



# UNEXPECTED DEATH OF A STAFF MEMBER AT A SERVICE POLICY

The sudden and unexpected death of a staff member at a childcare service is a traumatic event and can have a profound impact on other staff, educators, children and families. As a result of the suddenness of such an event, well-trained and experienced staff can experience strong emotions and traumatic stress responses. The role of our Service is to ensure our workplace promotes the health and wellbeing of all staff and provides a safe, healthy and supportive environment in which to work. Should a serious incident occur, our Service will ensure mandatory reporting requirements are followed and support is provided to assist all staff, children and families deal with distress, grief and bereavement.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
Sec. 174	Offence to fail to notify certain information to Regulatory Authority
12	Meaning of serious incident
85	Incident, injury, trauma and illness policies and procedures
168	Policies and procedures are required in relation to health and safety
176	Time to notify certain information to Regulatory Authority

## RELATED POLICIES

Administration of First Aid Policy Health and Safety Policy Incident, Injury, Trauma and Illness Policy	Medical Conditions Policy Unexpected Death of a Child at a Service Policy
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## PURPOSE

Our Service will ensure that management and educators follow the procedures and principles within this policy and that immediate and appropriate action is taken to notify relevant authorities in the event of the death of staff member whilst at the Service. There are a number of legal requirements to adhere to in the tragic event of the death of a staff member at a Service as outlined below.

## SCOPE

This policy applies to children, families, staff, management, approved provider, nominated supervisor, students, volunteers and visitors (including contractors) of the Service.

## INCIDENT NOTIFICATION

Within this policy a notifiable incident relates to a fatality in the workplace due to:

- an injury sustained in the course of a work activity
- the result of someone else's work activity, or
- natural causes such as heart attacks and strokes.

Under the Work Health and Safety Act (2011) legislation, all businesses are mandated to immediately notify [WorkSafe](#) if a notifiable incident occurs. If the regulator stipulates, the incident site must be preserved until an inspector arrives or directs otherwise.

## NOTIFICATION OF A SERIOUS INCIDENT

Although there is no specific requirement stipulated in the National Law and National Regulations for reporting a death of a staff member, the approved provider must notify the state regulatory body if any circumstance arises at the service that may pose a risk to the health, safety or wellbeing of a child or children attending the service [Section 174(2) (a) and Regulation 176 (2) (a)].

The unexpected death of a staff member could be viewed as a serious incident. Notification to the regulatory authorities must be made within 24 hours. This must be done by logging into the National Quality Agenda IT System (NQA IT System).

## INITIAL ACTION AND IMPLEMENTATION OF POLICY

Management, staff and educators will ensure that immediate and appropriate action is taken in the event of the death of a staff member whilst at the Service by implementing the following procedures:

1. assess the situation as per service and First Aid procedures for any immediate danger to other staff and children
2. provide immediate First Aid and/or CPR in accordance with current First Aid training
3. call an Ambulance immediately on 000
4. assess the situation as per First Aid procedures for any immediate danger to other staff and/or children
5. management/Responsible Person will call the emergency contact person of the staff member
6. notify Regulatory Authorities and WorkSafe.
7. take care not to disturb the incident site until police or inspector from WorkSafe arrives
8. the Responsible person will complete in detail the Service's *Staff Incident, Injury, Trauma* record
9. management/approved provider will contact the Service's insurance company

## THE APPROVED PROVIDER, NOMINATED SUPERVISOR, RESPONSIBLE PERSON AND EDUCATORS WILL:

- transition children away from the area
- demonstrate sensitivity, open mindedness and a balanced approach to managing the incident
- recognise and support cultural needs of staff, children and families
- ensure all evidence is preserved
- maintain accurate and detailed record keeping
- contact their legal representative for support and direction
- establish protocols for staff and educators to discuss the traumatic event
- advise staff of social media protocol for the event
- provide professional and sensitive communication with families of the Service
- engage the services of health care professionals (counselling and support for staff)
- co-operate on an ongoing basis with inter-agencies involved in the investigation
- provide support and comfort to the family of the colleague (phone calls, reassurance, legal advice, workers compensation information etc)

## CARING FOR THE WELLBEING OF EDUCATORS, CHILDREN, AND FAMILIES

Our Service will support staff members who may be deeply affected by the loss of a colleague by the following actions:

- provide grief counselling as soon as possible
- foster a culture of compassion, understanding and respect
- be present as a team to support one another on a day-to-day basis
- provide opportunities for staff to grieve privately (flexible rostering where possible)
- contact other childcare services or providers in your network/community to assist with emergency support if needed (providing the opportunity for colleagues to attend the funeral if appropriate)
- closely monitor staff for ongoing suffering and offer immediate support
- discuss employee leave entitlements
- promote self-care for all staff in the workplace.

Our Service will be sensitive and mindful of the impact of such an event has on all stakeholders and engage health professionals to provide information, guidance and support for staff, educators, children and families.

Educators will support children's understanding of grief and loss by:

- answering questions simply and honestly
- allowing children to express their emotions and feelings
- providing appropriate comfort
- implementing a range of learning experiences to express their thoughts- drawing, movement, play
- creating a safe space for time alone when needed

## SUPPORT SERVICES

Our Service will seek advice and support from health professionals to provide appropriate information and resources to send home to families to assist in experiencing grief and the effects of trauma on children.

beyou	1300 224 636	<a href="http://www.beyou.edu.au">www.beyou.edu.au</a>
Beyond Blue	1300 224 636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Headspace	1800 650 890	<a href="http://www.headspace.org.au">www.headspace.org.au</a>
Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Kid's Help Line	1800 551 800	<a href="https://kidshelpline.com.au">https://kidshelpline.com.au</a>
The Compassionate Friends of Victoria	1300 064 068	<a href="http://www.compassionatefriendsvictoria.org.au">www.compassionatefriendsvictoria.org.au</a>
National Centre for Childhood Grief	1300 654 556	<a href="https://childhoodgrief.org.au/contact-us/">https://childhoodgrief.org.au/contact-us/</a>
Rainbows	03 9798 7005	<a href="https://rainbows.org">https://rainbows.org</a>

## CONTACT DETAILS FOR REGULATOR

WorkSafe Victoria	1800 136 089	<a href="http://worksafe.vic.gov.au">worksafe.vic.gov.au</a>
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## CONTINUOUS IMPROVEMENT/REFLECTION

Our *Unexpected Death of a Staff member at a Service Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

## SOURCES

Australia Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).

Australian Centre for Grief and Bereavement: <http://www.grief.org.au>

Australian Child & Adolescent Trauma, Loss & Grief Network:

[http://earlytraumagrief.anu.edu.au/files/ACATLGN\\_grief\\_and\\_loss.pdf](http://earlytraumagrief.anu.edu.au/files/ACATLGN_grief_and_loss.pdf)

Education and Care National Regulations. (Amended 2023).

*Occupational Health and Safety Act 2004.*

Safe Work Australia: [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

*Work Health and Safety Act 2011.*

[Western Australian Education and Care Services National Regulations](#)

## REVIEW

POLICY REVIEWED BY	Megan Hipkiss	Centre Support	April 2024
POLICY REVIEWED	OCTOBER 2023	NEXT REVIEW DATE	OCTOBER 2024
VERSION NUMBER	V5.10.23		
MODIFICATIONS	<ul style="list-style-type: none"> <li>annual policy review- no major changes</li> <li>sources checked for currency and updated as required</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
OCTOBER 2022	<ul style="list-style-type: none"> <li>policy maintenance - no major changes to policy</li> </ul>		OCTOBER 2023

	<ul style="list-style-type: none"> <li>• hyperlinks checked and repaired as required</li> <li>• minor formatting edits within text</li> <li>• continuous improvement/reflection section added</li> <li>• link to Western Australian Education and Care Services National Regulations added in 'Sources'</li> </ul>	
OCTOBER 2021	<ul style="list-style-type: none"> <li>• policy reviewed</li> <li>• sources checked for currency</li> </ul>	OCTOBER 2022
OCTOBER 2020	<ul style="list-style-type: none"> <li>• minor edits</li> <li>• links checked for currency and minor changes made</li> </ul>	OCTOBER 2021
OCTOBER 2019	New policy created	OCTOBER 2020