality Framework
www.acecqa.gov.au/nqf/about/guide

Managing Emergency Situations in Education and Care Services
www.nswfdc.org.au/emergency

Watch videos

Great spaces, Safe spaces videos at www.nswfdc.org.au/greatspaces



Look at websites

www.familydaycare.com.au
www.nswfdc.org.au
www.whatstheplanstan.govt.nz
www.wikihow.com/Teach-Children-Fire-Safety

Read the curriculum



The *Early Years Learning Framework* (the curriculum for FDC and other early education and care services) has been translated into 11 different languages.
www.nswfdc.org.au/EYLF

The Framework for School Aged Care (the curriculum for FDC for school aged children) is available in English only.
www.nswfdc.org.au/MTOP





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