



LIWARA CATHOLIC OUTSIDE SCHOOL HOURS CARE DEALING WITH SERIOUS INCIDENT POLICY (VIOLENCE AND/OR ABUSIVE BEHAVIOUR)

POLICY STATEMENT

When an incident involving a person who is violent or abusive toward educators or children occurs the following procedures will be followed:

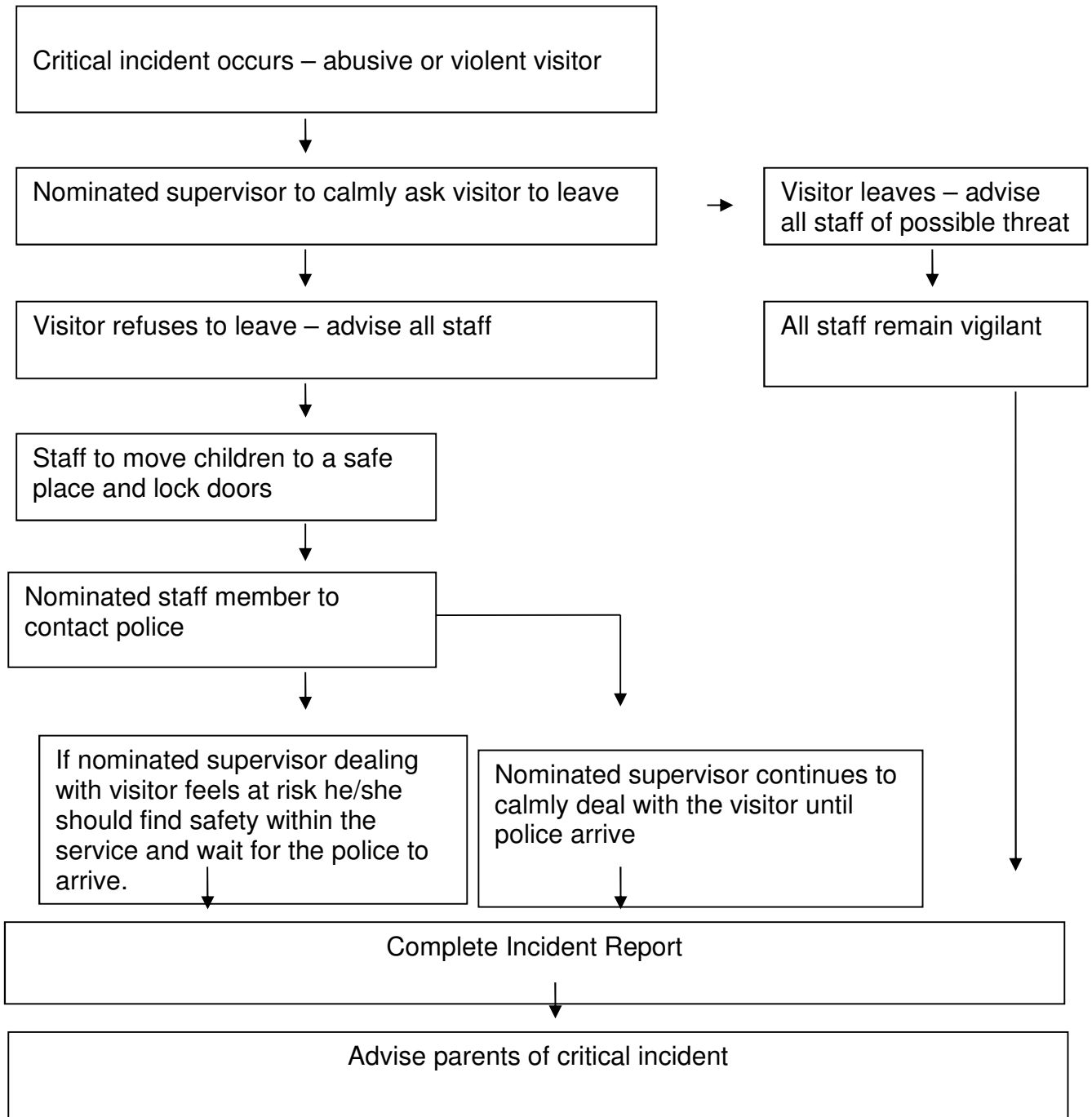
- The nominated supervisor will calmly ask the person to leave. If the person leaves the service each staff member will be alerted to the potential danger of the individual returning and be asked to remain vigilant.
- If the person refuses to leave as requested, educators and staff will be alerted to the danger.
- Staff members will then quietly and calmly group the children in a safe area and an appointed staff member will contact the police.
- Once the children are safe a second appointed staff member will join the nominated supervisor who will continue to advise the person of the need to leave the premises.
- If the staff member/s who are dealing with the violent or abusive person feel that their own safety is at risk they will find a safe place at the service and wait for the police to arrive.
- At no time will service staff try to physically remove an unwelcome visitor or intruder.
- When the person has left or been removed from the premises the nominated supervisor will complete an incident report detailing the incident and the action taken.
- Children will be re-assured and parents notified.

If the incident involves a parent who is not authorised to gain access to their child, educators will:

- Explain that the service can only release the child to persons authorised by the enrolling parent and calmly ask the person to wait while the enrolling parent is contacted to obtain their authorisation to release the child. (Refer to Acceptance and Refusal of Authorisations and Delivery and Collection of Children Policy).
- One educator must remain with the non-enrolling parent while another educator contacts the enrolling parent for advice on how to proceed.
- If the non-enrolling parent becomes aggressive or violent toward staff or children the Critical incident Management Plan should be implemented.

PROCEDURES

CRITICAL INCIDENT MANAGEMENT PLAN



REFERENCES

Australian Children's Education and Care Quality Authority (2012), *Education and Care Services National Regulations (WA) 2012*. ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), *The Guide to the National Quality Standard*, ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), *The Guide to the Education and Care Services Law and the Education and Care Services National Regulations*, ACECQA. NSW.

Department for Local Government and Communities and the Education and Care Regulatory Unit <http://www.communities.wa.gov.au/education-and-care/Pages/default.aspx>

FOR MORE INFORMATION

Review History		
Previous Review	Year of Review	Next Review
May 2018	May 2019	May 2020
May 2019	April 2020	April 2021