Emergency Management and Evacuation Policy

Policy first issued	28th July 2016
Current review date	18th September 2024
Personnel responsible	Childcare Operations

NQS 2 Children's Health and Safety

NQS

QA 2	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
QA 6	6.2.3	The service builds relationships and engages with its local community

National Regulations

Regs	168(2)(e)	Policies and procedures in relation to emergency and evacuation
	97	Emergency and evacuation procedures
	98	Telephone or other communication equipment

EYLF

LO 3	Children become strong in their social and emotional wellbeing

Aim

In the event that the Centre 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 Centre. The safety and wellbeing of each child, educator and person using the Centre 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, Trauma and Illness Policy
Administration of Authorised Medication Policy
Death of a Child Policy
Dealing with Medical Conditions Policy

Implementation

The Approved Provider and Nominated Supervisor is responsible for ensuring our Centre has an Emergency Management Plan (EMP) in place that has considered all relevant risks, including procedures for evacuation, lockdown, lockout and 'shelter-in-place', emergency response procedures and drills and training schedules.

Our EMP will be developed by the Nominated Supervisor.

The Nominated Supervisor is responsible for:

- Identifying the risks and threats that could produce an emergency situation. They will conduct a risk assessment to identify potential emergencies that can affect our Centre and use this to prepare emergency and evacuation procedures. An evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc. Local emergency services will be consulted for advice including local fire services, police, ambulance, local government, community leaders and other relevant agencies. The advice will include information about evacuation routes and assembly points. We will use the risk assessment template in the Guide to Developing an Emergency Management Plan to identify and assess potential risks. They will develop procedures around the use of lifts, if applicable, as part of our risk assessment control measures, and will consult with the Building Manager and/or other tenants about managing risks and emergency procedures where the Centre is not the only tenant.
- 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 which includes appropriate responses including evacuation, lockdown, lockout and shelter-in-place, and drill and training schedules. Ensuring the EMP can be easily identified and is accessible.
- Establishing an Incident Management Team (IMT)
- Implementing the EMP including:
    - **Disseminating information** about the EMP and the procedures relating to emergency management and evacuation of staff, children, visitors and families. Families will receive written notification from the Centre. 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. This will include ensuring educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment. All new educators and staff will receive training during their induction and refresher training for all educators and staff will take place annually.
    - **Testing** the EMP every quarter.
    - **Reviewing** the EMP annually.
- Keeping records of all emergencies.
- Keeping records of meetings and emergency drills.
- Ensure relevant information from the Emergency Management Plan is displayed prominently at the Centre 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
    - Evacuation procedures and diagrams which will be displayed near each exit

Our Centre will use the Department of Education and Training EMP Template.

Our Emergency Management Plan will be developed by the 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 e.g. siren, bell, whistle
- Evacuation procedures
- How we will assist any child or person with special needs
- An evacuation diagram based on the Centre's floor plans of the venue showing the location of fire equipment, emergency exits and assembly points
- Processes for advising neighbouring businesses / residences about emergencies
- 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

Emergency Management Plan Procedures

The Approved Provider and Nominated Supervisor are responsible for implementing procedures when an emergency situation arises.
We will implement the procedures outlined in the Guide to Developing an Emergency Management Plan that we have adapted for our Centre and attached. If we identify additional threats or emergencies, these are also attached.

Communication
The Nominated Supervisor will ensure we have 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.

Our Main telephone is located in the Office

If there is a loss of electricity, a backup telephone is available and always ready for use in the office.
If there is a complete loss of electricity and the telephones at the Centre are not available, a mobile phone will be provided and ready to use at all times to ensure educators can make emergency contact. The Nominated Supervisor will also ensure we have a torch and a supply of fully charged batteries.

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

Emergency Communication Plan

The Nominated Supervisor will regularly remind families via conversations, emails and newsletters that the Centre maintains a Register of Emergency Telephone Numbers for families and we must have current information.

We will ensure all educators, staff, visitors, volunteers and families are aware of our emergency evacuation procedures through:

- The display of emergency telephone numbers prominently throughout the Centre in the following locations, including near telephones or available near mobile phones and Centre exits:
  - Next to all telephones in Children's rooms
  - Next to telephone in Kitchen area
- Next to all display of evacuation diagrams based on our floor plans prominently near each exit:
  - Near all exits throughout the Centre
  - In Children's rooms
  - In Staff room
  - In Planning room
  - In Kitchen area
  - In Office area

The Evacuation Diagram will include:

- An A3 size diagram of the floor or area
- A title e.g. 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

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
- 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, children's cups, sippy cups
- Woollen blankets and towels – picnic rug
- Rope
- Gloves
- Whistle
- Pen and paper
- Alcohol based hand sanitiser
- Sunscreen
- Insect repellent
- Tissues
- Nappies
- Wipes
- Change mat
- Infant's bottles and formula (under 2 only)
- Spare clothes
- Children's books
- Hi-vis vest
- Insurance Policy

The Nominated Supervisor will conduct audits on Centre Emergency kits termly and complete the Emergency Evacuation Log on Teams.

Emergency and Evacuation Procedures and Drills

Rehearsal Evacuation Drill (minimum of every three months)

The Centre 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 at least **every three months and will complete the Emergency Evacuation Drill form.** We will develop a schedule for conducting drills for the different types of emergencies identified in our EMP. The drills:

- Will take place at various times of the day and week (rather than always on a Tuesday at 10am for example) to ensure all children and staff members get the opportunity to rehearse. All persons present at the Centre during the evacuation drill must participate accordingly.
- Will be documented and assessed against specific outcomes.

- Will be immediately followed by a briefing session to identify any improvements that may be made to the procedures. Any staff training needs will be identified and action taken to implement the relevant training.

Please implement this in conjunction with the Centre's Emergency Management Plan

- Emergency and evacuation procedures that are based on the Centre's floor plans will be prominently displayed in each location that is an emergency exit. This will also be displayed in the staff room for all employees to review on a regular basis.
- The Centre will maintain an up-to-date and compact register of emergency telephone numbers that must be taken in an emergency or evacuation that is to be located in the following location:
  - In the main Office / Reception area
  - Emergency bags located in each room
    All emergency numbers are available off site through a technology network system. If required the approved provider will arrange an external employee to make contact with families via phone or email from an external location at the Centre.
- Emergency telephone numbers will be displayed prominently throughout the Centre near each telephone.
- The Centre will ensure educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment in an annual training session held by a Chief Fire Warden or CFA Professional.
- Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities. All tests must be documented.
- Emergency and evacuation procedures will be discussed with families and regular information will be provided to families. Families will also receive written notification from the Centre when a drill or evacuation occurs.
- The Nominated Supervisor is responsible for ensuring that all educators, including relief educators and staff members, are aware of the Centre's policy and procedures relating to Emergency Management and Evacuation. This is included in the Employee Induction.
- Informal games and discussions will be used to familiarise children with the Centre's evacuation and emergency procedures.

Rehearsal Evacuation Drill (at least every 3 months)

- Rehearsal Evacuation Drills must be documented on Emergency Drill Evacuation Form and saved on Teams.
- Our Centre's emergency and evacuation safe area is documented in the Emergency Management Plan.

Evacuation Procedures

Nominated Supervisor's Role (Brief Description)

- Collect educator sign in book, a phone, emergency contact folder, visitor log and backpack.
- Check toilet, kitchen, playrooms and cot room.
- Ring 000 as soon as possible
- Follow children and other educators to designated area
- Oversee and check attendances of children, educators, volunteers, families and visitors
- Supervise and reassure children

Role of Certified Supervisors, Educators and Staff (Brief Description)

- Immediately when the alarm sounds, educators will return to the group with which they are working if it is safe to do so. Educators will then assist with the evacuation.
- Educators are to ensure that sign in / out rolls remain in the vicinity of that particular group of children at all times and if evacuation is required that a primary educator collect that roll in the process of evacuating children.
- Collect the emergency back pack and child medication (Emergency Evacuation bag).
- After the alarm has been raised, group children and evacuate through the nearest exit to the designated safe area with the children's sign in / out roll.

- Primary Educator to call roll and settle children.
- Supervise and reassure children

Emergency Communication Plan

- At all times the Centre will have access to an emergency mobile phone to be used during an emergency
- If there is a loss of electricity, a backup telephone is available and always ready for use in the main Office / Reception area.
- If there is a complete loss of electricity and the telephones at the Centre cannot function, the emergency mobile phone will be ready to use at all times to ensure educators can use it to make emergency contact.
- The Centre can ask for assistance in contacting families in an emergency by contacting The Eltham Foundation Head Office on 9437 1421. Communication methods such as email or personal phone contact will be used.

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 Victoria
Vic Department of Education

Review

The policy will be reviewed annually. The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: 18.09.2024
Date for next review: September 2025

Appendix A

Emergency Procedures
On-site evacuation procedure

If it is unsafe for children, staff and visitors to remain inside the building, the children's service will be evacuated. The Approved Provider or Nominated Supervisor will take charge and activate the emergency evacuation procedures.

- Sound the alarm. Any educators on breaks will return to their group of children to assist with the evacuation.
- Call 000
- Inform emergency services of the nature of the emergency (e.g. 'There is smoke in the building').
- If the decision to evacuate on-site is made, evacuate staff, children and visitors out of the building in accordance with the evacuation plan, checking toilet, kitchen, playrooms and cot rooms; to evacuation area.
- Take the children's attendance list (sign in / sign out roll), staff roster and your Emergency Kit / First Aid Kit.
- Once at assembly area, educators will ensure children in their groups are accounted for. The Approved Provider or Nominated Supervisor will liaise with educators to ensure all children, staff and visitors are accounted for.
- Supervise and reassure children assisted by educators.
- Wait for emergency services to arrive or provide further information.

Off-site evacuation procedure

If it is unsafe for children, staff and visitors to remain inside the building, the children's service will be evacuated. The Nominated Supervisor will take charge and activate the emergency evacuation procedures.

- Sound the alarm. Any educators on breaks will return to their group of children to assist with the evacuation.
- Call 000
- Inform emergency services of the nature of the emergency (e.g. 'There is smoke in the building').
- If the decision to evacuate off-site is made, determine which off-site point you will evacuate staff, children and visitors to.
- Evacuate staff, children and visitors in accordance with the evacuation plan, checking toilet, kitchen, playrooms and cot rooms; to the arranged evacuation point.
- Take the children's attendance list, staff roster and your Emergency Kit / First Aid kit.
- Once at assembly area, **educators will ensure children in their groups are accounted for.** The Approved Provider or Nominated Supervisor will liaise with educators to ensure all children, staff and visitors are accounted for.
- Supervise and reassure children assisted by educators.
- Wait for emergency services to arrive or provide further information.

Lockdown Procedures

Refer to 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
- Contact emergency services on 000
- Goes to the designated assembly area.
- Check that children, staff and visitors are all accounted for

Actions after Lockout

- Determine whether to activate the parent re-unification process
- Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent re-unification process).
- Ensure any children, staff or visitors with medical or other needs are supported.
- Follow up with any children, staff or visitors who need support.
- Seek support from the regions Manager, Operations and Emergency Management as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.
- Notify the Department of Incident, as set out in the Serious Incident and Complaints fact sheet and our Incident, Injury, Trauma and Illness Policy.

Shelter-in-place Procedure

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 Centres hours of operation.
- Seeks support from the Manager, Operations and Emergency Management at the DET region.
- Notifies the Department of Incident, as set out in the Serious Incident and Complaints fact sheet and 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 Approved Provider or 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 Approved Provider or 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 Approved Provider or Nominated Supervisor regarding the status of children, staff and visitors safety.

After the storm passes, the Approved Provider or 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 Approved Provider or 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.

Emergency response procedures (specific emergencies)

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 area?	

LANGUAGE	
[ ] Abusive	[ ] Taped
[ ] Well Spoken	[ ] Irrational
[ ] Incoherent	[ ] Message read by caller
[ ] Other (Specify)	

BACKGROUND NOISE	
[ ] Music	[ ] Local call
[ ] Machinery	[ ] Long Distance Call
[ ] Aircraft	[ ] Other (specify)

EXACT WORDING OF THREAT

ACTIONS	
REPORT CALL TO:	
ACTIONS:	

MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)

The Approved Provider or 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 Approved Provider or 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 Approved Provider or 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 Approved Provider or 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 Approved Provider or 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 Approved Provider or Nominated Supervisor.
- Notify the ambulance by dialling '000'.
- The Approved Provider or 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 Approved Provider or 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 Approved Provider or Nominated Supervisor will determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.