

# Emergency Management and Evacuation Policy

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## NQS

|     |       |   |
|-----|-------|---|
| QA2 | 2.2.1 | Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.   |
|     | 2.2.2 | Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented. |
|     | 6.2.3 | Community engagement - The service builds relationships and engages with its local community.   |
|     | 7.1.2 | Management Systems - Systems are in place to manage risk and enable the effective management and operation of a quality service   |

## National Law

|         |     |  |
|---------|-----|--|
| Section | 167 | Offence relating to protection of children from harm and hazards |
|---------|-----|--|

## MTOP

|     |   |
|-----|---|
| LO3 | Children become strong in their social and emotional wellbeing. |
|-----|---|

## Aim

In the event that the service needs to be evacuated, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

## Related Policies

Bushfire Policy

Emergency Service Contact Policy

Lockdown Policy

Incident, Injury and Trauma and Illness Policy

Administration of Authorised Medication Policy

Death of a Child Policy

Medical Conditions Policy

Physical Environment (Workplace, Learning and Administration) Policy

## Implementation

The Approved Provider or Nominated Supervisor is responsible for:

- conducting a risk assessment to identify potential emergencies that could affect the service and use this to prepare emergency and evacuation procedures. eg an evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc. (Optional template at Appendix C).
- implementing measures to reduce the risk of injury during potential emergencies. For example, storing heavy items on the floor or bottom shelves, ensuring hazardous material is stored in a stable and secure way
- developing and implementing an Emergency Management Plan based on all identified risks and which includes appropriate responses including evacuation, lockdown, lockout and shelter-in-place, and drill and training schedules. If appropriate, local emergency services (eg fire, police, ambulance), local government, community leaders and other relevant agencies will be consulted for advice about issues like evacuation routes, assembly points and accessibility for adults or children with special needs.
- submitting the current emergency management plan via the NQA ITS using Regulatory Authority Requested Information (RI01) form by the 21st of November every year if on the Bushfire At-Risk Register.

Our **Emergency Management Plan** will be developed by the Approved Provider or Nominated Supervisor and will include:

- Emergency contact details for people who have specific roles or responsibilities
- Contact details for local emergency services
- A description of how we will alert people to an emergency eg siren/bell
- Evacuation procedures (see Appendix A)
- How we will assist any child or person with special needs
- An evacuation diagram based on service floor plans showing the location of fire equipment, emergency exits and assembly points
- Processes to ensure staff are trained in our emergency procedures
- Processes we will follow after an incident
- Procedures we will follow to test the Plan and familiarise children and staff with the Plan.

The **Evacuation Diagram** will include:

- an A3 size diagram of the floor or area
- a title eg Evacuation Plan

- the “You are here” location
  - designated exits in green
  - communication equipment and where installed in red
  - hose reels, hydrants, extinguishers in red.
  - designated shelter-in-place location and assembly area.
  - date plan validated.
  - location of assembly areas
  - a legend
- Ensuring relevant information from the Emergency Management Plan is displayed prominently at our service to ensure it can be easily identified and is accessible to all educators, staff, visitors, volunteers and families. Relevant information includes:
    - Emergency service telephone numbers which will be displayed near telephones and service exits
    - evacuation procedures and diagrams which will be displayed near each exit
- Ensuring that visitors and relief staff are aware of the emergency response procedures
  - Implementing the Emergency Management Plan including:
    - **Disseminating information** about the Plan and the procedures relating to emergency management and evacuation to staff, children, visitors and families. Families will receive written notification from the service. We will use informal games and discussions to familiarise children with our evacuation and emergency procedures as well as regular rehearsals
    - **Scheduling training for** the IMT and all educators, staff and volunteers eg how to use fire extinguishers, fire blankets and other emergency equipment. Training may include evacuation drills, identifying assembly points and the location of emergency equipment, first aid arrangements and how to turn off the electricity and gas supplies. All new educators and staff will receive training during their induction and refresher training for all educators and staff will take place at least annually.
    - **Testing** the Plan every quarter
    - **Reviewing** the Plan annually.
  - Keeping records of all emergencies
  - Keeping records of meetings and emergency drills.

## Communication during Emergency

The Nominated Supervisor will ensure there is access to reliable communication channels in the event of an emergency by maintaining access to a telephone (such as fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment) at all times.

The main telephone is located in the front office. If there is a complete loss of electricity and the telephones are not available, a mobile phone will be available and ready to use at all times to ensure educators can make emergency contact.

The Nominated Supervisor will listen to local radio stations (eg local ABC station) during emergencies to access current information about the situation.

## **Emergency Communication Plan**

The Nominated Supervisor will regularly remind families via conversations, email and newsletters that the Service maintains a Register of emergency telephone numbers for families and we must have current contact information. The Register is located in the front office.

## **Emergency Kit**

The Nominated Supervisor will ensure an Emergency Kit includes:

- current emergency contact details for each child
- employee and next of kin contact details
- emergency service telephone numbers (see sa.gov.au)
- working torch and spare batteries
- fully stocked first aid kit
- administration of medication records and medical management plans
- mobile phone with sufficient credit and charger
- drinking water
- woollen blankets/towels
- gloves
- smoke mask/goggles
- portable radio and torches - battery-powered, solar or wind-up
- spare batteries
- whistle
- pen and paper
- insurance policy
- alcohol based hand sanitiser
- sunscreen
- insect repellent

The Nominated Supervisor will ensure the Kit contains a list of items that must be added at the last minute in an emergency. Items will include:

- attendance registers for children, staff and volunteers
- medications for staff and children

The Nominated Supervisor will include the requirement to check batteries, food, water, sunscreen and insect repellent in the diary note for quarterly emergency rehearsals, and replace these items if necessary.

## Emergency and Evacuation Procedures and Drills

The service will add to each child's sense of security, predictability and safety, and ensure all educators and staff are familiar with our emergency evacuation procedures, by conducting rehearsal evacuation drills **every three months**. The Nominated Supervisor will ensure the Kit contains a list of items that must be added at the last minute in an emergency. Items will include:

- attendance registers for children, staff and volunteers
- medications for staff and children

The Nominated Supervisor will include the requirement to check batteries, food, water, sunscreen and insect repellent in the diary note for quarterly emergency rehearsals, and replace these items if necessary.

The drills will:

- take place at various times of the day and week (rather than always on a Tuesday at 10 am for example) to ensure all children and staff members get the opportunity to rehearse. All persons present at the service during the evacuation drill must participate
- be documented and assessed against specific outcomes using the Checklist at Appendix B.
- be immediately followed by a debriefing session if possible to identify any improvements that may be made. Any training needs will be identified and action taken to implement the relevant training.

## Sources

**Education and Care Services National Regulations 2011**

**National Quality Standard**

**Occupational Health and Safety Act 2004**

**Emergency Management Act 1986**

**Fact Sheet Emergency Plans – Safe Work Australia**

[Guide to Developing an Emergency Management Plan](#) VIC

## Review

The policy will be reviewed annually or when there are changes to the service which may affect the EMP such as renovations or changes to the number of staff or children. The review will be conducted by:

- Management
- Employees

- Families
- Interested Parties
- **Last reviewed: 1<sup>st</sup> May 2022    Date for next review: 1<sup>st</sup> May 2023**

## Appendix A

### Emergency Procedures

#### Emergency Evacuation Procedure On-Site and Off-Site

Use this procedure for on-site and offsite evacuations. On-site evacuations may occur when it is necessary to evacuate the building but not the entire service premises.

Also refer Bushfire Policy for bushfires which includes transport arrangements to evacuate children to the nearest bushfire safer place or last resort refuge if there's a bushfire.

1. If there's a fire, staff member who's first on scene immediately
  - sounds alarm eg sounds bell/whistle every 5 seconds for 1 minute and says an evacuation (not practice) is taking place and extinguishes fire if safe/time to do so
  - calls 000
  - advises Nominated Supervisor
2. For other emergencies requiring evacuation employees or volunteers advise Nominated Supervisor who sounds alarm eg sounds bell/whistle every 5 seconds for 1 minute and says an evacuation (not practice) is taking place and calls 000
3. For Bushfire emergencies where transport from service required (ie no safe assembly area) Nominated Supervisor implements transport plan. This may mean advising emergency services transport for children and adults at centre urgently required if planned transport unavailable
4. For fire emergencies
  - Nominated Supervisor turns off gas and electricity supplies if appropriate and safe
  - staff close all doors and windows
5. All educators on breaks return to their room to help evacuate children to assembly area
  - if children are outside evacuation may occur from there if this is the safest option
  - if only some children outside educators/Room Leader will immediately decide who is responsible for evacuating children who are inside and outside
6. Room Leaders advise which educators in room will
  - evacuate mobile children
  - help children and adults who cannot walk by most appropriate method which has been previously discussed eg evacuation cots, wheelchairs, physical assistance
7. Educators evacuate children to assembly area
  - do not use lifts in multi-storey building if there is a fire
  - conduct head count so aware if all children accounted for
  - locate child if there is time to do so and this won't risk safety of other children/adults.

Educators must acknowledge Room Leader's directions.
8. Nominated Supervisor advises which educators/staff will check toilet, kitchen, playrooms, cot rooms and outside areas for children and adults and guide remaining children and visitors to the on-site/off-site assembly point.  
Educators/staff must acknowledge Nominated Supervisor's directions.
9. Designated educators/staff evacuate toilet, kitchen, playrooms, cot rooms and outside areas to assembly area

10. Nominated Supervisor collects children's and staff attendance sheets, visitor register and the Emergency Kit including medications before leaving centre (must include parent/guardian phone numbers)
11. Nominated Supervisor locks door if there is immediate danger inside building
12. Educators check all children in their groups are present at assembly area using attendance sheets
  - report any absences to Nominated Supervisor as soon as possible
13. Nominated Supervisor checks all educators, staff and visitors are present at assembly area
14. Nominated Supervisor advises emergency services immediately if any child or adult is missing and follows their advice
15. Educators and staff supervise and reassure children
16. Educators and staff support children, staff and visitors who are injured and apply first aid if required
  - first aid applied by employees with current first aid qualifications
17. Educators and staff follow instructions from emergency services
18. Nominated Supervisor and educators contact parents/guardians to tell them what has and will happen by the most appropriate method in the situation eg via service website, email, answering machine, telephone calls, phone texts
19. Nominated Supervisor ensures no-one leaves assembly point until emergency services give all clear

#### **After emergency**

20. Nominated Supervisor ensures children or adults who are injured receive medical attention if required
21. Nominated Supervisor and educators contact parents/guardians to collect children if required eg building damaged and unsafe
  - tell parents/guardians any relevant information eg areas to avoid, parking instructions
22. Nominated Supervisor ensures educators stay on duty to care for and supervise children (after rostered hours if necessary) until families or relief staff arrive
23. Nominated Supervisor implements following where parents/guardians cannot be contacted, or are unable to get to the centre, to collect their child:
  - contact parents/guardians and authorised nominees every 15 minutes where previous attempts to make contact have been unsuccessful
  - ensures there are sufficient numbers of service staff available (including relief staff) to adequately care for and supervise each child
  - ensures child is never left alone with any adult unknown to staff, or not assisting in managing the emergency or child's care in a professional capacity
  - contact the police or Child Protection Services for advice if emergency is over and service staff are unable to stay with the child any longer
24. Complete Incident, Injury, Trauma and Illness Record for children that have suffered an injury or trauma
25. Get parent/guardian to sign Incident, Injury, Trauma and Illness Record and give them a copy
26. File original Record in child's file and record summary details in the Incident, Injury, Trauma and Illness Register , including time notified to Regulator if relevant
27. Nominated Supervisor notifies the Regulator of serious incident within 24 hours through NQS ITS



28. File acknowledgement with Incident Record in child's file
29. Nominated Supervisor notifies the Work Health and Safety Authority as soon as possible about **work related incidents** where
  - a person dies
  - a person suffers a serious injury or illness
  - there's a dangerous incident (near miss)See WHS Incident Notification Fact Sheet NSW for more information. Vic and WA should check State notification requirements
30. File notification in WHS Register
31. Debrief after emergency, review emergency plan and procedures, and implement any improvements
32. Record improvements in QIP

## Lockdown procedures

Refer Lockdown Policy

## Lockout Procedure

The following lockout procedure will be used when an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety. The Nominated Supervisor:

- Activates lockout procedures.
- Announces lockout with instructions about what is required. Instructions may include nominating staff to:
  - lock doors to prevent entry
  - check the premises for anyone left inside
  - obtain Emergency Kit.
- Contacts emergency services on 000.
- Goes to the designated assembly area.
- Checks that children, staff and visitors are all accounted for.

### Actions after lockout

- Determine if there is any specific information staff, children, parents and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any children, staff or visitors with medical or other needs are supported.
- Follow up with any children, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.

- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

## Shelter-in-place procedures

The following shelter-in-place procedure will be considered when an event takes place outside of the children's service and emergency services determine the safest course of action is to keep children and staff inside a designated building in the children's service until the external event is handled.

If a shelter-in-place action is determined the Nominated Supervisor:

- activates shelter-in-place procedures.
- Moves all children, staff and visitors to the pre-determined shelter-in-place area.
- Obtains emergency kit.
- Notifies parents/families if the shelter-in-place is going to extend beyond the services hours of operation.
- Notifies the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

## Emergency response procedures (specific emergencies)

### FIRE

All staff will remain calm and report the outbreak of fire immediately to the Nominated Supervisor who will:

- activate the fire alarm.
- Phone **000** to notify the fire brigade.
- Extinguish the fire (**if safe to do so**).
- Implement evacuation procedures if threat exists and close all doors and windows.
- Check that all areas have been cleared.
- Check children, staff and visitors are accounted for.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

### BUSHFIRES/GRASS FIRES

Refer Bushfire Policy

### SEVERE WEATHER /STORMS AND FLOODING

The Nominated Supervisor will direct educators and staff to:

- Store or secure loose items external to the building, such as outdoor furniture.

- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows.
- (During a severe storm) remain in the building and ensure they and children keep away from windows. Restrict the use of telephone landlines to emergency calls only.
- Tune in to ABC radio if possible to follow any emergency instructions.
- Report to the Nominated Supervisor regarding the status of children, staff and visitors safety.

After the storm passes, the Nominated Supervisor will evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.

## PANDEMIC

The Nominated Supervisor will:

- Ensure basic hygiene measures are in place including the display of hygiene information.
- Provide convenient access to water and liquid soap and/or alcohol-based sanitiser.
- Educate staff and children about covering their cough to prevent the spread of germs.
- Stay alert and follow any instructions issued by Health authorities.
- Be prepared for multiple waves.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

## BOMB/CHEMICAL THREAT

The Nominated Supervisor will implement the following procedures:

- If a bomb/chemical threat is received by telephone:
  - **stay calm**
  - **do not** hang up
  - refer to the bomb threat checklist.
- If a bomb/chemical threat is received by mail:
  - avoid handling of the letter or envelope
  - place the letter in a clear bag or sleeve
  - inform the Police immediately.
- If a bomb/chemical threat is received electronically or through the service's website:
  - do not delete the message
  - contact police immediately.
- Ensure doors are left open.
- **Do not** touch any suspicious objects found.
- If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

## Bomb/substance threat checklist

*This checklist should be held by persons who regularly accept incoming telephone calls.*

### KEEP CALM

| CALL TAKER  |  | CALL TAKEN       |  |
|-------------|--|------------------|--|
| Name        |  | Date/Time:       |  |
| Telephone # |  | Duration of call |  |
| Signature   |  | Number of        |  |

### Complete the following for a BOMB THREAT

| QUESTIONS                          | RESPONSES |
|------------------------------------|-----------|
| When is the bomb going to explode? |           |
| Where did you put the bomb?        |           |
| What does the bomb look like?      |           |
| What kind of bomb is it?           |           |
| What will make the bomb explode?   |           |
| Did you place the bomb?            |           |
| What is your name?                 |           |
| Where are you going?               |           |
| What is your address?              |           |

### Complete the following for a SUBSTANCE THREAT

| QUESTIONS                                 | RESPONSES |
|---|-----------|
| When will the substance be released?      |           |
| Where is it?                              |           |
| What does it look like?                   |           |
| When did you put it there?                |           |
| How will the substance be released?       |           |
| Is the substance a liquid, powder or gas? |           |
| Did you put it there?                     |           |

| CHARACTERISTICS OF THE CALLER   |  |
|---------------------------------|--|
| Sex of caller                   |  |
| Estimated age                   |  |
| Accent if any                   |  |
| Speech impediments              |  |
| Voice (loud, soft, etc)         |  |
| Speech (fast, slow etc)         |  |
| Dictation (clear, muffled, etc) |  |
| Manner (calm, emotional, etc)   |  |

|                                  |  |
|----------------------------------|--|
| Did you recognise the voice?     |  |
| If so, who do you think it was?  |  |
| Was the caller familiar with the |  |

| LANGUAGE                                 |   |
|--|---|
| <input type="checkbox"/> Abusive         | <input type="checkbox"/> Taped                  |
| <input type="checkbox"/> Well Spoken     | <input type="checkbox"/> Irrational             |
| <input type="checkbox"/> Incoherent      | <input type="checkbox"/> Message read by caller |
| <input type="checkbox"/> Other (Specify) |   |

| BACKGROUND NOISE                   |   |
|------------------------------------|---|
| <input type="checkbox"/> Music     | <input type="checkbox"/> Local call         |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Long Distance Call |
| <input type="checkbox"/> Aircraft  | <input type="checkbox"/> Other (specify)    |

| EXACT WORDING OF THREAT |
|-------------------------|
|                         |

| ACTIONS         |  |
|-----------------|--|
| REPORT CALL TO: |  |
| ACTIONS:        |  |

## **MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)**

The Nominated Supervisor will:

- Call the Fire Brigade on 000.
- Turn off gas supply.
- If it's a gas leak onsite, notify the gas provider (number can be found on the emergency numbers and key contacts page).
- Implement evacuation procedures.
- Check staff, children and visitors are accounted for.
- Await 'all clear' or further advice before resuming normal children's services activities.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.
- Notify WorkSafe ACT if required.

## **INTERNAL EMISSION/SPILL (e.g. cleaner's storeroom)**

The Nominated Supervisor will:

- Move staff/children away from the spill to a safe area.
- If safe to do so, direct staff to clean the spill. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet.
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to manage.
- Notify WorkSafe ACT if required.

## **EARTHQUAKE**

- Don't panic.

If outside

The Nominated Supervisor will instruct staff and children to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
  - DROP to the ground
  - Take COVER by covering their head and neck with your arms and hands
  - HOLD on until the shaking stops.

If inside

The Nominated Supervisor will instruct staff and children to:

- Move away from windows, heavy objects, shelves etc.
- DROP, COVER and HOLD
  - DROP to the ground

- Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms
- HOLD on until the shaking stops.

After the earthquake the Nominated Supervisor will:

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building.
- Instruct educators, staff and children to watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Ask educators and staff about the status of staff, children and visitor safety.
- Arrange medical assistance where required.
- Instruct educators and staff to help others if possible.
- Tune in to ABC radio if possible to follow any emergency instructions.

If there is damage to the facility and it is OK to do so, you may take notes and photographs for insurance purposes.

### **MEDICAL EMERGENCY**

- Check for any threatening situation and remove or control it (if safe to do so).
- Remain with the casualty and provide appropriate support.
- Notify First Aid Officer and the Nominated Supervisor.
- Notify the ambulance by dialling '000'.
- The Nominated Supervisor will designate someone to meet and direct the ambulance to the location of the casualty.
- Do not leave the casualty alone unless emergency help arrives.
- Do not move the casualty unless exposed to a life threatening situation.

Refer "Administration of First Aid" in our Incident, Injury, Trauma and Illness Policy.

### **INTRUDER/PERSONAL THREAT**

- Notify the Nominated Supervisor who will request assistance from the police by dialling '000'.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- The Nominated Supervisor will determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.

**Emergency Drill/Exercise ‘Observer’ Record**

| Item   | Yes<br>✓ | No<br>✓ |
|--|----------|---------|
| Were emergency services briefed on exercise prior to exercise being started?   |          |         |
| Did the person discovering the emergency alert the other occupants?            |          |         |
| Was the alarm activated?   |          |         |
| Was the emergency service notified promptly?                                   |          |         |
| Did staff direct persons from the building/site per the evacuation procedures? |          |         |
| Were isolated areas searched?  |          |         |
| Was the evacuation logical and methodical?                                     |          |         |
| Did someone take charge? If yes, who?  |          |         |
| Did occupants act as per instructions?   |          |         |
| Was a roll call conducted for:   |          |         |
| Children   |          |         |
| Staff  |          |         |
| Visitors (including contractors and volunteers)                                |          |         |
| Was someone appointed to liaise with the emergency service/s?                  |          |         |
| Was someone appointed to liaise with the parents/community?                    |          |         |
| Was the emergency service given the correct information?                       |          |         |
| Did anyone re-enter the premises before the “all clear” was given?             |          |         |
| Did anyone refuse to leave the building/site?                                  |          |         |
| Area of Emergency plan tested by current exercise:                             |          |         |



**Appendix C**

**Risk assessment template for emergencies**

This is an example taken from the Victorian [Guide to Developing an Emergency Management Plan](#) - refer for further information and written example

| 1. Identified Hazard  | 2. Description of Risk | 3. Current control measures implemented at our early childhood service   | 4. Risk Rating |              |              | 5. Treatments to be Implemented   | 6. Revised Risk Rating after implementing Treatments |              |              |
|---|------------------------|--|----------------|--------------|--------------|---|--|--------------|--------------|
|   |                        |  | A Consequence  | B Likelihood | C Risk Level |   | A Consequence  | B Likelihood | C Risk Level |
| <p><i>Only include in your EMP those hazards that are applicable to your early childhood service</i></p> <p><i>The examples provided below are not intended to be exhaustive.</i></p> |                        | <p><i>Only include in this column those controls that have actually been implemented in your early childhood service.</i></p> <p><i>If you choose to use any of the examples below, make sure the wording describes the situation in your workplace.</i></p> |                |              |              | <p><i>Measures to be taken by our early childhood service to eliminate or reduce impact of the risk</i></p> |  |              |              |