



## D-9 Emergency Procedures

### NQS

QA. 2.2	Safety.
QA. 2.2.2	Incident and emergency management.
QA. 6.1.1	Engagement with the service.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2.1	Continuous improvement.

### National Regulations

Reg. 4	Definitions
Reg. 97	Emergency and evacuation procedures
Reg. 98	Telephone or other communication equipment
Reg. 157	Access for parents
Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 3	Children become strong in their social and emotional wellbeing
LO. 4	Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching, and investigating
	Children transfer and adapt what they have learned from one context to another

### Policy Statement

We will provide an environment that ensures the safety and well-being of the children at all times. All children and staff will be aware of and practised in emergency and evacuation procedures. In the event of an emergency, natural disaster, or threats of violence these procedures will be immediately undertaken.

### Related Policies

- CONCORD OSHC Policy A-11: Maintenance of Records
- CONCORD OSHC Policy A-12: Policy Development and Review
- CONCORD OSHC Policy A-19: Nominated Supervisor



- CONCORD OSHC Policy B-6: Indoor Environment
- CONCORD OSHC Policy B-7: Outdoor Environment
- CONCORD OSHC Policy C-3: Staff Orientation and Induction
- CONCORD OSHC Policy C-10: Volunteers/Students/Visitors
- CONCORD OSHC Policy D-2: Hygiene
- CONCORD OSHC Policy D-10: First Aid
- CONCORD OSHC Policy D-11: Management of Incident, Injury and Trauma
- CONCORD OSHC Policy D-27: Custody Agreements/Court orders
- CONCORD OSHC Policy D-28: Workplace Health and Safety
- CONCORD OSHC Policy E-5: Excursions

## Procedure

An emergency, in relation to an education and care service, includes any situation or event that poses an imminent or severe risk to the persons at the education and care service premises. Examples include flood, fire, or a situation that requires the premises to be locked-down.

**Emergencies will be alerted by use of an ALARM BELL, found on the wall outside CONCORD OSHC door.**

- **Continuous short sharp whistle blasts – indicating the EMERGENCY EVACUATION PLAN**
- **Staff will carry a whistle on the cord of each walkie talkie radio to use while outdoors**
- **Phrase “everyone inside the (hall) for “paddle pops”– indicates LOCK DOWN PLAN**

**In the event of an emergency when triple zero (000) is called, staff are to:**

- Speak slowly and clearly
- State the type of threat
- Give the following information:
  - Location – CONCORD OSHC Primary School
  - Address – Cnr Stanley St and Burwood Road  
66 Burwood Rd CONCORD OSHC NSW 2137. (Entrance via Stanley Street Gates)
  - Informant’s location – include 97010921
- State the actual location of the threat
- Give details of any injuries
- Do not hang up until address is confirmed

Emergency procedures will be developed based on information from local fire and emergency authorities and based on the current procedures followed by the School.

All staff, including relief staff, will be informed of the procedure and their specific duties as identified in their orientation to the Centre. Staff will report and take direction from the Responsible Person on Duty.



Staff will only attempt to extinguish fires if the fires are small, there is no threat to their personal safety and they feel confident enough to operate the extinguisher. The children must already have been evacuated from the room.

Staff should be aware of bush fire dangers and have appropriate training on the necessary procedures.

The NSW Fire Brigade Child Safety Unit <https://www.fire.nsw.gov.au/page.php?id=890> will be contacted for advice and training on fire safety.

### **Emergency Evacuation**

An emergency evacuation may be required for any of the following but not limited to:

- Fire
- Chemical spillage
- Bomb threat
- Flood
- Hostage situation
- Building collapse
- Gas leak

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by the Centre. A risk assessment will be prepared and reviewed annually to identify potential emergencies relevant to the service.

The approved provider of an education and care service must ensure that:

- the emergency and evacuation procedures are rehearsed at minimum once every 3 months by the staff members, volunteers and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal; and
- the rehearsals of the emergency and evacuation procedures are documented.

Evacuation rehearsals (drills) will be conducted every three months, more regularly when there are new children attending the Service and will be conducted during different service types (i.e., both before and after school care sessions) allowing all children and all staff to be involved.

Prior to an Emergency Evacuation drill, Educators will discuss with children the reasons for practicing the drill and clear instructions as to what to listen out for and the Evacuation Path.

Following each drill, a record will be made including the date, time, and length of time it took to leave building. Children's comments as to how the drill may be improved will be welcomed. Recommendations for improvements from staff can also be included in the record. Such documentation will be kept for a minimum of 2 years.



Parents will be informed of the procedure and assembly points in the Family Handbook.

The evacuation plan will include:

- Routes on leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- Plan of where the fire extinguishers are located displayed in a public place
- A safe assembly point away from access of emergency services
- An alternative assembly point in case the first one becomes unsafe
- List of items to be collected and by whom
- List of current emergency numbers
- Educator duties in the emergency

Educators will be nominated to:

- Make the announcement to evacuate, identifying where and how
- Collect children's attendance records, staff sign in records and parents contact numbers
- Collect emergency services numbers
- Make the phone call to '000' or another appropriate service. Management Committee and parents as required.
- Collect the First Aid Kit
- Check that the building, toilets, all alternate rooms, and the playground are empty and that all the doors and windows are closed as securely as possible to reduce the spread of fire
- Supervise the children at the assembly area and take a roll call of the children, staff, and visitors
- Notify parents by SMS when it is safe to do so.

No child or staff member are to go to their lockers or bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.

The nominated supervisor will maintain a fire blanket and smoke detectors and have these maintained regularly as per manufacturer's instructions. Fire extinguishers will be installed and maintained in line with Australian Standard 2444.

### **Evacuation Procedure at CONCORD OSHC**

In the event of an emergency, educators will use the alarm bell, A whistle will be carried by the responsible person on shift at all times while outdoors.

The Responsible Person on duty will:

- Call '000'
- Take room key and roll, enrolment register with contact numbers and mobile phone
- Take First Aid Kit and emergency medication
- Lock the Centre



Other staff on duty will:

- Gather children from inside and outdoor play areas as quickly as possible, closing all doors and windows if safe to do so
- Check the toilets, kitchen, and corridor areas to ensure no children or staff remain in the danger area
- Ensure no children or staff attempt to collect any personal belongings or pack up games/equipment
- Walk quickly and calmly to the assembly area
- Conduct a roll call and head count of the children, and check all staff are present
- Report any missing children or staff to the Responsible Person on duty
- Notify parents by SMS when it is safe to do so.

Assembly areas:

*ASSEMBLY POINT: School Cola*

When emergency services arrive, the Responsible Person on duty will inform the Officer in charge of the nature and location of the emergency and any missing persons.

No-one should re-enter the building until the Officer in charge has advised it is safe to do so.

### **Lock down**

Centres are required to lockdown when there is a foreseeable threat of harm to staff, children or visitors caused by, but not limited to, the following:

- Bad weather
- Toxic/chemical spills
- Dangerous and/or threatening persons
- Unwanted/uninvited visitors
- Violent, intoxicated and/or drug affected persons
- Dangerous animals
- Unidentified external disturbance
- Bomb threats

### **Lockdown Procedure at CONCORD OSHC**

The educator advising of the requirement for a lockdown will notify all educators verbally either in person or by 2way radio by using the Lockdown Code Phrase.

In the event that a lockdown is required, all staff will be notified and the Responsible Person on duty will repeat the phrase “everyone inside for paddle pops”

Lockdown areas:



- Assembly point 1: CONCORD OSHC Room
- Assembly point 2: Next door to main OSHC room

In the event that the Concord OSHC room is unsafe, the Responsible Person will nominate the secondary Lockdown Zone being the room next door to OSHC. If the room next door is not appropriate the Responsible Person will determine an alternative safe zone and follow the steps below.

The Responsible Person on duty will:

- Call '000'
- Ensure all entry doors are secure and switch off all lighting.
- Keep roll, parent contact lists, First Aid Kit, medication, and mobile phone
- Conduct a roll call and headcount and account for all persons within the service

Other staff on duty will:

- Move all children into the Centre, or secondary area, if accessible, directing them to sit out of sight from the outside
- Ensure all lighting is switched off, all doors/windows and exit/entry points are secured
- Close all blinds or curtains over windows
- Encourage children to remain quiet
- Assist Responsible Person in conducting a headcount and roll call.
- Notify parents by SMS when it is safe to do so.

When emergency services arrive, the Responsible Person will inform the Officer in charge of the nature and location of the emergency and if there is anyone missing.

No-one should leave the building until the Officer in charge has said it is safe to do so.

### **Nuisance Animals**

The Centre's activities may occasionally be disrupted with snakes, dogs, cats, birds, wasps, bees, and other nuisance animals.

If this occurs, staff will direct the children to quietly and calmly leave the affected area and move them into the main room (if not affected). Close all doors and open windows if the children are inside.

Sudden screaming or shouting will frighten a snake or larger animal and it may scatter in the direction of the children.

The Responsible Person on duty will report to a pest exterminator, local council, or other appropriate body for treatment.



## **Severe storms**

For emergency assistance during storms, call the NSW SES on 132 500.

Before the storm season:

- Report any tree branches overhanging the Centre to the school
- Keep a mobile phone and torch, with fresh batteries
- Ensure the portable First Aid Kit is fully stocked
- Report any loose objects or other hazards to the school
- Keep masking tape (for glass), plastic sheeting and large garbage bags for rain protection

If a severe storm approaches:

- Listen to the local radio for information
- Shelter children
- Disconnect all electrical appliances
- Mark the roll and check that all children and staff are accounted for and under shelter
- Fill clean containers with water

When a storm strikes:

- Stay inside and shelter children clear of windows
- If necessary, cover children with foam mats, blankets, or tarpaulin under tables
- Remain calm and comfort any distressed child
- Do not use any fixed line communication during the storm

## **Power Failure**

Determine if the power failure is Centre based or covers the surrounding suburban area.

Keep the children inside if the power failure is due to fallen power lines nearby.

Contact Energy Australia for emergency service if the cause of the failure has been determined. Inform them that it is a childcare service with children in the building. This will permit them to allocate priority to their response.

Replace any mains powered phones with phones powered by the phone line.

After sundown, ensure the entry steps are lit whenever anyone needs to use them.

Keep the children calm and comfort any distressed child.

## **Bushfires**

In the event of a bushfire:



- Ring '000' if required
- Evacuate, if possible
- Listen to the radio for information
- Contact the local Emergency Service and local Police who should be able to inform you of any threat to the centre

If there is plenty of time to evacuate:

- Notify the police of the location where you are evacuating
- Take the roll, contact phone numbers, First Aid Kit, medication, radio, and plenty of drinking water with you
- Take a mobile phone and advise Emergency Services of the number
- Follow the Emergency Evacuation Procedure

Safety measures for the Centre:

- Fill buckets and basins with water
- Hose the outside of the building
- Douse nearby shrubs and grass with water
- Keep a portable radio and torch, both with fresh batteries
- Keep a fully stocked portable First Aid Kit
- Close all doors
- Listen to the radio for information
- Mark the roll and check that all children and staff are accounted for and under shelter
- Place children under tables with wet blankets on top of tables and down sides and remain there until fire has passed
- Remain calm and comfort any distressed child

## **Floods**

In the event of a flood:

- Ring '000' if required, or contact the NSW SES on 132 500 for emergency assistance
- Know your local highest ground level area
- If possible, evacuate children to higher ground and notify Emergency Services of the location to where you are evacuating
- Take a mobile phone and notify Emergency Services of the number
- Take the roll, contact phone numbers, First Aid Kit, and medication
- Take a torch, with fresh batteries
- Listen to local radio regarding flood warnings
- Turn off electricity
- Fill clean containers with water
- Close all windows and doors
- Remain calm and comfort any distressed child



- Mark roll and check that all children and staff are accounted for and under shelter

## **Earthquake**

Safety measures for the Centre:

- Contact Police and State Emergency Services to discuss an emergency plan
- Keep a mobile phone and torch, with fresh and spare batteries
- Keep a fully stocked portable first aid kit
- Know the safe areas within the Centre – under tables, against inside walls or in a corner
- Know the danger spots in the Centre – windows, mirrors, hanging objects and tall unsecured furniture
- Know how and where to turn off the electricity, gas, and water

If Earthquake begins:

- If you are indoors –
  - stay there
  - Place children under tables or take cover under internal doorframes if possible
  - Keep away from windows, tall unsecured furniture, and overhead fittings
- If you are outdoors –
  - Keep children clear of buildings, walls, power lines and trees
  - Do not stand under awnings
  - Beware of power lines
- Remain calm and comfort any distressed child
- Mark the roll and check that all children and staff are accounted for
- Check children for injuries and apply first aid as required

Watch for hazards:

- Turn off domestic appliances
- If there is damage, turn off electricity, gas, and water supplies
- Check for water leaks, broken or fallen electrical wires or sewage lines
- Check buildings for cracks and damage, including roof and foundations
- Emergency water may be obtained from water heaters, melted ice cubes and toilet cisterns
- Be prepared for after-shocks
- Evacuate if necessary
- Do not enter damaged buildings

## **Harassment and threats of violence**

If a person/s known or unknown to the service harasses or makes threats to children or staff at the Centre, or on an excursion, staff will:



- Calmly and politely inform them of Policy and ask them to leave the Centre or the vicinity of the children. Immediately go into lockdown.
- Be firm and clear and remember your primary duty is to the children in your care
- If they refuse to leave, explain that it may be necessary to call the Police to remove them
- If they still do not leave, call the Police
- If the Responsible Person on duty is unable to make the call, another staff member should be directed to do so
- No staff member is to try to physically remove the unwelcome person, but try to remain calm and keep the person as far as possible from the group while waiting for the Police

If a non-custodial parent is on the premises and poses a threat to staff or children:

- Where verbal or physical threats are made, staff must endeavour to protect the majority from harm
- Usually, a non-custodial parent does not intend harming his/her own child but if the parent persists, release child if necessary
- Every effort should be made to contact the custodial parent, Police and Department of Communities and Justice as soon as possible

Staff should be aware of any unfamiliar person on the premises and find out intentions as quickly as possible and try to contain them outside the Centre.

### **Emergency involving an Educator**

In the case of an emergency/incident incapacitating an educator, senior students (years 5 or 6 only) will be asked for their cooperation in alerting other educators.

Educators will give instructions to the students to move their peers away from the Educator while they are waiting for another educator to arrive and assist.

Senior students are to assemble other children away from the emergency and wait for further instruction from the Responsible Person or other educators.

Children will be brought back to the centre once another Educator has arrived to assist.

Apply First Aid, if applicable.

If necessary, contact '000'.

### **Sources**

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- NSW State Emergency Services
- Work Health and Safety Regulation 2011



- Children and Young Persons (Care and Protection) Act 1998
- Network of Community Activities fact sheet – Risk Assessment and Management
- National Standards Section 2.12 (Emergency Procedures/Fire Drills)
- CONCORD OSHC Public School Emergency Procedures

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