
ARANDA AFTERS ASSOCIATION INCORPORATED



EMERGENCY MANAGEMENT POLICY

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1 REFERENCES

NATIONAL QUALITY STANDARDS

2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
2.3.3	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

NATIONAL REGULATIONS

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

MY TIME OUR PLACE

LO2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO2	Children become socially responsible and show respect for the environment
LO3	Children become strong in their social and emotional wellbeing.

2 AIM

In the event that Aranda Afters needs to be evacuated or enter into a period of lockdown, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service.

The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

Our service aims to keep all children and educators safe at all times. In the instance of a bush fire, the service will act at all times to protect the educators and children in line with recommendations and instructions from relevant emergency authorities.

3 IMPLEMENTATION

The Approved Provider and Director are responsible for ensuring our service has an Emergency Management Plan (EMP) in place that has considered all relevant risks, includes procedures for evacuation, lockdown, lockout and “shelter-in-place,” emergency response procedures and drills and training schedules.

Our EMP will be developed by the Approved Provider or Director who will lead an EMP planning team.

The Approved Provider and Director are responsible for:

IDENTIFYING THE RISKS AND THREATS THAT COULD PRODUCE AN EMERGENCY SITUATION

The Approved Provider and Director will be responsible for conducting a risk assessment to identify potential emergencies that could affect our service 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 or other natural disaster.

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, and take into account accessibility for adults or children with special needs.

Key processes to follow include:

3.1 **Developing the EMP** which will include:

- Emergency contact details for people who have specific roles or responsibilities under the EMP.
- Contact details for local emergency services.
- A description of how we will alert people to an emergency.
- Evacuation procedures including how we will assist any child or person with special needs.
- The Aranda Primary School evacuation map showing the location of fire equipment, emergency exits and assembly points.
- Processes to ensure staff are trained in our emergency procedures.
- Processes we will follow after an incident.
- Procedures we will follow to test our EMP and familiarise our children and staff with the EMP.

3.2 Ensuring the EMP can be easily identified and is accessible.

3.3 The EMP, or a summary of the EMP, will be included in the Parent Service Display Folder.

3.4 Ensuring that visitors and relief staff are aware of the emergency response procedures.

3.5 Implementing the EMP including:

- **Disseminating information** about the EMP and the procedures relating to emergency management and evacuation to staff, children, visitors and families. Families will receive written notification from the service. We will use informal games and discussions to familiarise children with our evacuation and emergency procedures.

- **Scheduling training for** 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. Training may include evacuation drills, identifying assembly points and the location of emergency equipment, first aid arrangements and how to turn off the electricity and gas supplies. All new educators and staff will receive training during their induction and refresher training for all educators and staff will take place at least annually.
- **Testing** the EMP at least every quarter.
- **Reviewing** the EMP annually.
- Keeping records of all emergencies.
- Keeping records of meetings and emergency drills.

4 EMERGENCY MANAGEMENT PLAN PROCEDURES

The Approved Provider and Director, or delegate, are responsible for implementing the procedures outlined in this policy when an emergency situation arises.

COMMUNICATION

We 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 or mobile phone) at all times.

- Our main telephone is located in the Aranda Afters Office.
- If there is a complete loss of electricity and the telephones at the service are not available, a mobile is ready to use at all times to ensure educators can make emergency contact.

EMERGENCY COMMUNICATION PLAN

4.1 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 service in the following locations:
 - Canteen Foyer
 - Aranda Afters office

4.2 The Evacuation Diagram should include:

- An A4 size diagram of the floor or area.
- A title (Emergency Procedures Guidelines).
- The “You are here” location.
- Designated shelter-in-place location and assembly area.
- Date plan validated.
- Location of assembly areas.

- A legend.
- Regular reminders to families via email and newsletters that we maintain a register of emergency telephone numbers for families and we must have current contact information. The Register is located in the Aranda Afters office.

5 EVACUATION PROCEDURE

REHEARSAL EVACUATION DRILLS

Aranda Afters 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. 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 to ensure all children and staff members get the opportunity to rehearse. All persons present at the service during the evacuation drill must participate accordingly.
- Will be documented and assessed against specific outcomes. We will appoint an observer to evaluate our drills using the checklist at Appendix B.
- Will be followed by completing the Emergency Procedure Record and a debriefing session, if required 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.

EVACUATION PROCEDURES: ON-SITE AND OFFSITE

If it is unsafe for children, staff and visitors to remain inside the building, the children’s service will be evacuated. The Director, or delegate, will take charge and activate the emergency evacuation procedures by.

- Blowing a whistle (two long, sharp blasts). Any educators on breaks will return to their group of children to assist with the evacuation.
- Calling 000.
- Informing emergency services of the nature of the emergency (eg: “There is smoke in the building”).
- Determining which on-site or off-site evacuation assembly point will be used.
- Evacuating staff, children and visitors out of the building in accordance with the evacuation plan, checking toilet, kitchen, playrooms and cot rooms to the assembly area.
- Taking the children’s attendance list (sign in/sign out roll), staff roster and the Emergency Kit/First Aid kit.
- Liaising with educators to ensure all children, staff and visitors are accounted for once at assembly area.
- Educators will ensure children are in their groups are accounted for and properly supervised.
- The person in charge is responsible for ensuring all staff are accounted for and that a first aid kit is available.
- Waiting for emergency services to arrive or provide further information.

CHILDREN'S EMERGENCY EVACUATION PROCEDURE

- 1 Whistle or alarm will be sounded.
- 2 Drop what you are doing and look at staff.
- 3 Follow staff direction to exit the building as directed and gather at evacuation point.
- 4 Leave all bags, equipment and belongings inside when the evacuation occurs.
- 5 Sit in your roll group quietly and answer to your name at roll call.

6 LOCKDOWN PROCEDURE

INITIAL NOTIFICATION

If an event takes place that requires a "Lock Down", the following should occur:

- The educator who witnesses the event or issue must try to raise an alarm with the most senior person in charge.
- 000 must be called immediately if the event or issue requires the police, ambulance or fire service to respond.
- The most senior person in charge will determine the need for a "Lock Down" and raise the appropriate alarm.

ALARM PROCEDURE

- The person in charge will blow a whistle (three short, sharp bursts) and make the following announcement:

- | |
|--|
| <ul style="list-style-type: none">○ "This is a LOCK DOWN."○ "This is not a fire drill."○ "Everyone is to go to the hall"○ "Remain seated in your roll groups. Keep calm and quiet."○ Children with mobile phones are to turn them off.○ Children with mobile phones are to switch them to silent mode or turn them off. |
|--|

MOVEMENT OF CHILDREN AND EDUCATORS

- All persons will remain in the school hall.
- If possible, educators will make efforts to seal and lock doors and windows.
- Children should remain low and out of sight during the lockdown period.
- If children are outside, educators should get them inside as quickly as possible.

EDUCATORS' RESPONSIBILITIES

- The person in charge contacts Emergency Services and follows their instructions.
- Educators not involved in the lockdown or without children to supervise are to go to the front of the service to liaise with Emergency Services if it is safe to do so.
- Educators must check the sign-in sheet and check all signed-in children are present. Any absences must be reported to the Director, or delegate, as soon as it is safe.
- Educators are to close and lock all doors and windows, turn the lights off and ensure children are kept below the window level.
- Educators will ensure children are in their groups are accounted for and properly supervised.
- The person in charge is responsible for ensuring all staff are accounted for and that a first aid kit is available.
- All educators, children and anyone else present will remain in the locked room until the "All Clear Signal" is given by the person in charge.

ALL CLEAR SIGNAL

The All Clear Signal is as follows:

- The person in charge will say, "The Lock Down has now ended.
- The person in charge will then ask some staff to go to the door of the hall to monitor the safe exit of children and then determine the most appropriate order for children to leave the hall.

7 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 Director, or delegate:

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

ACTIONS AFTER LOCKOUT

- Determine if there is any specific information staff, children, parents and visitors need to know (eg: areas of the facility to avoid).
- Ensure any children, staff or visitors with medical or other needs are supported.

- Follow up with any children, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

8 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 Director, or delegate, will:

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

9 EMERGENCY RESPONSE PROCEDURE (SPECIFIC EMERGENCIES)

FIRE

All staff will remain calm and report the outbreak of fire immediately to nearest supervisor, who will:

- Activate the fire alarm.
- Notify the Director (or delegate)
- 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

PREPARATION

Before the Bush Fire danger period (1 October to 31 March) our Approved Provider and Director will liaise with Aranda Primary School to check and/or ensure that:

- Trees are trimmed to a distance of 2m from buildings.
- Dead branches, leaves and undergrowth are removed from around buildings.
- Bark, heavy mulch, wood piles and any other flammable materials close to buildings are removed.

We will work with Aranda Primary to:

- Arrange for any lopping of branches if necessary.
- Arrange for gutters and roofs to be regularly cleaned and kept free of leaves.
- Ensure tile and paintwork on buildings is well maintained.
- Ensure there is well maintained equipment to fight fires (eg: long hoses with nozzles, buckets, sprinklers, petrol/diesel powered pump).

Aranda Afters will, ***during periods of high bushfire danger:***

- Prepare a bushfire survival kit which will be organised and stored somewhere that is easily accessible. This kit will include:
 - A copy of the Bushfire Action Plan.
 - Emergency Contact Details for each child.
 - Child attendance registers.
 - Emergency telephone numbers.
 - Working torch and spare batteries.
 - First Aid Kit.
 - Educators/Children Medications and Medical Register.
 - Mobile Phone and Charger.
 - Drinking Water.
 - Woollen blankets.
 - Towels.
 - Gloves.

VERY HIGH, SEVERE OR EXTREME FIRE DANGER RATINGS

INCLUDING TOTAL FIRE BANS AND WHEN FIRE IS REPORTED IN THE LOCAL DISTRICT

On days where the Fire Danger Rating is Very High, Severe or Extreme, or when fire is reported in the local district, the service will inform families by posting a warning via email.

Any educators who planned to attend off-site training will stay at the service and have their training cancelled/rescheduled.

The Director, or delegate, will ensure that:

- All gates have access keys and ensure the locks are in working order.
- All outdoor taps are in working order with hoses attached and buckets placed beside each exterior tap.
- Any outdoor industrial dumpster is closed at all times.
- All hazards are removed from passages and walkways and nothing is blocking emergency exits.

All educators will monitor conditions when outside. Educators will also ensure that no art and craft works, posters, etc are hung outside and that garbage bins are emptied throughout the day.

Educators will ensure the Bushfire Survival Kit is easily accessible and contains a mobile phone which is in full working order, has a fully charged battery, and a battery charger. The Emergency Contact register, Daily Roll and the medical register for the day will also be added to the kit.

Family members will be required to provide a reliable contact number for the day together with their child's asthma medication.

ADDITIONAL STEPS WHEN A FIRE IS REPORTED IN THE LOCAL DISTRICT

In addition to the steps outlined in the previous section of the policy:

The nominated supervisor will ensure all preparation activities have been undertaken. They will also ensure there is a current evacuation plan in place that can be implemented after considering any local road closures, etc.

All children's activities outside the building will be cancelled.

Educators, families and visitors to the service will be encouraged to reverse park their cars.

Educators will be diligent in ensuring children's personal items are placed in their bags when not in use.

FIRE REPORTED IN IMMEDIATE VICINITY OR DIRECTLY IMPACTING THE SERVICE

The steps outlined in the previous sections will be followed immediately.

The Director, or delegate, will contact and liaise with the emergency services and ensure educators'':

- Move all hoses inside building.
- Close all doors and windows related to the service.
- Check the roof space every 10-20 minutes to check for spot fires.

- Soak towels and place under external doors.
- Continually patrol property for spot fires and extinguish.
- Remove curtains, move furniture away from windows.

The Director, or delegate, will inform the approved provider of the situation and regularly keep them updated.

The approved provider/nominated supervisor will inform the regulator about the situation, advising the number of children affected, the educator ratios in place and any issues or injuries that have arisen.

RECOVERY AFTER THE FRONT HAS PASSED

The Director, or delegate, will:

- Ensure that no educators, family members, children or visitors leave the service or evacuation centre until the situation is considered safe by the emergency services.
- At all times work to keep the regulator aware of the situation, including the number of children affected, emergency educator ratios in place, any issues that arose and if possible the impact to the service.

The Director, or delegate, will

- Assess the situation and if necessary make arrangements for the care of children for an extended period of time.
- Continue to check the building and surrounds for 2-4 hours after the front has passed
- Arrange to have fire-fighting equipment, warning system and Bushfire Safety and First Aid Kits checked and readied for use again.

Educators at the service will stay on duty until all children have been collected or relief educators arrive.

Only a qualified educator will administer first aid should the situation arise.

Relevant/involved educators will undertake a de-brief of the fire emergency situation and the procedures undertaken. Educators will be requested to review their own roles, responsibilities and preparation before and during the crisis. The policy will be reviewed to ascertain its effectiveness.

If necessary, the approved provider/Nominated Supervisor will arrange for relevant authorities to check the safety of the site.

FEES AND CHARGES

Attendance fees for the day will still be charged. Should family member be unable to collect, or arrange collection of their children within one hour of the usual operation hours of the service, fees will apply as per our Arrival and Departure Policy.

CCB payments are available for up to 42 days in this circumstance. For further information on this please read:

<http://www.deewr.gov.au/Earlychildhood/Resources/Documents/FactSheets/CCFactSheet.pdf>

SEVERE WEATHER / STORMS AND FLOODING

The Director, or delegate, will direct educators and staff to:

- Store or secure loose items external to the building, such as outdoor furniture.
- Secure windows (close curtains and 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 senior staff regarding the status of children, staff and visitors safety.

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

PANDEMIC

The Director, or delegate, 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 Director, or delegate, 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.

MAJOR EXTERNAL EMISSIONS / SPILL (INCLUDES GAS LEAKS)

The Director, or delegate, will:

- Call the Fire Brigade on 000.
- Turn off gas supply.
- If it is 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 (EG: CLEANER’S STOREROOM OR CHEMICAL STORAGE)

The Director, or delegate, 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.

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 Director, or delegate.
- Notify the ambulance by dialling ‘000’.

- The Director, or delegate, 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 Director, or delegate, who will request assistance from the police by dialling “000”.
- Staff to remain calm and ensure that children are reassured.
- 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 Director, or delegate, will determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.

EARTHQUAKE

If outside, the Director, or delegate, 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 Director, or delegate, 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 Director, or delegate, 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.

10 SOURCES

- Education and Care Services National Regulations 2011.
- National Quality Standard.
- Work Health and Safety Act 2011.
- Work Health and Safety Regulations 2011.
- Fact Sheet Emergency Plans – Safe Work Australia.
- Guide to Developing an Emergency Management Plan - DEECD Victoria.

11 APPENDIX A: BOMB / SUBSTANCE THREAT CHECKLIST

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

KEEP CALM

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

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?	
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?	

About the CALLER

CHARACTERISTICS OF THE CALLER	
Gender 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?	

EXACT WORDING OF THE THREAT

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

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

ACTIONS	
Report call to:	
Notify:	
Other:	

12 APPENDIX B: EMERGENCY DRILL / EXERCISE “OBSERVER” RECORD

TYPE OF EMERGENCY PROCEDURE: (CIRCLE)		LOCK DOWN	EVACUATION	OTHER
Was this a practice drill or a real drill:				
Date of Drill:		Date record was made:		
Time of Drill:		Time record was made:		
Responsible person in Charge:		Staff conducting Drill:		
Staff recording Drill:				
Names of Staff involved in Drill:	Position	Role		
Number of Children involved in Drill:		Number of others involved in Drill:		
Scenario:				

RESPONSE CHECK LIST:		
	Check	Notes
Were all staff alerted?		
Was the alarm effective?		
Did staff follow procedure?		
Did staff know the procedure?		
Did children follow procedure?		
Were emergency services contacted?		
Were all areas checked and secured?		
Were all people accounted for?		

DEBRIEF:
Difficulties during procedure
Suggested action