

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 and young people feel safe, secure, and supported
LO. 3	Children and young people become strong in their social, emotional and mental wellbeing
LO. 4	Children and young people develop a range of learning and thinking skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching, and investigating
	Children and young people 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, Safety and Environment
- CONCORD OSHC Policy D-33: Legal Responsibilities and WHS Information
- CONCORD OSHC Policy D-34: Hazard Identification, Risk Assessment and Control
- 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.

Management has the responsibility to:

- Ensure there is an Evacuation Plan showing the evacuation routes proposed to be used in an evacuation devised for all areas of the workplace and that it is clearly displayed in the appropriate areas
- Ensure there is a response plan for all foreseeable emergencies and that staff are trained in appropriate response
- Ensure staff are appropriately trained in all emergency procedures including evacuation procedures and use of fire extinguishers if necessary
- Ensure evacuation drills occur and are evaluated every 3 months
- Nominate and provide training for fire wardens
- Ensure procedures are in place to manage the risk of other emergencies not requiring evacuation
- Ensure emergency training is included in staff induction
- Review the risk assessment at least once every 12 months, or as soon as practicable after becoming aware of any circumstances that may affect the safe evacuation of children.
- Update the emergency procedures policy if the risk assessment outcomes require changes to policy

Staff have the responsibility to:

- Must make themselves aware of the procedures
- Ensure that in the event of an emergency, they are capable of following the site-specific procedures

Emergencies will be alerted by use of an alarm.

- **Continuous short sharp whistle blasts – indicating the EMERGENCY EVACUATION PLAN**
- **Staff will carry a walkie talkie radio to use while outdoors**
- **Phrase “everyone inside the (hall) for “chocolate ice-cream”– 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 at Concord Public School
 - Address – Cnr Stanley St and Burwood Road
66 Burwood Rd CONCORD NSW 2137. (Entrance via Stanley Street Gates)
 - Informant’s location – include 0449734922
- 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.

Fire and Rescue NSW will be contacted for advice and training on fire safety and emergency plans.

Emergency Evacuation

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

- Fire
- Hazardous material spills, gas leak etc.
- Bomb threat
- Flood
- Hostage situation
- Building collapse
- Motor Vehicle Accident

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by the Centre. They include a floor plan of the Centre and locations of First Aid Kits, fire exits, extinguishers, hose reels and fire blankets together with emergency contact numbers and instructions.

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 and Vacation 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 the 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
- List of items to be collected and by whom
- List of current emergency numbers
- Staff Member duties in an emergency

Staff Members 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, the educator who becomes aware of the emergency will use the alarm. If the emergency is located outside, a whistle will be used to alert staff and children to the emergency. A whistle will be carried by each staff member at all times while outdoors.

The Responsible Person on duty will:

- Call '000'
- Take room key and mobile phone, allowing access to the roll and contact phone numbers for Parents / Guardians and emergency contacts
- Take First Aid Kit and emergency medication

Other staff on duty will:

- Gather children from inside and outdoor play areas and assist non-ambulatory children as quickly as possible, closing all doors and windows if safe to do so, in order to contain any fire or smoke
- 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, who will report missing person(s) to the Police / Fire Services
- Notify parents by SMS when it is safe to do so.

ASSEMBLY POINT: Grass area alongside Burwood Road

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 chocolate ice cream”

Lockdown areas:

- Assembly point 1: Inside the hall, sitting on the ramp behind the stage

If the hall 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, if accessible, directing them to sit on the ramp behind the stage
- Ensure all lighting is switched off, all doors/windows and exit/entry points are secured
- 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 hall (if not affected). Close all doors and open windows if the children are inside and it is appropriate to do so.

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

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

This procedure addresses the risk of a verbal/physical attack, dealing with aggressive people (aggrieved or even substance affected parent, guardian).

Responsibilities

Management has the responsibility to:

- Ensure a risk assessment has been undertaken in consultation with staff to determine the likely risk of any potentially violent situations
- Ensure the most effective control methods are put in place to minimize the risk
- Provide relevant training to staff
- Provide access to counselling services to address the potential of staff stress that may occur following an incident at the Centre

Staff have the responsibility to:

- To understand and act on the procedures established
- Following an incident, request access to counselling services if required

A risk assessment to determine the likelihood of a violent situation will be carried out.

The risk assessment will take into account the following factors as a minimum:

- Geographical location
- Surrounding geographical area and access / exit routes
- The Services hours
- Value held at the Service – cash, staff belongings
- Any history at the Service or in the area

In assessing risk, it is advisable to contact local Police for their advice and assistance in establishing preventative control measures. Other control measures that will be considered include the layout of the centre, and security systems.

All staff should be made aware of the risk assessment, including control measures, at induction training and be asked the following questions post the training taking place:

- Are you aware of non-violent responses to threatening situations?
- Do you know what to do in the event of threats to staff / the Centre?
- Do you know how to raise the alarm and how to operate security equipment?
- Are you aware of the Centre's opening and closing procedure?
- Are you trained in post-incident responses, pre-incident preparedness, and prevention measures and deterrents?

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:

- Not become confrontational. If they are argumentative; staff will not antagonise.
- 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 remembering their primary duty is to the children in their care
- Observe the person closely, taking note of clothing, method of travel
- Take note of whether the threats are verbal or physical
- 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 on 000
- 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
- Immediately after the incident write down as much as they can remember of the episode on an incident report.

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.

Chemical Spills

- Safety data sheets (SDS) are obtained for all chemicals on the premises and the instructions contained in these relating to storage, dilution, first aid and spills is noted and followed
- SDS are retained in close proximity to the chemical storage and / or usage area
- Where spill kits are required, these have been obtained and staff instructed in their use

Response to Telephone Bomb Threats

Response to possible bomb threat should be included in induction training together with fire response and emergency evacuation procedures.

Instructions should include the following principles

- Keep the person on the phone - ask "When", "Where", "What", and "Why"
- After the call, do not hang up the phone unless you must call for help
- Call Police on 000 immediately (during the call if possible)
- Notify your Responsible Person on Duty and follow his / her guidance
- Do not touch or move any suspicious package
- Above all, remain calm and avoid creating a panic
- All staff are offered access to counselling services after the event

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 2017
 - ch.3 pt.3.2 div.4 s.43 (duty to prepare, maintain and implement an emergency plan)
- 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 Public School Emergency Procedures
- Standard AS 3745-2010 – planning for emergencies in facilities
- Standard ISO/TS 11602-2:2010 – fire protection - portable and wheeled fire extinguishers - Part 2: Inspection and maintenance
- Standard AS 1851 – maintenance of fire protection systems and equipment
- Standard AS 2293.1-2005 – emergency escape lighting and exit signs
- Standard AS 2444-2001 – portable fire extinguishers and fire blankets - Selection and location
- NQF Review: Providing a child safe environment

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