

	Procedure	
	People – Work Health and Safety	
	Emergency Preparedness	WHS-PRO-4.06-01

Rationale

SDN utilises a risk management framework to identify, assess, control and mitigate risks and hazards of emergency situations. SDN is committed to early intervention to reduce and minimise the likelihood of an emergency situation arising. In the event of an emergency situation, the safety and wellbeing of all SDN Board members, staff members, children, families, students, volunteers, contractors and visitors to SDN services are paramount.

Scope

This procedure applies to the emergency evacuation of staff, children and visitors in attendance at SDN Children’s Education and Care Centres.

Key Terms

Approved Provider

SDN Children’s Services (responsible for the management and control of the service)

Nominated Supervisor

A person who is a certified supervisor, who is nominated by SDN and has agreed to be in day to day charge of the service.

Responsible Person

A person with management or control of the service who may be:

- the nominated supervisor of the service
- a certified supervisor who has been placed in day to day charge of the service.

Educator

A person who works directly with children and is included in the educator-to-child ratio, and whose primary function is to plan and implement programs that support children’s wellbeing, development and learning.

Staff

An individual employed, appointed or engaged to work in or as part of SDN service to educate and care for children.

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Volunteer

A person who assists in the provision of service but is not employed or engaged for remuneration in relation to that assistance.

Student

An individual currently undertaking study through a TAFE, University or Private Training Institution who are placed in the SDN centre for practice.

Lock Down

Occurs when there is any external threat such as civil disorder, unauthorised entry, dangerous persons, inclement weather, demonstration, and siege.

Duress alarm

An alarm which is located in each play/meeting room and will be used for major incidents such as:

- a child, staff or parent is seriously injured or requires urgent medical attention, and staff require assistance
- staff to get assistance to manage the risk of the child hurting themselves, other children and/or staff if the child is displaying behaviours of concern.

Responsibilities

Approved Provider and Nominated Supervisor

Risk management approach to emergency and evacuation situations

- work together with staff to identify potential emergency and evacuation situations that may arise at a specific service to identify all risks associated with such situations. Risk assessments will be attached to this policy and reviewed at least on an annual basis
- work together with staff to develop procedures to manage all risks associated with emergency and evacuation situations
- ensure the development of an emergency evacuation floor plan
- ensure Emergency Evacuation Floor Plans and Emergency Evacuation Procedures are signed off by Property Manager
- ensure that emergency procedures in collaboration with stakeholders and subject matter experts (*adapted from the Safe Work Australia Managing the Work Environment and Facilities: Code of Practice [2011]*):
 - include the following:
 - an effective response to an emergency
 - evacuation procedures
 - notification of emergency services at the earliest opportunity

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- medical treatment and assistance
- effective communication between the Nominated Supervisor or responsible person on duty and all persons at the service.
- clearly explain how to respond in various types of emergency, including how to evacuate children, staff and families from the service in a controlled manner
- address the following, where relevant:
 - allocation of roles and responsibilities for specific actions in an emergency to persons with appropriate skills, for example appointment of area wardens
 - clear lines of communication between the person authorised to co-ordinate the emergency response and all persons at the service
 - the activation of alarms and alerting staff, children and families
 - the safety of all the people who may be at the service in an emergency, including visitors and tradespeople and children who will require special assistance to evacuate
 - specific procedures for critical functions such as a power shut-off
 - identification of safe places
 - potential traffic restrictions
 - distribution and display of a site plan that illustrates the location of fire protection equipment, emergency exits and assembly points
 - the distribution of emergency phone numbers, including out-of-hours contact numbers
 - access for emergency services (such as ambulances) and their ability to get close to the service
 - regular evacuation practice drills
 - the use and maintenance of equipment required to deal with specific types of emergencies (for example, spill kits, fire extinguishers, early warning systems such as fixed gas monitors or smoke detectors and automatic response systems such as sprinklers) and
 - regular review of procedures and training.
- must be tested with the emergency plan in which they are contained.
- ensure that all educators and staff must be instructed and trained in the procedures on an annual review basis
- ensure educators and staff have ready access to an operating telephone or similar means of communication and that emergency telephone numbers are displayed near telephones
- ensure educators and staff have ready access to emergency equipment such as fire extinguishers and fire blankets, and that staff are adequately trained in their use
- ensure that emergency equipment is tested as recommended by recognised authorities

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- ensure that up to date portable emergency contact lists are held in each room within the centre and that evacuation procedures include the carrying of this list by a staff member at the evacuation point.

Communication and display of emergency and evacuation procedure

- ensure the emergency evacuation procedure and floor plan are displayed in a prominent position near each exit and that all staff are aware of these
- ensure that all staff are trained in the emergency evacuation procedures
- ensure that all staff are aware of emergency evacuation points
- ensure that families are regularly reminded of the emergency procedures in place at the service.

Scheduled and spontaneous rehearsals of responses to emergency situations

- provide staff and educators with specific procedures around all potential emergency situations
- ensure that evacuation procedures are in accordance with the evacuation floor plan
- ensure that rehearsals of evacuation procedures are regularly scheduled, every three months as a minimum, and that the schedule maximises the number of children and staff participating in the rehearsal
- ensure that staff are aware of when scheduled emergency evacuation drills are to take place
- ensure that spontaneous rehearsals also take place to ensure staff participate in the simulation of an unplanned, emergency evacuation events; and
- provide staff with evaluation/feedback forms after each scheduled and spontaneous rehearsal to assist in refining their risk management procedures around the safe evacuation of staff and children.

Documentation and record keeping

- ensure all scheduled, spontaneous and actual evacuations are documented and reviewed
- ensure all staff are provided with feedback forms after each evacuation
- ensure all emergency contact lists remain current.

Educators and Staff

Risk management approach to emergency and evacuation situations

- assist the Nominated Supervisor in identifying risks and potential emergency situations
- assist the Nominated Supervisor in developing procedures to lessen the risks associated with emergency evacuations
- ensure they are aware of the placement of operating communications equipment and emergency equipment, and are confident in their ability to operate them.

Communication and display of emergency and evacuation procedure

- contribute to the development of emergency and evacuation procedures

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- ensure they are aware of the emergency evacuation procedures
- ensure the emergency evacuation procedures and floor plan are displayed.

Scheduled and spontaneous rehearsals of responses to emergency situations

- be aware of upcoming scheduled emergency evacuations, and be ready in the event of a spontaneous simulated evacuation
- provide children with learning opportunities about emergency evacuation procedures
- be alert to the immediate needs of all children throughout the scheduled and spontaneous evacuation drills.

Lock Down

Nominated Supervisor will:

- alert SDN staff, families and visitors and initiate the emergency Lock down by announcing “This is a Lock Down, remain in your room (or make way to your room), stay low, and keep calm and quiet
- advise SDN staff, families and visitors that they must not leave the building until Emergency Services have arrived and contained the situation
- call 000 and alert the Police or other emergency service, if required.
- give instructions to staff, families and visitors as instructed by emergency services
- ensure all children are accounted for
- in the event of dangerous person, talk with the intruder via the intercom to calm them. If they have entered the building advise staff to lock themselves and the children in a room
- advise all staff, families and visitors that they have the “All Clear Signal” when the external threat is over
- implement a practice lock down every 3 monthly to ensure all staff, children and visitors are aware of the Lock Down process.

Staff will:

- upon witnessing an event or issue will alert the Nominated Supervisor or the Responsible Person and in the event of a dangerous persons will attempt to diffuse any anger and calm their frustration
- avoid any physical confrontation whenever possible and will not risk injury or attack in protecting SDN property.
- listen for instructions from the Nominated Supervisor
- move the children to an area where there are no windows (middle of rooms or bathrooms) and the lock themselves in the room
- where possible, children will remain down low and out of sight during the lockdown period
- turn out lights and keep below window levels

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- if children are outdoors, bring the children inside as quickly as possible
- confirm attendance using QikKids Kiosk to ensure all children are present. If there is a need to access data using QikKids Kiosk tablets during an emergency or drill out of the Centre premises, the person in charge needs collect the designated QikKids Kiosk tablet and mobile Wi-Fi device available at the Centre. This equipment should be kept charged all the time. QikKids Kiosk can be accessed by any device connected to internet. Staff may use the devices available in each room to access the system and do a head-count
- report any children missing to the Nominated Supervisor
- remain in locked rooms until the “ALL CLEAR” signal is given from the Nominated Supervisor or Responsible Person indicating the end of the lockdown
- the Responsible Person in control of the premises will remain in the office space when possible to enable continued communication with Emergency Services and to monitor the external threat.
- avoid contact with the dangerous person
- alert other staff and advise that a Lock Down is in process.

Centre Administrator will:

- avoid physical conflict with the person(s), even if provoked
- secure essential documents, files, and paperwork
- lock doors and move to an area with the staff and children
- refer all media enquiries to SDN Head Office
- follow instructions from Nominated Supervisor or the Responsible Person, the Police and communicate to other staff as required.

Duress alarm

- when the duress alarm is activated, the Nominated Supervisor or Responsible Person will go straight to the room to assist
- any staff present in the service premises will also attend to the room to see if there help is needed. Depending on the situation, appropriate procedures should then be implemented.

Bomb Threat or Fire

1. In the event of a bomb threat, the fire warden or responsible person activates the evacuation control siren to alert children, families, staff and visitors that there is an emergency and the service needs to be evacuated. Go to step 4
2. In the event of a fire, smoke detectors signal the evacuation control siren automatically. Proceed to step 4
3. If the fire is discovered before smoke detectors sound the alarm, the person who found the fire activates the evacuation control siren to alert children, families, staff and visitors that there is an emergency and the centre needs to be evacuated. Go to next step

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4. Staff follows the emergency evacuation diagram
5. Room leaders guide children and families via nearest emergency exit route and through to the meeting point located on the diagram (end of car park)
6. Responsible person ensures that the emergency bags, designated QikKids Kiosk tablet, mobile Wi-Fi device, Sign In Sheets and mobile phone are available
7. Responsible person conducts a roll call using the QikKids Kiosk tablet, Sign in Sheets for staff and visitors to ensure that all children, staff and visitors have been evacuated and are accounted for
8. Fire Warden checks rooms to ensure that no one has been left behind if safe to do so

Severe Weather Event

- Prior to the storm, store or secure loose items external to the building, such as play equipment, furniture and rubbish bins.
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- 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.
- 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.

Earthquake

If outside

- Instruct educators, 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 their arms and hands
- HOLD on until the shaking stops.

If inside

- Instruct educators, staff and children to:
- Move away from windows, heavy objects, shelves etc.
- DROP, COVER and HOLD
- DROP to the ground.

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- 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.

Bushfire

- Determine appropriate response strategy (evacuate or shelter-in-place) in consultation with emergency services, if possible.
- If evacuation is required and time permits before you leave:
- Make sure you close all doors and windows
- Turn off power and gas.
- Check that all children, educators, staff and visitors contractors are accounted for.
- Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice.
- Ensure staff and children do not hinder emergency services or put themselves at risk by going near damaged buildings or trees.

Pandemic

If staff or child is still at SDN site, once made aware conduct the following steps;

- Responsible Person to be notified, who will in turn notify Centre Director (if Centre Director is not the responsible person)
- Isolate and supervise relevant child/employee in designated quarantine area at Centre whilst practicing social distancing requirements;
 - For children => contact parents for immediate collection of child;
 - For employee => instruct employee to go home to self-isolate, monitor symptoms and contact GP/public health unit for further guidance. Friend or family member can be called to pick up employee, provided social distancing requirements are followed;
- If condition of individual deteriorates or symptoms become more serious (e.g. breathing difficulties), 000 should be called and medical staff advised that call relates to someone who has tested positive for a pandemic virus;
- Centre Director to notify Service Leader;
- Service Leader to contact Executive team, CEO and Head of Service;
- Team around to be formed to manage regulatory notification, communications and actions;
- Implement evacuation, communication procedures and actions as directed by Executive Team and/or regulatory authorities.

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If staff member of child is not at SDN site, once made aware conduct the following steps;

- Responsible Person to be notified, who will in turn notify Centre Director (if Centre Director is not the responsible person)
- Centre Director to notify Service Leader;
- Service Leader to contact Executive team, CEO and Head of Service;
- Team around to be formed to manage regulatory notification, communications and actions;
- Implement evacuation, communication procedures and actions as directed by Executive Team and/or regulatory authorities.

Related SDN Documents

Policy

- WHS-OP-4.06: Emergency Preparedness

Relevant Legislation/Regulations

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011, regulations 97, 98 and 168 (2)(e)
 - Schedule 1: National Quality Standard, element 2.3.2, 2.3.3
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- NDIS Practice Standards and Quality Indicators
- NDIS Incident Management and Reportable Incident Rules 2018

Other References/Related Documents

- Safe Work Australia Managing the Work Environment and Facilities: Code of Practice (2011)
- Emergency Evacuation Diagram
- Emergency Management and Response Plan

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