**Emergency Management Plan**

**<Insert year>**

<Insert the name of Service here>

|  |  |
| --- | --- |
| Physical Address | <Refer to the Cover Page section of the Guide to developing your Emergency Management Plan> |
| Phone Number |  |
| Email Address |  |
| Bureau of Meteorology/Regional Fire District  |  |
| Service SE Number |  |
| Provider Number |  |
| Name of Person/s Preparing Plan |  |
| Approved Provider Approving Plan |  |
| Date Plan Approved  |  |
| Next Plan Review Date |  |

Table of Contents

[1. Purpose 4](#_Toc59027405)

[2. Scope 4](#_Toc59027406)

[3. Distribution 4](#_Toc59027407)

[PART 1– EMERGENCY RESPONSE 5](#_Toc59027408)

[4. In case of emergency 6](#_Toc59027409)

[5. Emergency contacts 7](#_Toc59027410)

[5.1 Emergency services 7](#_Toc59027411)

[5.2 Our education and care service contacts 7](#_Toc59027412)

[5.3 Key organisational and Department contacts 7](#_Toc59027413)

[5.4 Local/other organisations contacts 8](#_Toc59027414)

[5.5 Transport service emergency contacts 8](#_Toc59027415)

[6. Emergency Control Organisation ( Staff responsible for evacuation and emergency response) 9](#_Toc59027416)

[6.1 Emergency Control Organisation (ECO) structure 9](#_Toc59027417)

[6.2 Emergency Control Organisation (ECO) contact details 9](#_Toc59027418)

[7. Emergency Control Organisation (ECO) roles responsibilities 10](#_Toc59027419)

[8. Communication tree 13](#_Toc59027420)

[9. Staff trained in first aid, anaphylaxis management and asthma management 13](#_Toc59027421)

[10. Emergency response procedures 14](#_Toc59027422)

[10.1 On-site evacuation/relocation procedure 14](#_Toc59027423)

[10.2 Off-site evacuation procedure 15](#_Toc59027424)

[10.3 Lock-down procedure 15](#_Toc59027425)

[10.4 Lock-out procedure 16](#_Toc59027426)

[10.5 Shelter-in-place procedure 17](#_Toc59027427)

[11. Response procedures for specific emergencies 19](#_Toc59027428)

[Please use this section to address any specific emergencies identified in your risk assessment. If the pre-populated emergencies below do not apply to your service, please remove and replace with emergencies identified in your risk assessment. 19](#_Toc59027429)

[11.1 Building fire 19](#_Toc59027430)

[11.2 Bushfire 19](#_Toc59027431)

[11.4 Asbestos 21](#_Toc59027432)

[11.5 Flood 21](#_Toc59027433)

[11.6 Heat (extreme) 21](#_Toc59027434)

[11.7 Industrial/factory fire 22](#_Toc59027435)

[11.9 Loss of essential services 23](#_Toc59027436)

[11.10 Major external emissions/spill (includes gas leaks) 23](#_Toc59027437)

[11.11 Medical emergency 23](#_Toc59027438)

[11.12 Mental stress 24](#_Toc59027439)

[11.13 Missing child 24](#_Toc59027440)

[11.14 Intruder 24](#_Toc59027441)

[11.15 Bomb/substance threat 25](#_Toc59027442)

[11.16 Severe weather event 30](#_Toc59027443)

[11.17 Smoke 30](#_Toc59027444)

[11.18 Snakes 31](#_Toc59027445)

[11.21 Earthquake 31](#_Toc59027446)

[12 Area map 33](#_Toc59027447)

[13 Evacuation diagram 34](#_Toc59027448)

[14 Family contact information 36](#_Toc59027449)

[15 Children, educators and staff with additional needs 36](#_Toc59027450)

[PART 2 – EMERGENCY PREPAREDNESS 37](#_Toc59027451)

[16 Education and Care service profile 38](#_Toc59027452)

[17 Risk assessment 40](#_Toc59027453)

[18 Emergency response drills schedule 41](#_Toc59027454)

[19 Emergency Kit Checklist 42](#_Toc59027455)

[Emergency Management Plan completion checklist 43](#_Toc59027456)

***NSW Department of Education has adapted this resource with permission from the Victorian Government Department of Education and Training.***

1. Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how <insert Service name> will prepare for and respond to emergency situations.

1. Scope

This EMP applies to all educators, staff, children, visitors, contractors, and volunteers at <insert Service name> .

1. Distribution

A copy of our plan has been distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Position Title and Organisation Name | Date Sent | Email Address or Postal Address |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# PART 1– EMERGENCY RESPONSE

# In case of emergency

|  |
| --- |
| **In an Emergency** |
| ***Call*** **Police, Ambulance, Fire Services**  | 000 |
| ***For Advice call your*****Approved Provider or Person with Management or Control Representative** | <Insert your Approved Provider or Person with Management or Control Representative contact details here.  |
| *Convene your* **Emergency Control Organisation**  |

# Emergency contacts

## 5.1 Emergency services

In an emergency requiring **Police, Ambulance and Fire Services’** attendance call **000**.

## 5.2 Our education and care service contacts

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Key Roles | Name | Phone | Phone(After Hours) | Mobile |
| Approved Provider or Person with Management or Control Representative |  |  |  |  |
| Chief Warden/Warden/s |  |  |  |  |
| Responsible Person |  |  |  |  |
| First Aid Officer |  |  |  |  |
| WHS Representative  |  |  |  |  |
| Bulk Messaging System Operator (eg SMS)/communication officer  |  |  |  |  |
| <Add contacts as required> |  |  |  |  |
| <Add contacts as required> |  |  |  |  |
| <Add contacts as required> |  |  |  |  |

## 5.3 Key organisational and Department contacts

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| NSW Department of Education Information and Enquiries Team | 1800 619 113 (toll free)ececd@det.nsw.edu.au |  |  |
| <Add contacts as required> |  |  |  |
| <Add contacts as required> |  |  |  |

Education and care services are reminded that they must report serious incidents to the Department of Education, in accordance with relevant regulatory requirements.

Submit notifications of serious incidents online via the National Quality Agenda IT System (NQA ITS): [www.acecqa.gov.au/national-quality-agenda-it-system](http://www.acecqa.gov.au/national-quality-agenda-it-system)

For out of scope services and services unable to access NQA ITS, please report incidents to the Department of Education by:

* calling 1800 619 113
* emailing ececd@det.nsw.edu.au.

Services can refer to guidance on notifications and reporting at:

<https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>

<https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

## 5.4 Local/other organisations contacts

|  |  |
| --- | --- |
|  | Phone  |
| Police Station |  |
| Hospital/s  |  |
| Gas  |  |
| Electricity  |  |
| Water Corporation  |  |
| Facility Plumber |  |
| Facility Electrician |  |
| Local Government  |  |
| SES (flood, storm and earthquake) |  132 500 |
| SafeWork NSW |  13 10 50 |
| Rural Fire Service (RFS) | <https://www.rfs.nsw.gov.au/about-us/contact-us> |
| <Add contacts as required> |  |
| <Add contacts as required> |  |

## Transport service emergency contacts

|  |
| --- |
| Transport service emergency contacts  |
| Transport Company | Contact Name | Phone/Mobile  |
|  |  |  |
|  |  |  |
|  |  |  |

# Emergency Control Organisation ( Staff responsible for evacuation and emergency response)

## 6.1 Emergency Control Organisation (ECO) structure

Insert your Emergency Planning Committee Structure here. Refer to the Emergency Planning Committee section of the Guide for assistance.

## 6.2 Emergency Control Organisation (ECO) contact details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ECO Role/Activities |  | Primary Contact |  | Back Up Contact |
| Chief Warden | Name |  | Name |  |
| Phone/Mobile  |  | Phone/Mobile |  |
| Planning tasks will be performed by: | Name |  | Name |  |
| Phone/Mobile |  | Phone/Mobile |  |
| Operations (Area Warden) tasks will be performed by: | Name |  | Name |  |
| Phone/Mobile |  | Phone/Mobile  |  |
| Communications tasks will be performed by: | Name |  | Name |  |
| Phone/Mobile  |  | Phone/Mobile  |  |
| Logistics (Warden) tasks will be performed by: | Name |  | Name |  |
| Phone/Mobile  |  | Phone/Mobile |  |
| First Aid tasks will be performed by: | Name |  | Name |  |
| Phone/Mobile  |  | Phone/Mobile |  |

# Emergency Control Organisation (ECO) roles responsibilities

|  |
| --- |
| **Chief Warden****Pre-emergency*** Maintain current contact details of ECO members.
* Ensure ‘Children/educators/staff with additional needs’ list and ‘Staff trained in first aid, anaphylaxis management and asthma management’ list are up to date.
* Conduct regular exercises/drills.
* Ensure our emergency response and recovery procedures are kept up to date.
* Ensure staff are aware of their emergency role/position responsibilities.

**During emergency** * Attend the emergency **control point** (appropriate location from which the chief warden can establish control, communication and coordination, and liaise with emergency services).
* Ascertain the nature and scope of the emergency.
* Ensure that the emergency services have been notified.
* Ensure the appropriate response has been actioned.
* Convene staff given emergency roles (first aid officer, wardens etc) nominated by our Emergency Planning as required.
* Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required.
* Brief the incoming emergency services and respond to their requests.

**Post- emergency*** When the incident is rendered safe or the emergency services return control of the service permises, notify the ECO members to have staff and children return to normal operations.
* Organise debrief with the ECO and, where appropriate, with any attending emergency service.
* Ensure recovery activities are considered and implemented as required.
* Complete the Post Emergency debrief report.
* Education and care services are reminded that they must report serious incidents to the Department of Education, in accordance with relevant regulatory requirements.
* Submit [notifications of serious incidents online](http://www.acecqa.gov.au/national-quality-agenda-it-system) via the National Quality Agenda IT System (NQA ITS)
* For out of scope services and services unable to access NQA ITS, please report incidents to the Department of Education by:
* calling 1800 619 113
* emailing ececd@det.nsw.edu.au.

Services can refer to [guidance on notifications and reporting](https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting) on the Department website |
| **Planning (Emergency Planning Committie – Refer to Page 7-8 of the guide)****Pre-emergency*** Assist the Chief Warden.
* Identify resources required.
* Participate in emergency exercises/drills.

**During emergency** * Attend the emergency control point.
* Ascertain the nature and scope of the emergency.
* Report any changes in the situation to the Chief Warden.
* Act as directed by the Chief Warden.
* Plan for contingencies.

**Post-emergency*** Collect and evaluate information relating to the emergency.
* Identify recovery needs and develop a recovery plan (if required).
 |
| **Operations (Area Warden)** **Pre-emergency*** Regularly check and report on deficiencies of emergency equipment and kits.
* Coordinate safety practices (for example, clear egress paths, access to first attack equipment such as fire extinguishers and disposal of rubbish) by Wardens throughout their areas.
* Participate in emergency exercises/drills.

**During emergency** * Attend the emergency control point.
* Communicate with the Chief Warden by whatever means available and act on instructions.
* Implement the emergency response procedure and ensure that the Chief Warden is notified.
* Direct the Logistics Officer/Wardens to check the floor or area for any abnormal situation.
* Commence evacuation if the circumstances on the floor or area warrant this.
* Control the movement of people.
* Co-opt persons as required to assist the Logistics Officer (Warden/s) during an emergency.
* Confirm that the Logistics Officer’s/Warden’s activities have been completed and report this to the Chief Warden or a senior officer of the attending emergency services if the Chief Warden is not contactable.

**Post-emergency** * Compile report of the actions taken during the emergency for the debrief.
 |

|  |
| --- |
| **Communications** **Pre-emergency*** Assist the Chief Warden.
* Attend training in the use of the service’s communication system as appropriate.
* Maintain records and logbooks, such as children/staff with medical or egress impairments previous rehearsal debriefs or emergency response procedures,and make them available for emergency response.
* Ensure emergency and family contact details are up to date.
* Participate in emergency exercises/drills.

**During emergency** * Attend the emergency control point.
* Ascertain the nature and location of the emergency. Maintain up to date information.
* Confirm that emergency services have been notified.
* Notify appropriate ECO staff members (e.g. Chief Warden, First Aid Officer).
* At the direction of the Chief Warden provide instruction and information to staff, children and families as required.
* At the direction of the Chief Warden provide instruction and information to the staff member responsible for bulk messaging as required. .
* Act as directed by the Chief Warden.

**Post-emergency*** Contact families as required.
* Collate logs of events completed by all ECO members during the emergency for the debrief and ensure they are secured for future reference.
 |

|  |
| --- |
| **Logistics (Warden)****Pre-emergency*** Ensure staff are aware of the emergency response procedures.
* Carry out safety practices (e.g. clear egress paths, access to first attack fire fighting equipment, for example, fire extinguishers and disposal of rubbish).
* Participate in emergency exercises/drills.

**During emergency** Persons selected to perform as Logistics Officer/Warden will carry out activities as set out in the emergency response procedures and as directed by the Operations Officer/Area Warden. Activities may include the following:* Attend the emergency control point.
* Operate the communication system in place.
* Check that any fire doors and smoke doors are properly closed.
* Close or open other doors in accordance with the emergency response procedures.
* Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated.
* Ensure orderly flow of people into protected area.
* Assist non-ambulant or young children, and people with disabilities.
* Act as lead of groups moving to nominated assembly areas.
* Report status of required activities to the Operations Officer/ Area Warden on their completion.
* Act as directed by the Chief Warden.

**Post-emergency** * Compile report of the actions taken during the emergency for the debrief.
 |

# Communication tree

Insert your communication tree here. Refer to Section 8 - Communication Tree of the Guide for assistance.

# Staff trained in first aid, anaphylaxis management and asthma management

**Note:** education and care services must comply with the requirements set out in regulation 136 (first aid qualifications) of the Education and Care Services National Regulations 2011 (National Regulations).

|  |  |  |
| --- | --- | --- |
| Staff Member | Training | Date Qualified To |
| <Refer to the Staff Trained in First Aid section of the Guide> |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Emergency response procedures

|  |
| --- |
| 10.1 On-site evacuation/relocation procedure |

When it is unsafe for children, educators, staff and visitors to remain inside the service, the Chief Warden on-site will take charge.

* **Call** **000** and inform emergency services of the nature of the emergency.
* Determine which of your service’s pre-identified on-site evacuation points is most appropriate to use.
* Assemble children, educators, staff and visitors at your nominated on-site <insert the location/s of your on-site evacuation assembly point/s>.
* Take the child attendance list, educator and staff attendance list, visitors list, your Emergency Kit/First Aid Kit and a copy of this EMP.
* Once at the assembly point, check all children, educators, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained.
* Wait for emergency services to arrive or provide further information.
* Confirm with emergency service personnel that it is safe to return to normal operations.
* Seek advice from your Approved Provider or Person with Management or Control Representative if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact families as required or as per service policy.

**Actions after on-site evacuation/relocation procedure**

* Ensure any children, educators, staff or visitors with medical or other needs are supported.
* Determine whether to activate your family reunification process.
* Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
* Print and issue pre-prepared family letters as appropriate.
* Undertake operational debrief with educators, staff to identify any on-site evacuation and procedural changes that may be required.
* Complete your Post Emergency Record Debrief and Report (refer to Appendix 3 of the *Guide to Developing Your Emergency Management Plan*).
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
* <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
* <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

|  |
| --- |
| 10.2 Off-site evacuation procedure |

If it is unsafe for children, educators, staff and visitors to remain on the service’s grounds, the Chief Warden on-site will take charge and activate your ECO if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Determine which off-site assembly point you will evacuate children, educators, staff and visitors to.
* Assemble children, educators, staff and visitors at your nominated off-site <insert the location of your off-site evacuation assembly point/s>.
* Take your emergency kit/first aid kit (including your children, educator and staff attendance lists and a copy of this EMP).
* Once at assembly point, check all children, educators, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained.
* Wait for emergency services to arrive or provide further information.
* Confirm with emergency service personnel that it is safe to return to normal operations.
* Seek advice from your Approved Provider or Person with Management or Control Representative if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact families as required or as per service policy.

**Actions after off-site evacuation procedure**

* Ensure any children, staff or visitors with medical or other needs are supported.
* Determine whether to activate your family reunification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
* Print and issue pre-prepared family letters as appropriate.
* Undertake operational debrief with staff and educators to identify any off-site and procedural changes that may be required.
* Complete your Post Emergency Record Debrief and Report (refer to Appendix 3 of the *Guide to Developing Your Emergency Management Plan*).
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
* <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
* <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

|  |
| --- |
| 10.3 Lock-down procedure |

When an external and immediate danger is identified and it is determined that the children should be kept securely inside the building, the Chief Warden on-site will take charge and activate the ECO if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Initiate the lock-down and provide instructions to educators and staff, for example, close internal doors and windows, remain in rooms, sit below window level, or move into corridors.
* Check that all external doors (and windows if appropriate) are locked.
* If available, allocate educators/staff to be posted at locked doors to allow children, educators, staff and visitors to enter if locked out.
* Divert families and returning groups from the service if required.
* Ensure a telephone line is kept free.
* Keep public address system free if installed in your service.
* Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
* As appropriate, ascertain that all children, educators, staff and visitors are accounted for.
* If it is safe to do so, have an educator/staff member wait at the main entry to the service to guide emergency services personnel.
* As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
* Seek advice from your Approved Provider or Person with Management or Control Representative if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact families as required or as per service policy.

**Actions after lock-down procedure**

* Ensure any children, educators, staff or visitors with medical or other needs are supported.
* Determine whether to activate your family reunification process.
* Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
* Print and issue pre-prepared family letters as appropriate.
* Undertake operational debrief with educators and staff and educators to identify any lock-down and procedural changes that may be required.
* Complete your Post Emergency Record Debrief and Report (refer to Appendix 3 of the *Guide to Developing Your Emergency Management Plan*).
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
* <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
* <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

|  |
| --- |
| 10.4 Lock-out procedure |

When an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety, the Chief Warden on-site will take charge and activate your ECO if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Announce lock-out 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
* Determine which of your service’s pre-identified evacuation point/s is most appropriate to use.
* Assemble children, educators, staff and visitors at your nominated on-site <insert the location/s of your on-site evacuation assembly point/s>.
* Check that children, educators, staff and visitors are all accounted for.
* Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
* Seek advice from your Approved Provider or Person with Management or Control Representative if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact families as required or as per service policy.

**Actions after lock-out procedure**

* Ensure any children, educators, staff or visitors with medical or other needs are supported.
* Determine whether to activate your family reunification process.
* Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
* Print and issue pre-prepared family letters as appropriate.
* Undertake operational debrief with staff and educators to identify any lock-out and procedural changes that may be required.
* Complete your Post Emergency Record Debrief and Report (refer to Appendix 3 of the *Guide to Developing Your Emergency Management Plan*).
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
* <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
* <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

|  |
| --- |
| 10.5 Shelter-in-place procedure |

When an incident occurs outside the education and care service and emergency services or the Chief Warden determines the safest course of action is to keep children, educators and staff inside a designated building in the service (as evacuation might reasonably expose people to a greater level of danger), the Chief Warden on-site will take charge and activate your ECO if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Move all children, educators, staff and visitors to your pre-determined shelter-in-place location <insert the location of your shelter-in-place> (refer to Guide).
* Take your emergency kit/first aid kit (including your children and educator and staff attendance lists and a copy of this EMP).
* Check that all children, educators, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
* Where appropriate, confirm with emergency services personnel that it is safe to return to
* Maintain a record of actions/decisions undertaken and times.
* Seek advice from your Approved Provider or Person with Management or Control Representative if required.
* Contact families as required or as per service policy.

**Actions after shelter-in-place procedure**

* Ensure any children, educators, staff or visitors with medical or other needs are supported.
* Determine whether to activate your family reunification process.
* Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
* Print and issue pre-prepared family letters as appropriate.
* Undertake operational debrief with staff and educators to identify any shelter-in-place and procedural changes that may be required.
* Complete your Post Emergency Record Debrief and Report (refer to Appendix 3 of the *Guide to Developing Your Emergency Management Plan*).
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
* <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
* <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

# Response procedures for specific emergencies

## Please use this section to address any specific emergencies identified in your risk assessment. If the pre-populated emergencies below do not apply to your service, please remove and replace with emergencies identified in your risk assessment.

## 11.1 Building fire

* Activate the fire alarm.
* If appropriate, follow the procedure for on-site evacuation.
* Report the emergency immediately to the Chief Warden who will convene your emergency control organisation (ECO) if necessary.
* Extinguish the fire (only if safe to do so).
* Evacuate to the ***insert the location of your assembly point/s***, closing all doors and windows (if safe to do so)
* Check that all areas have been cleared and notify the Chief Warden.
* Check that all children, staff, visitors and contractors are accounted for.
* Contact families as required.
* Notify the Department in accordance with relevant regulatory requirements.

## 11.2 Bushfire

A bushfire/grassfire is observable or identified via a Fires Near Me NSW App alert, emergency services and/or other advice and within approximately [insert number] km from the service

* If immediate assistance is required phone ‘000’
* Contact the NSW Rural Fire Service on 1800 679 737 for information on the fire
* Report the emergency immediately to the Chief Warden who will convene your ECO and, in consultation with emergency services, determine the appropriate response
* Continue to monitor local conditions (wind changes, size of fire, direction of travel) and emergency warnings and advice messages through the Fires Near Me NSW App, TV, battery powered radio tuned to an emergency broadcaster (local ABC radio)
* Ensure staff and children do not hinder emergency services or put themselves at risk by going near damaged buildings or trees
* Contact families as required
* Staff will remain with children until they are collected by families or relocated by emergency services.
* Notify the Department in accordance with relevant regulatory requirements.

If sheltering-in-place is required, move all children, staff and visitors to the [Shelter in Place], if possible, following the identified egress route:

* Take your emergency kit/first aid/Asthma/Anaphylaxis kit (including your children and staff attendance lists and a copy of your EMP)
* Check that all children, staff and visitors are accounted for
* Ensure communications with emergency services is maintained.
* Wait for emergency services to arrive or provide further information
* Where appropriate, confirm with emergency service personnel that it is safe to return to normal operations
* Maintain a record of actions/decisions undertaken and times
* Check all windows and doors in ***Shelter in Place*** are closed (but doors are not locked).
* Turn off gas
* Staff, wherever possible, will wear full length clothing in the event they need to patrol the service for embers
* Confirm fire equipment (including torches, water, batteries, radio, water, mops, buckets, service portable phone and mobile phone are in the ***Shelter in Place***.
* Any sprinkler system around the service premises to be turned on (if this does not compromise other water based defence systems).
* If safe to do so, relocate cars and any other movable combustible objects to greater than 20m from the [Shelter in Place] and the evacuation path between the ***Shelter in Place*** and ***on-site evacuation location*** or ***off-site evacuation location***
* Staff to check that children have their shoes on and drink bottles with them
* Staff will endeavour to keep children as calm and hydrated as possible
* Staff will identify and wherever possible attend to children who show signs of or are known to be susceptible to exposure to smoke. If possible supply these children with smoke masks and any medication they require.
* A nominated person, such as the communications officer, is to monitor the phones and radios to ensure, as far as possible, that communication is maintained.
* Consider notifying families that staff and children are sheltering in place in the [Shelter in Place]
* Should families arrive at the service, families remain in the ***Shelter in Place*** with their child. Any decision to leave should only occur on advice and with direct support from emergency services
* Continually monitor ***Shelter in Place*** for its integrity, immediately identify and suppress any building ignitions, where safe to do so.
* If the building’s fire alarm activates then staff to check if activating due to smoke or if the building has ignited. If the building has ignited and is not safe to extinguish –evacuate to the ***Onsite Evacuation location*** or ***Offsite Evacuation location*** via the pre-determined route

While sheltering at the ***onsite evacuation location*** or the ***offsite evacuation location***

* Check that all children, staff, visitors and contractors are accounted for.
* Assemble all staff and children in a tight group maximising the distance to potential sources of fire, with the more vulnerable people towards the centre of the group.
* Staff to check that children have their shoes on and drink bottles with them
* Staff will endeavour to keep children as calm and hydrated as possible
* Administer first aid if required
* Staff will identify and attend to children who show signs of or are known to be susceptible to exposure to smoke. Where possible supply these children with smoke masks.
* Maintain communication with emergency services and remain in place until emergency services or additional support arrives
* Communicate to all families once the all clear has been given.
* Ensure any children, staff or visitors with medical or other needs are supported.
* Determine whether to activate your family re-unification process.
* Determine if there is any specific information children, staff and visitors need to know (for example family reunification process or areas of the service premises to avoid).
* Print and issue pre-prepared family letters
* Undertake operational debrief with staff and Emergency Planning Committee to identify any shelter-in-place and procedural changes that may be required.
* Complete your Post Emergency Record Debrief and Report.

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment***

## 11.4 Asbestos

* Report the incident to the SafeWork NSW on 13 10 50 and follow their advice. Depending on the circumstances they will send an Occupational Hygienist, asbestos removalist and/or contractor to assess the situation
* Isolate the area:
	+ Vacate everyone from the affected area
	+ Restrict entry to the identified area by i.e. locking a room; erecting temporary fencing and/or placing tape around the area
* Erect signage at entrances to affected area indicating unauthorised personnel must not enter
* Notify the Department in accordance with relevant regulatory requirements

## 11.5 Flood

* **Call 000** if immediate/life threatening
* Access the SES FloodSafe App for information and guidance
* Monitor the Resilence NSW website at https://www.emergency.nsw.gov.au for any warnings and advice
* Monitor the [Bureau of Meteorology website](http://www.bom.gov.au/) for weather updates and weather warnings and follow the advice
* Listen to local radio or TV on battery-powered sets for weather warnings and advice.
* Do not drive, ride or walk through floodwater
* Notify the Department in accordance with relevant regulatory requirements

## 11.6 Heat (extreme)

To minimise the risks associated with extreme hot weather, services must develop appropriate strategies and measures.  Actions may include the following:

* Call ‘000’ if immediate medical assistance is required
* Use fans and air conditioning to cool indoor environments

***Scheduling/Activities***

* Restrict outdoor time.
* Cancel or re-schedule any outdoor activities by duration and intensity i.e. to start earlier or later in the day when the heat is less intense, and to include more rest time.
* Consider using alternative areas to modify and relocate activities during extreme hot weather .
* Ensure children and staff make use of extra shade from both man-made structures (e.g. sails and umbrellas) and natural features such as trees to provide cooler environments for outdoor activities.
* Implement sun and UV protection policy and procedures.

***Hydration***

* Ensure children and staff continue to hydrate and monitor the hydration of all children.
* Remind families to provide their child with water bottles
* Ensure staff monitor children for early [signs of heat stress/dehydration](https://www.health.nsw.gov.au/environment/beattheheat/Pages/heat-related-illness.aspx#:~:text=Heat%20exhaustion%20is%20the%20body's,can%20turn%20into%20heat%20stroke.).

***Notification/Information***

* Notify families about heat conditions
* Brief staff to be extra vigilant during periods of prolonged heat
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
	+ <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
	+ <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

## 11.7 Industrial/factory fire

In the event of an industrial fire or chemical emissions incident at a nearby location:

* Call 000 for Emergency Services and seek and follow any advice
* Report the emergency immediately to the Chief Warden
* If you can detect smoke or fumes, move all staff, children, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
* Check staff, children and visitors are accounted for
* Check staff, children and visitors with respiratory/relevant illnesses or conditions that may make them particularly vulnerable to smoke or fumes. If at any time you determine the situation poses an unacceptable risk to these individuals, consider arranging for their evacuation from the service. Follow any asthma action plans and provide first aid, as required.
* Monitor the [Resilence NSW](https://www.emergency.nsw.gov.au) website for any warnings and advice
* Contact families and advise them that children are safe and not to come to the service until further notice (or the end of the day)
* Await advice from emergency services before resuming normal activities outdoors
* Follow-up communications with families as required.
* Notify the Department in accordance with relevant regulatory requirements

Specific actions prior to the start of the day/program:

* Monitor the situation and if it is determined to pose an unacceptable risk to staff and children based on local assessment of risk, consider:
* Contacting families and advising them that children are not to come to the service until further notice

Specific actions at the end of the day/program:

* Await advice from emergency services or further advice before resuming normal end of day procedures
* Consider contacting families and advising not to come to the service for collection until the ‘all clear’ has been given
* If the situation is determined to pose an unacceptable risk to any transportation by the service, ensure families are informed and organise alternative arrangements.

## 11.9 Loss of essential services

**When there is a loss of essential services (power, water, communications):**

* Determine which services are affected and the extent of the impact.
* Respond to any immediate threat to children and staff safety and isolate/secure buildings/areas if necessary.
* Call 000 if emergency services are required to respond e.g. power lines down in front of service.
* Contact the relevant provider/s to report outage and ascertain when restoration will occur.
* Consider consequential impacts, e.g. power outage will impact on phone lines and IT systems.
* Contact families as required.
* Refer to the service’s Business Continuity Management Plan
* Notify the Department in accordance with relevant regulatory requirements
* ***Insert any additional steps, including mitigation steps that you have identified in your risk assessment***

## 11.10 Major external emissions/spill (includes gas leaks)

* Contact the relevant utility faults/emergency line and follow advice
* **Call 000** for emergency services and seek and follow advice.
* Report the emergency immediately to the Chief Warden who will convene your ECO if necessary.
* Move staff and children away from the spill to a safe area and isolate the affected area.
* Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn Contact families as required.
* Consider notification to SafeWork NSW
* Notify the Department in accordance with relevant regulatory requirements
* ***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment***

## 11.11 Medical emergency

If a medical emergency occurs at the service

* Call’ 000’ if immediate/life threatening
* Administer first aid
* Contact family of affected child
* Record incident, injury, trauma or illness
* Keep other children away from the emergency/incident
* Provide support for children who may have witnessed early stage of emergency
* Education and care services are reminded that they must report serious incidents to the Department in accordance with relevant regulatory requirements. Services can refer to guidance on notifications and reporting at:
	+ <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>
	+ <https://education.nsw.gov.au/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/news-and-events/spotlight-on-quality/issue-5-unpacking-reporting-responsibilities>

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

## 11.12 Mental stress

* If there is immediate and/or life threatening concern for an individual’s health or wellbeing contact ‘000’
* Administer first aid (if appropriate) – keep physically and emotionally safe
* If required, notify the Department in accordance with relevant regulatory requirementsConsider whether the following supports are appropriate:
	+ Kids Helpline - 1800 55 1800
	+ Lifeline - 13 11 14
	+ [BeYou Early Childhood Australia](https://beyou.edu.au/)
	+ Suicide prevention resources from Beyond Blue and/or Headspace

***Insert any additional steps, including mitigation steps that you have identified in your risk assessment***

## 11.13 Missing child

If a child is missing and/or cannot be accounted for:

* Search and secure the area
* Contact the family
* Contact ‘000’ for police to report child missing and follow any instructions
	+ Provide a description, time last seen and location
* Notify the Department of this serious incident in accordance with relevant regulatory requirements

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

## 11.14 Intruder

* **Call 000** for emergency services and seek and follow advice.
* Report the emergency immediately to the Chief Warden.
* 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 children, staff and visitors.
* Determine whether **evacuation, lock-down or shelter-in-place** is required. Do this in consultation with the Police where possible.
* Evacuation should only be considered if safe to do so.
* Contact families as required.
* Notify the Department of this serious incident in accordance with relevant regulatory requirements
* ***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment***

## 11.15 Bomb/substance threat

**If a suspicious object is found (or the threat identifies the location of a bomb)**

*Immediate response*

* Immediately clear and cordon off the area in the vicinity of the object.
* Call **000** for police and seek and follow advice.
* Report the threat to the Chief Wardenwho will coordinate the emergency response until police arrive. Do not approach, touch, tilt or tamper with the object.

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

*Evacuation*

* Evacuate the service and:
	+ Ensure children and staff are not directed past the object
	+ Check that all children, staff and visitors are accounted for
	+ Restrict all access to the site and ensure there are no barriers inhibiting access by police

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

*Communication*

* Provide police with details of the situation, including actions you have taken and intend to take. Follow any advice provided by police.
* Contact families when evacuation is complete and it is safe to do so.
* Await "all clear" advice from police before returning to service premises to resume normal activities.
* Notify the Department of this serious incident in accordance with relevant regulatory requirements
* ***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

**If a bomb/substance threat is received by telephone**

* **DO NOT HANG UP**
* Keep the person talking for as long as possible and obtain as much information as possible.
* Without alerting the caller, signal a co-worker to:
	+ call 000 for police on a separate phone
	+ notify the Chief Warden
* Fill out the *Bomb Threat Checklist* and record the following details while you are on the phone to the caller (the *Bomb Threat Checklist* is provided below. The checklist should be located with staff who normally answer in-coming phone calls):
	+ gender of caller
	+ age of caller
	+ accents and speech impediments
	+ background noises
	+ key phrases used
	+ whether the threat is automated/taped/recorded.

**Ask the caller:**

* where exactly is the bomb/substance located?
* what time will the bomb explode/the substance be released?
* what will make the bomb explode/how will the substance be released?
* what does the bomb look like?
* what kind of device/substance is it?
* who put the bomb/substance there? Why was it put there?
* what kind of substance is it (gas, powder, liquid)? How much is there?
* where are you? Where do you live?
* what is your name? What are your contact details?
* Once the call is finished:
	+ **DO NOT HANG UP** - it may be possible for police to trace the call if the telephone line is kept open, regardless of whether the caller hangs up.
	+ Immediately:
		- inform the Chief Warden if this has not yet been done
		- call 000 to report threat to police if this has not yet been done - use a different telephone line or mobile phone
		- clear and cordon off the area if the caller identified the location of the object. Do not approach, touch, tilt or tamper with the object.
	+ implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above
	+ ensure all of the caller information has been written down and provided to police on arrival.

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

**If a bomb/substance threat is received by letter**

* Place the letter in a clear bag or sleeve and store in a secure place
* Avoid any further handling of the letter or envelope
* Call 000 for police and seek and follow advice
* Notify the Chief Warden
* If the letter identifies the location of a device, immediately clear and cordon off the nominated area. Do not approach, touch, tilt or tamper with the object.
* Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above.

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

**If a bomb/substance threat is received electronically e.g. by email**

* + **DO NOT DELETE THE MESSAGE**
	+ Call 000 for police and seek and follow advice
	+ Notify the Chief Warden
	+ If the email identifies the location of a device, immediately clear and cordon off the area. Do not approach, touch, tilt or tamper with the object.
	+ Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above.

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

**If you are at the site of an explosion**

* + Direct staff to shelter children under sturdy tables or desks if objects are falling around you.
	+ Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above. Do not retrieve personal belongings or make phone calls when evacuating.
	+ Help children and others to leave the area. Use stairs instead of elevators.
	+ Be aware of weakened floors and stairways and watch for falling debris.
	+ Once out of the affected building:
		- Move children away from windows and glass doors or other potentially hazardous areas
		- Use caution to avoid debris that could be hot or sharp
		- Call 000 for emergency services and seek and follow advice
		- Be aware of any potential secondary explosions
		- Limit use of phones as communications systems may become congested.

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment.***

##

|  |  |
| --- | --- |
| **TELEPHONE BOMB THREAT CHECKLIST** |  |

**STAY CALM**

**Date call received: / /** **Time of call:** **Time call ended:**

**EXACT WORDING OF THREAT**

………………………………………………………………………………………………………………………………………………………………………..

………………………………………………………………………………………………………………………………………………………………………..

………………………………………………………………………………………………………………………………………………………………………..

**Could you identify the caller’s phone number?** ……………………………………….………………………………………..

**DON’T HANG UP - KEEP THE CALLER TALKING**

**ASK THE CALLER**

**When is the bomb going to explode?** ……………………………………………………………………………………..…………..

**Where is the bomb?** …………………………………………………………………………………………………………………..………….

**What will make the bomb explode?** ………………………………………………………………………..…………………..……….

**What kind of bomb is it?** ……………………………………………………………………………………………..……………..…………

**What does the bomb look like?** …………………………………………………………………………………..…..……………………

**Why did you place the bomb here?** ……………………………………………………………………………….……...................

**Where are you now?** ……………………………………………………………………………………………………………….…………….

**What is your name?** ………………………………………………………………………………………………………………….……………

**What is your address?** ……………………………………………………………………………………………………………….…………..

**When was the bomb placed here?** …………………………………………………………………………………………………………

**Who placed the bomb?** ………………………………………………………………………………………………………….………........

**DON’T HANG UP** *(the call may be traceable if the phone line is kept open, even if the caller hangs up!)*

**CALL DETAILS** *(where possible to obtain)*

**Did you recognise the caller? ………… If so, who do you think it was?** …………………………………………

**Was the call:** **Robotic/Automated**  **In-Person** **Pre-Recorded**

**Estimated age of caller?** ……………… **Did the caller seem familiar with the site?** ………………………………..

**Characteristics of the call:**

|  |  |  |  |
| --- | --- | --- | --- |
| **VOICE** | **SPEEECH** | **MANNER** | **BACKGROUND NOISES** |
|  Man |  Fast |  Hesitant  |  Music |
|  Woman |  Slow |  Calm |  Talk/voices |
|  Child |  Well spoken  |  Angry |  Typing |
|  Muffled |  Impeded |  Emotional |  Children |
|  Unknown |  Stutter |  Loud |  Traffic/street |
| Accent:  |  Nasal |  Soft |  Machinery |
| **TELEPHONE** |  Uneducated |  Pleasant |  Aircraft |
|  Mobile |  Lisp |  Raspy |  Trains |
|  Landline  Internal Ext |  Incoherent |  Intoxicated |  Railway crossing |
|  Overseas |  Slurred |  Irrational |  Construction |
|  Unknown |  Other: |  Other: |  Other: |

**Phone number call received on:** …………………. **Service Phone system (e.g. menu):** …………………………

**Who did you report the threatening call to?** ………………… **Date: / / Time**: ………………..

**YOUR NAME: ………………………………………….. SERVICE: ………………………………………………………….**

## 11.16 Severe weather event

* **Call 000** if emergency services are needed and seek and follow advice.
* Before the storm, store or secure loose items external to the building, such as outdoor equipment and rubbish bins.
* Secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
* Monitor the [Resilience NSW website](https://www.emergency.nsw.gov.au) for any warnings and advice
* Monitor the [Bureau of Meteorology website](http://www.bom.gov.au/) for weather updates and weather warnings
* During a severe storm:
	+ Remain in the building and keep away from windows.
	+ Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
* Report any matter concerning the safety and wellbeing of children, staff and visitors to the Chief Warden.
* Disconnect electrical equipment - cover and/or move this equipment away from windows.
* Listen to local radio or TV on battery-powered sets for weather warnings and advice.
* If required and when safe, notify the Department in accordance with relevant regulatory requirements

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment***

## 11.17 Smoke

This procedure may be used if you are not under direct threat from a fire and are remaining in smoky conditions.

 **Medical**

* **Call 000** if anyone is experiencing wheezing, chest tightness and difficulty breathing.
* Closely monitor for adverse effects of smoke on children and staff.
* Children and staff with existing heart or lung conditions (including asthma) should follow the medical management plan advised by their doctor.
* Follow children’s personal asthma action plan and keep a reliever or inhaler on hand.
* Notify families about service conditions to ensure they cater for their child’s needs e.g. extra inhaler.

***Activities/Indoors***

* Restrict outdoor activities or as appropriate, cancel, re-schedule or use alternative areas for any outdoor activities.
* Close windows and doors.
* Switch air conditioners to 're-circulate' or 'reuse air’ (turn it off if it doesn’t have this function)
* Limit prolonged or heavy physical activity relative to the conditions.

***Notification/Information***

* As appropriate:
* Notify the Department in accordance with relevant regulatory requirements
* Click [here](https://www.health.nsw.gov.au/environment/air/Pages/bushfire-smoke.aspx) for health information about smoke
* Click [here](https://www.rfs.nsw.gov.au/fire-information/hazard-reductions) for more information about hazard reduction burns in your area
* Tune in to your local Radio station and keep listening for advice and warnings. You can find your local station on the ABC Radio frequency finder as well as listen online or via the ABC Radio app.

***Insert any additional steps, including mitigation steps that you have identified in your risk assessment***

## 11.18 Snakes

* Treat the snake as venomous.
* Remain calm and alert children and staff - advise them to stay calm, move away slowly and keep away.
* If the snake is very close to you (around 1.5 metres or less) remain motionless until the snake moves away.
* If the snake is not agitated or defensive, calmly and slowly move to a safe distance away from the snake observing its position at all times.
* If the snake is located around buildings and playgrounds consider the need to activate a Lock Down procedure.
* If the snake is located inside a building, consider the need to evacuate the building.
* Leave the snake alone and give it the opportunity to escape. If possible, monitor the snake from a safe distance (at least 5 metres away) in order to see where it goes and to direct a snake catcher to the snake (or its shelter site) if one is called.
* If the snake remains on the service premises, call a local licensed snake catcher on <insert local snake catcher contact details here>.
* When safe, notify the Department in accordance with relevant regulatory requirements

## 11.21 Earthquake

* Call **000** if emergency services are needed and seek and follow advice.
* The Chief Warden will convene the ECO if necessary

**If Outside**

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 your head and neck with your arms and hands
	+ HOLD on until the shaking stops.

**If Inside**

Instruct staff and children to:

* Move away from windows, heavy objects, shelves and so on
* 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**

* Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
* If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
* Arrange medical assistance where required.
* Help children and others.
* Report any matter concerning the safety and wellbeing of children, staff and visitors to the Chief Warden.
* Contact families as required.
* Tune in to the local radio if you can and follow any emergency instructions.
* If the service property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
* When safe, notify the Department in accordance with relevant regulatory requirements

***As appropriate insert any additional mitigation steps relevant to your service that you have identified in your risk assessment***

# Area map

|  |  |
| --- | --- |
| Date Area Map Validated:  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Insert your Area map here. Refer to the Area map section of the Guide for assistance.

|  |  |
| --- | --- |
| **Distance to Primary off-stie assembly point:**Approx. time to reach Primary off-site assembly point:  |  |
| **Distance to Secondary off-site assembly point:**Appox. time to reach Secondary off-site assembly point:  |  |
| **Legend** |
| **Primary off-site assembly point** |  |
| **Route to Primary off-site assembly point**  |  |
| **Secondary off-site assembly point** |  |
| **Route to Secondary off-site assembly point** |  |
| **Emergency services access point** |  |

 |
|  |

# Evacuation diagram

|  |  |
| --- | --- |
| Date Evacuation Diagram Validated:  |  |

Insert your Evacuation diagram here. Refer to the Evacuation diagram section of the Guide for assistance.



|  |  |
| --- | --- |
| **Evacuation Procedure**<insert education and care service evacuation procedure>* Do this…..
* Do this…..
* Do this…..
 | C:\Users\08819981\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\KIHFREMA\InCaseOfFire.jpg |

# Family contact information

Note: To ensure adherence to the provisions of the *Privacy Act 1988* (Cth), please remove this section before distributing copies of your EMP to organisations or individuals outside your workplace.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Child’s Name | Parent/Guardian | Phone/ Mobile Number | After Hours Number | Alternate Contact |
| <Refer to the Family Contact Information section of the Guide> |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Children, educators and staff with additional needs

Note: To ensure adherence to the provisions of the *Privacy Act 1988* (Cth), please remove child, educator and staff identifying details from this section before distributing copies of your EMP to organisations or individuals outside your workplace.

|  |
| --- |
| Children |
| Name | Room / Area | Condition | Assistance needed during an emergency | Who will be responsible? |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |
| Educators and Staff |
| Name | Room / Area | Condition | Assistance needed during an emergency | Who will be responsible? |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |
| --- |
| Additional Needs Summary |
| Additional Needs Category | Number of Children | Number of Educators/Staff |
| <This summary can be included in your EMP. Refer to the Children and Staff with Additional Needs section of the Guide> |  |  |
|  |  |  |
|  |  |  |

# PART 2 – EMERGENCY PREPAREDNESS

# Education and Care service profile

16.1 General Information

|  |  |
| --- | --- |
|  Service Name |  |
| Physical Address |  |
| Operating Days |  |
| Operating Hours |  |
| Phone  |  |
| Email |  |
| Fax |  |
| Website |  |
| Number of buildings |  |
| Shelter-In-Place Location |  |
| Number of Children (or approved places) |  |
| Total Number of Educators/Staff |  |
| Methods used for communications to our service’s community |  |

16.2 Other services/users of site

|  |  |
| --- | --- |
| Service / User Name |  |
| Location  |  |
| Children/Visitor Numbers |  |
| Operating Hours/Days |  |
| Emergency Contact Name |  |
| Phone Number |  |
| Mobile Number |  |

16.3 Building information summary

|  |
| --- |
| **Telephones (Landlines)** |
| Location | Number | Location | Number |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |
| **Alarms** | Location | Monitoring Company | Location of Shut-off Instructions |
| Fire: |  |  |  |
| Intrusion: |  |  |  |
| Other: |  |  |  |
|  |  |  |  |
| **Utilities** | Location | Service provider | Location of Shut-off Instructions |
| Gas / Propane: |  |  |  |
| Water: |  |  |  |
| Electricity: |  |  |  |
|  |
| **Sprinkler System** |
| Location of Control Valve: |  |
| Location of Shut-off Instructions: |  |
|  |
| **Building and site hazards** |
| **Hazard Description** | **Location** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# Risk assessment

This table lists the identified hazards and threats to our education and care service, assessment of the risks associated with those hazards and how we reduce their impact.

\*Please note that under regulation 168(2)(e) of the National Regulations, services operating under the NQF must have emergency and evacuation procedures that are based on a risk assessment that is conducted to identify potential emergencies that are relevant to the service.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **Identified Hazard or Threat**
 | 1. **Description of Risk**
 | 1. **Current Risk Control Measures Implemented at our Service**
 | 1. **Risk Rating**
 | 1. **Treatments to be Implemented**

**Measures to be taken by our service to eliminate or reduce impact of the risk** | 1. **Revised Risk Rating**

**After implementing Treatments** |
| **Consequence** | **Likelihood** | **Risk Level** | **Consequence** | **Likelihood** | **Risk Level** |
| <Refer to the Risk Assessment section of the Guide to developing your Emergency Management Plan> |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  Emergency response drills schedule

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Drill | Person Responsible | Target Date & Date Drill Performed | Observer’s Record Completed\* |
| <Refer to the Emergency Response Drills Schedule section of the Guide> |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Emergency Management Plans are required to be tested regularly.  |

# 19 Emergency Kit Checklist

|  |  |
| --- | --- |
| **Our Emergency Kit Contains:** |  |
| Children’s data and family contact information (contained in EMP)  |  |
| Children, educators and staff with additional needs list (contained in EMP) including any children’s medications |  |
| Enrolment records including authorisations and family contact details |  |
| Educator/staff contact information |  |
| Traffic/emergency safety vest and tabards |  |
| Service premises keys  |  |
| Standard portable First Aid Kit.  |  |
| A charged mobile phone and charger/s (batteries checked and charged) |  |
| Torch with replacement batteries or wind up torch (batteries checked and charged) |  |
| Whistle |  |
| Portable battery powered radio (batteries checked and charged) |  |
| Copy of service site plan and EMP including evacuation routes |  |
| Bottled water (use by date checked) |  |
| Portable non-perishable snacks such as sultanas, dried fruits and energy bars (use by date checked) |  |
| Water |  |
| Sunscreen and spare sunhats |  |
| Plastic garbage bags and ties |  |
| Toiletry supplies (including toilet paper, spare clothes, nappies, wipes) |  |
| Other |  |
|  |  |
| Date Emergency Kit checked: |  |
| Next check date: |  |

# Emergency Management Plan completion checklist

This EMP Completion Checklist has been developed for use as a ‘final check’ to assist you to confirm that you have completed all the components of your EMP.

Please note that it is your responsibility to identify potential local hazards to your service, assess the risks these pose and develop measures to reduce or mitigate the risks to your education and care service community.

Final Check Completed by:

Date:

|  |  |  |
| --- | --- | --- |
| **Component** | ** ** |  **Action Required** |
| **Cover page** |  |  |
| Approved Provider name, service address, EMP issue date, EMP review date, fire district have been specified. (see front cover page) |  |  |
| **Distribution list** |  |  |
| Distribution list has been completed. |  |  |
| **Contact numbers and Communications Tree**  |  |  |
| Appropriate key local community contact numbers have been added for example Fire, Ambulance, Police, local government, nearest hospital. (see page 5) |  |  |
| Key contact numbers for internal staff have been added. |  |  |
| Approved Provider or Person with Management or Control Representative contact numbers are included.  |  |  |
| Communications Treedetailing process for contacting emergency services, staff and families included. |  |  |
| **Emergency Control Organisation (ECO)**  |  |  |
| An ECO structure has been identified, with appropriate persons assigned and contact details provided.  |  |  |
| Responsibilities are clearly defined and back up names included for each position on the ECO if reasonably practical. |  |  |
| **Evacuation, lockdown, lockout and shelter-in-place procedures** |  |  |
| Procedures that are specific to the education and care service’s processes have been completed for: |  |  |
| * Evacuation on-site
 |  |  |
| * Evacuation offsite
 |  |  |
| * Lockdown
 |  |  |
| * Lockout
 |  |  |
| * Shelter-in-place
 |  |  |
| **Emergency response procedures** |  |  |
| Localised emergency response procedures have been developed for specific emergencies in-line with the hazards/threat identified in the risk assessment.  |  |  |
| **Staff trained in first aid**  |  |  |
| Staff trained in first aid list has been updated. |  |  |
| **Area map**  |  |  |
| The area map is clear and easy to follow. |  |  |
| The area map has:* two evacuation assembly areas on-site
 |  |  |
| * external evacuation routes
 |  |  |
| * surrounding streets and safe exit points marked
 |  |  |
| * emergency services access points marked
 |  |  |
| **Evacuation diagram** |  |  |
| The evacuation diagram is clear and easy to follow and displayed at each exit of the service premises (regulation 97(4)) |  |  |
| The evacuation diagram has:* a pictorial diagram of the floor or area (at least 200mm x 150mm in size, A3)
 |  |  |
| * a title, for example EVACUATION DIAGRAM
 |  |  |
| * the ‘YOU ARE HERE’ location
 |  |  |
| * the designated exits, which shall be in green
 |  |  |
| * hose reels, marked in red
 |  |  |
| * hydrants, marked in red
 |  |  |
| * extinguishers, marked in red
 |  |  |
| * designated shelter-in-place location
 |  |  |
| * date plan was validated
 |  |  |
| * location of primary and secondary assembly areas
 |  |  |
| * a legend.
 |  |  |
| **Family contact information** |  |  |
| Family contact information has been obtained and is up to date. |  |  |
| **Children, educators and staff with additional needs list** |  |  |
| Children, educators and staff with additional needs have been identified and strategies put in place for these persons where they require assistance in the event of an emergency.  |  |  |
| **Site Profile**  |  |  |
| Profile has been populated and reflects the service’s buildings, utilities etc. |  |  |
| **Risk assessment** |  |  |
| Potential local hazards have been identified. |  |  |
| Risks have been rated and risk assessments included. |  |  |
| Local mitigations/controls have been specified. |  |  |
| **Emergency drill schedule** |  |  |
| Drills have been scheduled at least every three months for emergency and evacutation procedures (regulation 97(3)) |  |  |
| **Emergency kit checklist** |  |  |
| Emergency Kit Checklist has been developed with education and care service’s requirements.  |  |  |