



Y WA

EMERGENCY PHONE PROCEDURE

FDC

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VERSION CONTROL

Version	Description of Revision	Date Effective	Owner
v1.0	First release	01/08/2013	EM SD
v2.0	Reviewed	01/06/2019	EM SD
V3.0	Reviewed MFRC, GMCS. PO. Reviewed for Xplor project MFRS phone number added.		

CONTENTS

1. PURPOSE 3

2. SCOPE 4

3. DEFINITION OF TERMS..... 4

4. ROLES AND RESPONSIBILITIES 4

5. CONTACTING THE SERVICE 4

6. RELATED LEGISLATION AND STANDARDS 5

7. SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS 5

8. FEEDBACK..... 5

1. PURPOSE

The Y WA Family Day Care supports FDC educators caring for children outside usual business hours (nonstandard hours) by providing telephone access to YWA FDC Service staff.

During non-standard hours a Y WA Nominated Supervisor or Responsible Person with a well-developed knowledge of the service will be contactable by telephone.

2. SCOPE

Family day Care Educators, Nominated Supervisors and Responsible Persons.

3. DEFINITION OF TERMS

Term	Definition
Non-standard hours	Hours of child care provided from 5.30pm – 7.30am Monday – Friday, and any time on a Saturday, Sunday or Public Holiday.
Emergency	<p>For a staff member to be “Recalled to duty” an incident in the FDC home or on an excursion, that is</p> <ul style="list-style-type: none"> • a medical emergency, or • threat to a child or educator, or • involves outside medical intervention, or • emergency services and/or • that meets the criteria for a “Serious Incident” which needs to be reported to ECRU. • for a child enrolled and attending the service in non-standard hours.

4. ROLES AND RESPONSIBILITIES

Role Title	Responsibilities
Educator	Meet the requirements outlined in this procedure
Service Staff Nominated Supervisor	<p>Oversee the implementation and service adherence of the procedure</p> <ul style="list-style-type: none"> • Address any instance of non-compliance with this procedure and implement strategies to help prevent noncompliance with this procedure. • Ensure suitable resources and support systems to enable compliance with this Procedure.

5. CONTACTING THE SERVICE

In case of an emergency educators can

- call the main office 97524033 and follow the prompts to be diverted to the emergency contact.
- or call the manager on 0473761057 or Service Coordinator 0429 528 750

If the call is unanswered, the educator is to leave a detailed message regarding the circumstance and/ or emergency

The message should include

- Name
- Telephone number
- Brief outline of emergency

If the matter is not an emergency, the staff member will respond to the caller clearly explaining that after-hours support is for emergencies only and their call will be returned during business hours the next working day.

6. RELATED LEGISLATION AND STANDARDS

Legislation/Standard
Education and Care Services National Regulations 2012. 98.
Education and care services national law (WA) Act 2012

7. SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS

Refer to the YConnect and Educator Portal for the current link to related documents listed below.

Document ID	Document Title
	Emergency phone call-out form (service staff only)
	Y Australia Safeguarding Children and Young People Policy

8. FEEDBACK

Direct feedback on this procedure to the EM EYL

The EM EYL is responsible for maintaining the currency of this document.