

Emergency Service Contact Policy

NQS

QA2	2.2.2	Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
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National Regulations

Reg	97	Emergency and evacuation procedures
	98	Telephone or other communication equipment

My Time, Our Place

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

An evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc.

Related Policies

- Emergency Management and Evacuation Policy
- Lockdown Policy
- Incident, Injury and Trauma and Illness Policy
- Administration of Authorised Medication Policy

Death of a Child Policy
Medical Conditions Policy

Implementation



When you call Triple Zero (000)

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



If you are deaf or have a speech or hearing impairment call 106

- This is a Text Emergency Call, not SMS
- You can call from teletypewriters
- Tell us which service you need and where to come

How to call Triple Zero (000)

- Stay focused, stay relevant, stay on the line
- The Triple Zero (000) service is the quickest way to get the right emergency service to help you. You can contact Police, Fire or Ambulance in life threatening or emergency situations.

Assess the situation

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

- If you answered YES call Triple Zero (000).

Make your call

- Stay calm and call Triple Zero from a safe place
- When your call is answered you will be asked if you need Police, Fire or Ambulance
- If requested by the operator, state your town and location
- Your call will be directed to the service you asked for
- When connected to the emergency service, stay on the line, speak clearly and answer the questions
- Don't hang up until the operator tells you to do so.

Providing location information

- You will be asked where you are
- Try to provide street number, street name, nearest cross street and the area
- In rural areas give the full address and distances from landmarks and roads as well as the property name
- If calling from a mobile or satellite phone, the operator may ask you for other location information
- If you make a call while travelling, state the direction you are travelling and the last motorway exit or town you passed.

Instructions from the operator

- The operator may ask you to wait at a pre-arranged meeting point to assist emergency services to locate the incident

Other languages and text based services

- People with a speech or hearing impairment can use the One Zero Six (106) text based service
- If you can't speak English you can call Triple Zero (000) from a fixed line and ask for 'Police', 'Fire', or 'Ambulance'. Once connected you need to stay on the line and a translator will be organised

- Further information in several community languages can be found on the Emergency information in other languages page.

Other things you can do

- Keep the Triple Zero (000) number beside telephones
- Teach children and visitors that the emergency number to call in Australia is Triple Zero (000)
- Teach children when and how to use Triple Zero (000).

Sources

Education and Care Services National Regulations 2011
National Quality Standard
Emergency Management Australia www.em.gov.au
My Time, Our Place Framework for School Age Care

Review

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

• **Last reviewed: 25th March 2026**

Date for next review: 25th March 2027