



Emergency Management Plan 2020

Williamstown Community and Education Centre Inc.

Children's Services Licence ID: SE-00015907

Registered Training Organisation ID: 4640

Service Manager	Mark Brophy
Locations	Joan Kirner House 14 Thompson Street, Williamstown 3016 Spotswood Community House 598 Melbourne Road, Spotswood 3015
Is the service on the Bushfire At-Risk Register (BARR) – Centre-based services only	No
Is the service a designated Neighbourhood Safer Place	No
Fire District	Central
Issue Date	1 st January 2020
Last Review Date	1 st December 2019
Next Review Date	1 st December 2020

A copy of this plan has been distributed to:

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Lara Janka	Operations Coordinator, WCEC	1/1/2020	operations@wcec.com.au
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WCEC Staff	Williamstown Community & Education Centre	1/1/2020	WCEC Website www.williamstown-spotswoodcc.org.au

Contents

Purpose.....	4
Scope.....	4
In Case of Emergency.....	4
Emergency numbers and key contacts.....	5
Service Emergency Contact Information	6
Contact information	6
Communication Tree.....	6
Service Profile – Joan Kirner House.....	7
Service Profile – Spotswood Community House.....	9
Risk Assessment.....	11
Incident Management Team.....	16
Incident Management Team Responsibilities	17
Area Map for External Evacuation – Joan Kirner House.....	20
Evacuation Diagram – Joan Kirner House.....	21
Evacuation Diagram – Spotswood Community House.....	22
On-site Evacuation procedure	23
Off-site evacuation procedure	23
Lockdown procedures	24
Lockout Procedure	25
Shelter-in-place procedures	25
Emergency response procedures (specific emergencies)	26
Emergency drills / training schedule	31
Children, Students and Staff with Special Needs.....	32
Appendix A: Emergency Drill/Exercise ‘Observer’ Record.....	33
APPENDIX B: Emergency Kit Checklist	34
APPENDIX C: Post-emergency record.....	35
Appendix D: Influenza Pandemic Actions.....	36

Purpose

The purpose of this Emergency Management Plan is to provide a detailed plan of how Williamstown Community and Education Centre Inc. will prepare and respond to emergency situations.

Scope

This EMP applies to all staff, contractors, volunteers, visitors and centre users at Williamstown Community and Education Centre Inc.

In Case of Emergency

Incident occurs	CALL	000
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Identify	<u>WHO</u>	<ul style="list-style-type: none"> ✓ The number and name/s of persons involved. ✓ Name of the person reporting the emergency/critical incident.
	<u>WHAT</u>	✓ The nature of the emergency/critical incident.
	<u>WHEN</u>	✓ The time you became aware of the emergency/critical incident.
	<u>WHERE</u>	✓ The location of the emergency/critical incident and contact phone numbers if the emergency/critical incident is away from the children's service premises.

Report	<ul style="list-style-type: none"> ✓ Report serious incident to the Regulatory Authority in accordance with relevant regulatory requirements. ✓ Serious Incidents: Children's services operating under the Victorian children's services legislation see http://www.education.vic.gov.au/Documents/childhood/providers/licensing/pracnotesserioussin.pdf
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Emergency numbers and key contacts

Group		Phone Number
Police	Life-threatening or time critical emergency	000
	Non-life threatening incident	131 444
	Williamstown Police Station	9393 9555
Ambulance		000
Fire Services Authority MFB/CFA		000
State Emergency Service		132 500
DE&T Regional Department of Operations and Emergency Management	South Western Area 4334 0509 0407 861 841	
Quality Assessment and Regulation Division (QARD) Area Team	Western Metropolitan Area 7005 1801	
Hospital(s)	Williamstown Hospital – 9393 0100 Footscray Hospital – 8345 6666 Royal Children’s Hospital – 9345 5522	
Gas	AGL – 136 707	
Electricity	Jemena – 131 626	
Water Corporation	City West Water – 13 2642	
Local Government	Hobsons Bay City Council – 9932 1000	
Environment Protection Authority	9695 2722	
WorkSafe Victoria	1800 136 089	
Department of Health & Human Services (Regional Office)	Footscray – 1300 360 462	
Department of Health & Human Services- Child Protection (West Division)	1300 664 977 13 12 78 – Afters Hours Child Protection Crisis Line	

Service Emergency Contact Information

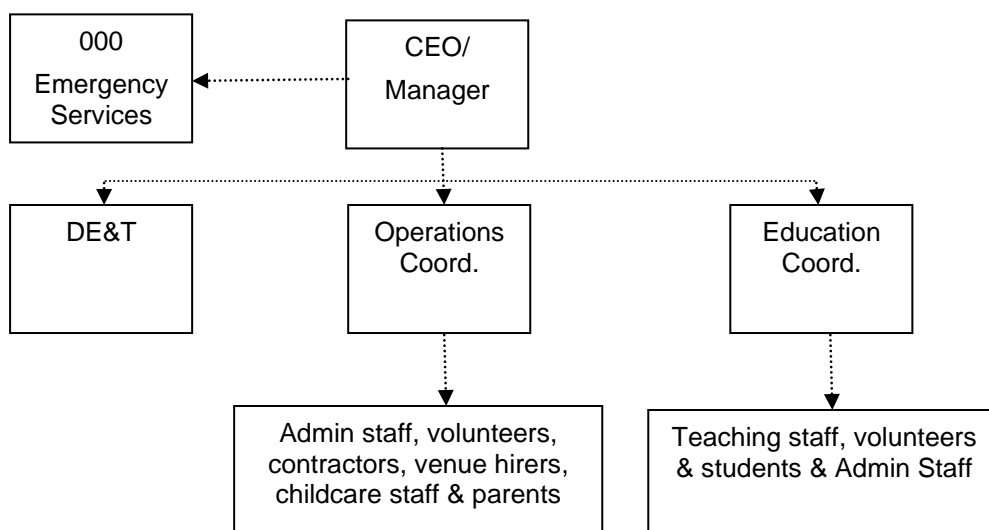
Role	Name	Phone No. (Daytime)	Phone No. (Mobile)	Phone No. (After Hours)
Director/Manager	Mark Brophy		0401 009 113	
Operations Coordinator	Lara Janka		0412 628 681	
Education Coordinator	Lynne Hewet		0402 489 153	

Contact information

Refer to below for responsible persons for contact details of CoM, staff, parents, students, contractors, venue hirers.

Contact Details For:	Responsible Person
Committee of Management	Mark Brophy
Staff	Lara Janka
Students	Lynne Hewet
Childcare Parents	Lara Janka
Contractors	Lara Janka
Venue Hirers	Lara Janka

Communication Tree



Service Profile – Joan Kirner House

SERVICE PROFILE SUMMARY	
Name of service: Williamstown Community and Education Centre Inc.	Normal Hours of Operation: Monday to Friday: 9.00am – 4.00pm After Hours Operation: Monday to Friday: 7.00am – 12.00am Saturday & Sunday: 8.00am – 12.00am
Service Address: Joan Kirner House 14 Thompson Street, Williamstown 3016	Numbers
	Children: 85 Students: 250
	Children/students/staff with disabilities:25
	Staff:16
Service Phone: 9397 6168 / 9397 7349	Email: admin@wcec.com.au
Rooms: Childcare – 1 plus 2 outdoor play areas Education/Community – 4 Administration – 3 Kitchen - 2	
After hours emergency contact No.1: Name: Mark Brophy Phone: 0401 009 113	After hours emergency contact No.2: Name: Lara Janka Phone: 0412 628 681

BUILDING INFORMATION		
Alarms		
Type	Location	Shutoff Instructions
Fire	Front of building	
Intrusion	Key pads located at front and rear doors	CODE - OK - OFF
Other	N/A	

Telephones		
Location	Type	
Administration Offices, IT Room, Staff Room and Childcare	Ericsson LG	
Utilities		
Type	Location	Shut off Instructions
Gas / Propane	Front of Building	Turn tap clockwise
Water	Front of Building - RHS	
Electricity	Main switchboard at rear entry	
Sprinkler System		
Control Valve Location	N/A	
Shutoff Instructions	N/A	
Roof Access		
Location	N/A	
Access	N/A	
On Site Hazards		
Hazard – e.g.chemical storage	Cleaning products located in staff kitchen and cleaner's cupboard in Male Toilets	

Service Profile – Spotswood Community House

SERVICE PROFILE SUMMARY	
Name of service: Williamstown Community and Education Centre Inc.	Normal Hours of Operation: Monday to Friday: 9.00am – 4.00pm After Hours Operation: Monday to Friday: 8.00am – 12.00am Saturday & Sunday: 8.00am – 12.00am
Service Address: Spotswood Community House 598 Melbourne Road 3015	Numbers
	Staff: 2 Students: 20
	Children/students/staff with disabilities: 10 Centre users: 35
Service Phone: 9397 6168 / 9397 7349	Email: admin@wcec.com.au
Rooms: Education/Community – 1 Administration – 1 Kitchen – 1 Outdoor area: 1	
After hours emergency contact No.1: Name: Mark Brophy Phone: 0401 009 113	After hours emergency contact No.2: Name: Lara Janka Phone: 0412 628 681

BUILDING INFORMATION		
Alarms		
Type	Location	Shutoff Instructions
Fire	Smoke detectors / Fire extinguisher in kitchen	
Intrusion	N/A	
Other	N/A	

Telephones		
Location	Type	
N/A	N/A	
Utilities		
Type	Location	Shut off Instructions
Gas / Propane	Front of Building	Turn tap clockwise
Water	Front of Building - RHS	
Electricity	Main switchboard	
Sprinkler System		
Control Valve Location	N/A	
Shutoff Instructions	N/A	
Roof Access		
Location	N/A	
Access	N/A	
On Site Hazards		
Hazard – e.g.chemical storage	Cleaning products located in kitchen and administration area.	

Risk Assessment

Identify Potential Threats/Hazards <small>List the hazards that could cause injury/incident</small>	Description of Risk	Current Risk Control Measures	Risk Rating <small>(refer to OHS Risk Management Procedure)</small>			Risk Control Measures <small>List the control measures required to eliminate or minimise the risk</small>
			Consequence	Likelihood	Risk Level	
Bushfires or grassfires	<p>Risk of death/injury from burns or smoke inhalation</p> <p>Risk of property damage or property loss</p> <p>Risk of psychological injury</p>	<ul style="list-style-type: none"> • Liaise with local fire services and local government to determine potential controls e.g. clearing trees, building safety etc. • Ensure Emergency Management Plan is up-to-date including identification of shelter-in-place and evacuation points. • Check CFA website, alerts during the bushfire season. • Schedule and practice emergency evacuation drills on a regular basis. • Ensure there is a business continuity plan in place. 	Severe	Rare	Medium	
Fire	<p>Risk of injury from burns or smoke inhalation</p> <p>Risk of property damage or property loss</p>	<ul style="list-style-type: none"> • Ensure fire services equipment (fire hose reels, fire extinguishers, fire blankets, hydrants) is tested and tagged as per Australian Standards. 	Major	Unlikely	Medium	

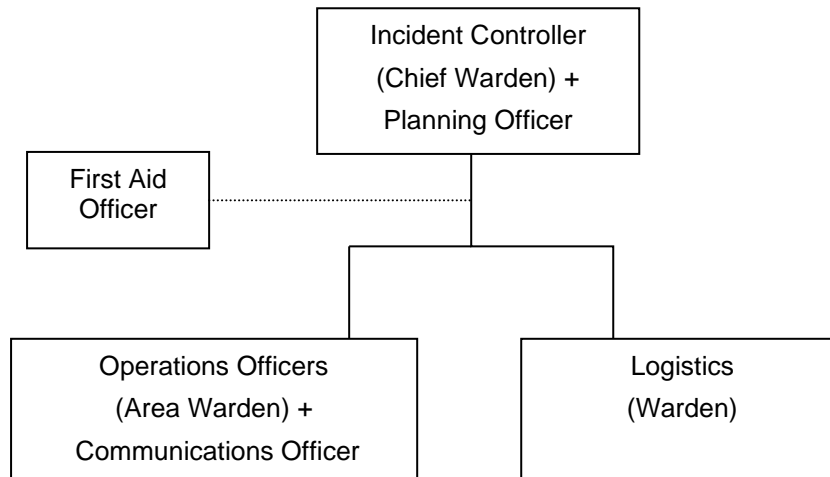
		<ul style="list-style-type: none"> • Ensure there is a fire blanket (tested and tagged to Australian Standards) available in all kitchen areas. • Ensure all electrical equipment is tested and tagged as per Australian Standards and that frayed leads, damaged equipment etc are disposed of in an appropriate manner. • Ensure there is a business continuity plan in place. 				
Severe weather, storms and flooding	<p>Risk of roof down flooding</p> <p>Risk of injury</p> <p>Risk of property damage</p>	<ul style="list-style-type: none"> • Ensure roofs/gutters/drains are clear. • Liaise with SES/local government to identify potential risks. • Develop contingency for storage of equipment/materials if necessary. • Test communications • Ensure there is a business continuity plan in place. • Complete the Flood risk identification assessment. 	Major	Possible	High	
Intruders/personal threat	Physical or psychological injury could occur to staff, children, visitors or contractors if threatened or physically assaulted by an intruder	<ul style="list-style-type: none"> • Ensure more than one staff member is on site during operating hours. • Ensure any visitors/contractors sign in through the office area when 	Moderate	Possible	Medium	

	There is a risk that property could be damaged	they first arrive on site.				
Earthquake	Risk of injury Risk of property damage or property loss	<ul style="list-style-type: none"> • Ensure EMP is up-to-date. • Training to staff and children in emergency response procedures during an earthquake e.g. drop, cover and hold. • Ensure there is a business continuity plan in place. 	Major	Unlikely	Medium	
Bomb Threat	Physical or psychological injury could occur to staff, visitors or contractors	<ul style="list-style-type: none"> • Ensure each phone has a Bomb Threat Checklist available. • Schedule and practice emergency evacuation drills on a regular basis. • Implement and follow Bomb Threat response procedure (located in EMP). 	Severe	Rare	Medium	
Vehicle/Bus Incident	Risk of death/injury	<ul style="list-style-type: none"> • Ensure drivers are provided with suitable first aid kits, reflective vests and emergency contact numbers for the vehicle. • Drivers complete a safety check prior to driving the vehicle. • Ensure drivers have a valid 	Major	Possible	High	

		<p>driver's licence.</p> <ul style="list-style-type: none"> • Drivers should check adverse weather conditions e.g. floods, bushfires (check CFA website), road closures (Vic Roads website) prior to leaving and if necessary postpone the trip. 				
<i>Pandemics and communicable diseases</i>	Risk of Health and/or Death (in extreme cases of a pandemic)	<ul style="list-style-type: none"> • Ensure relevant staff are familiar with DEECD's Pandemic Incident Response Procedures including the School Influenza Pandemic Response Plan template • Ensure basic hygiene measures are in place and posters are displayed at the beginning of flu season (April) • Ensure there is convenient access to water and liquid soap and/or alcohol-based sanitiser • Ensure staff and children are educated about covering their cough to prevent the spread of germs 	Severe	Unlikely	High	
<i>Major Medical emergency</i>	There is a risk to health and possibly death	<ul style="list-style-type: none"> • First Aid Officer is appointed and training is up-to-date. • First Aid Officers follow first aid and infection control processes. • Staff are aware of emergency 	Major	Possible	High	

		procedures.				
<i>Hazardous Substance Release: Inside and Outside Facility Grounds</i>	Exposure to certain liquids or gases may be hazardous to health	<ul style="list-style-type: none"> • Develop and implement safe work procedures for handling chemicals. • Schedule and practice emergency evacuation drills on a regular basis. • Ensure EMP is up-to-date. • Obtain Material Safety Data Sheets (MSDS) for all Dangerous Goods and Hazardous Substances on-site from the supplier or manufacturer. 	Major	Unlikely	Medium	

Incident Management Team



IMT Member	Name of staff member and contact details	Name of 'Back up' staff member and contact details
Incident Controller (Chief Warden) + Planning Officer	Mark Brophy 0401 009 113	
Operations Officers (Area Warden) + Communications Officers	Lara Janka 0412 628 681 Lynne Hewet 0402 489 153	
Logistics (Warden)	Lara Janka 0412 628 681	
First Aid Officer	Lara Janka 0412 628 681	

Incident Management Team Responsibilities

Incident Controller (Chief Warden)

Pre-emergency

- Maintain a current register of IMT members
- Replace IMT members when a position becomes vacant
- Conduct regular exercises/drills
- Ensure the emergency response procedures are kept up-to-date
- Coordinate meetings of the IMT as appropriate
- Attend training and emergency exercises, as required.

During emergency

- Attend the emergency control point
- Ascertain the nature and scope of the emergency
- Ensure the appropriate response has been actioned
- Ensure that the emergency services have been notified
- Establish communications with operations officer (area wardens)
- Initiate evacuation of affected areas if necessary
- Brief the incoming emergency services and respond to their requests.

Post-emergency

- When the incident is rendered safe or the emergency services returns control, notify the IMT members to have staff and students return to the service
- Organise a debrief with the IMT and, where appropriate, with any attending emergency service
- Compile a report for the IMT.

Communications Officer

Pre-emergency

- Ensure trained in the use of the services communication system.
- Maintain records and logbooks and make them available for emergency response.
- Ensure emergency contact details are up-to-date.
- Attend training and emergency exercises.

Emergency

- Ascertain the nature and location of the emergency.
- Confirm that emergency services have been notified.
- Notify appropriate IMT members.
- Transmit instructions and information.
- Record a log of the events that occurred during the emergency.
- Act as directed by the Incident Controller.

Post-emergency

- Collate records of events during the emergency for the debrief and ensure they are secured for future reference.

Planning Officer

Pre-emergency

- Plan for resources required.
- Attend training and emergency exercises.
- Attend meetings of the IMT as appropriate.

During emergency

- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Act as directed by the Incident Controller.

Post-emergency

- Collect and evaluate information related to development of incidents.
- Identify recovery needs and develop a recovery plan (if required).

Operations Officer (Area Warden)

Pre-emergency

- Report on deficiencies of emergency equipment.
- Ensure logistics officer (wardens) have communicated the emergency response procedures to all occupants within their nominated areas.
- Ensure that occupants are aware of the identity of their logistics officer (wardens).
- Coordinate Safety practices (e.g. clear egress paths, access to first attack equipment e.g. fire extinguishers and disposal of rubbish) by logistics officer (wardens) throughout their areas.
- Attend training and emergency exercises.
- Ensure IMT identification is available.

Emergency

On hearing the alarm or on becoming aware of an emergency, operations officer (area wardens) shall take the following actions:

- Implement the emergency response procedure for their floor or area.
- Ensure that the appropriate emergency service has been notified.
- Direct logistics officer (wardens) to check the floor or area for any abnormal situation.
- Commence evacuation if the circumstances on their floor or area warrant this.
- Communicate with the Incident Controller by whatever means available and act on instructions.
- Co-opt persons as required to assist a logistics officer (wardens) during an emergency.
- Confirm that the activities of logistics officer (wardens) have been completed and report this to the Incident Controller or a senior officer of the attending Emergency Services if the Incident Controller is not contactable.

Post-emergency

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

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 equipment e.g. fire extinguishers and disposal of rubbish).
- Attend training and emergency exercises.

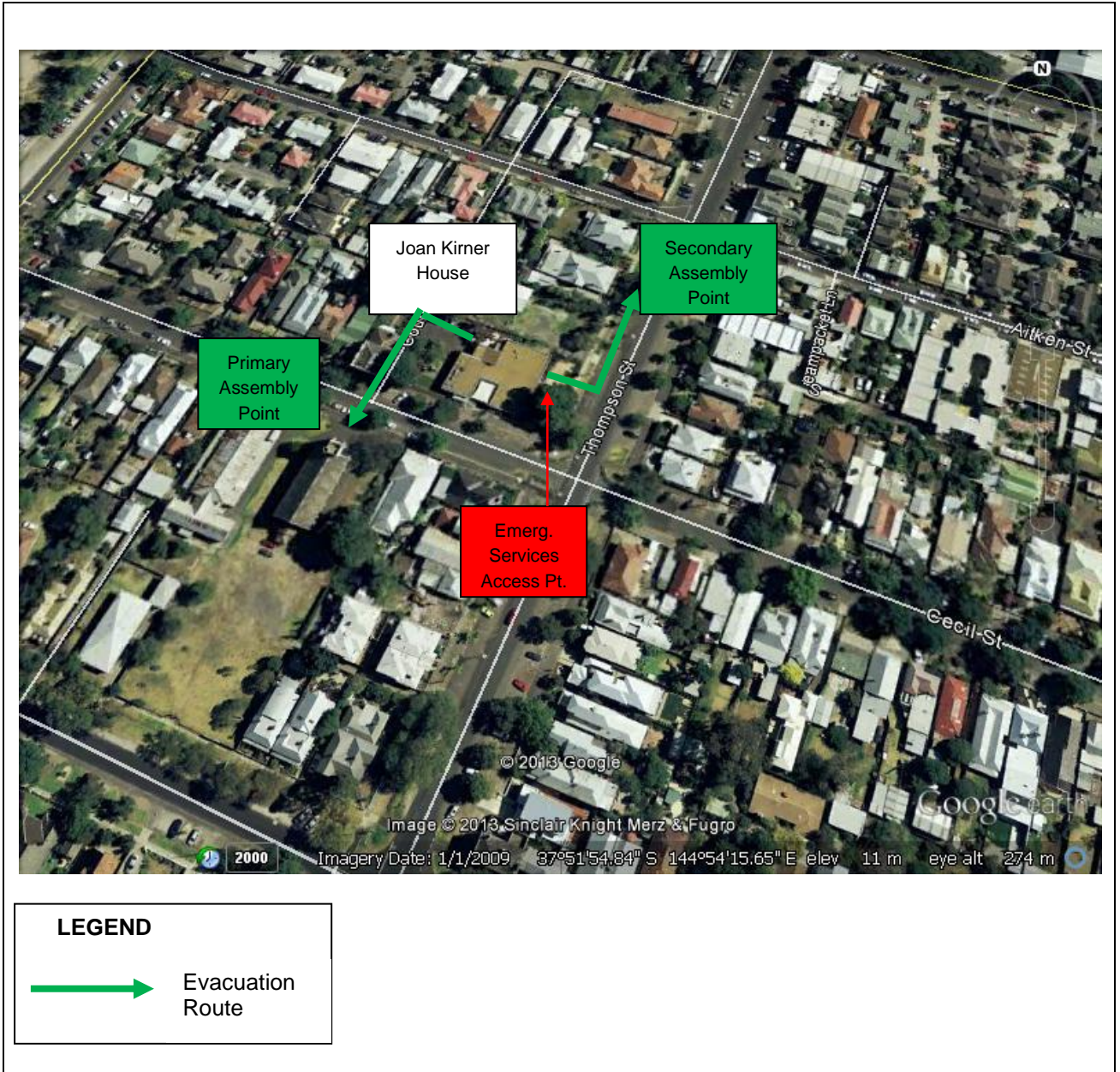
Emergency

- Persons selected as logistics officers (wardens) shall 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:
 - 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 occupants with disabilities.
 - Act as lead of groups moving to nominated assembly areas.
 - Report status of required activities to the area warden on their completion.

Post-emergency

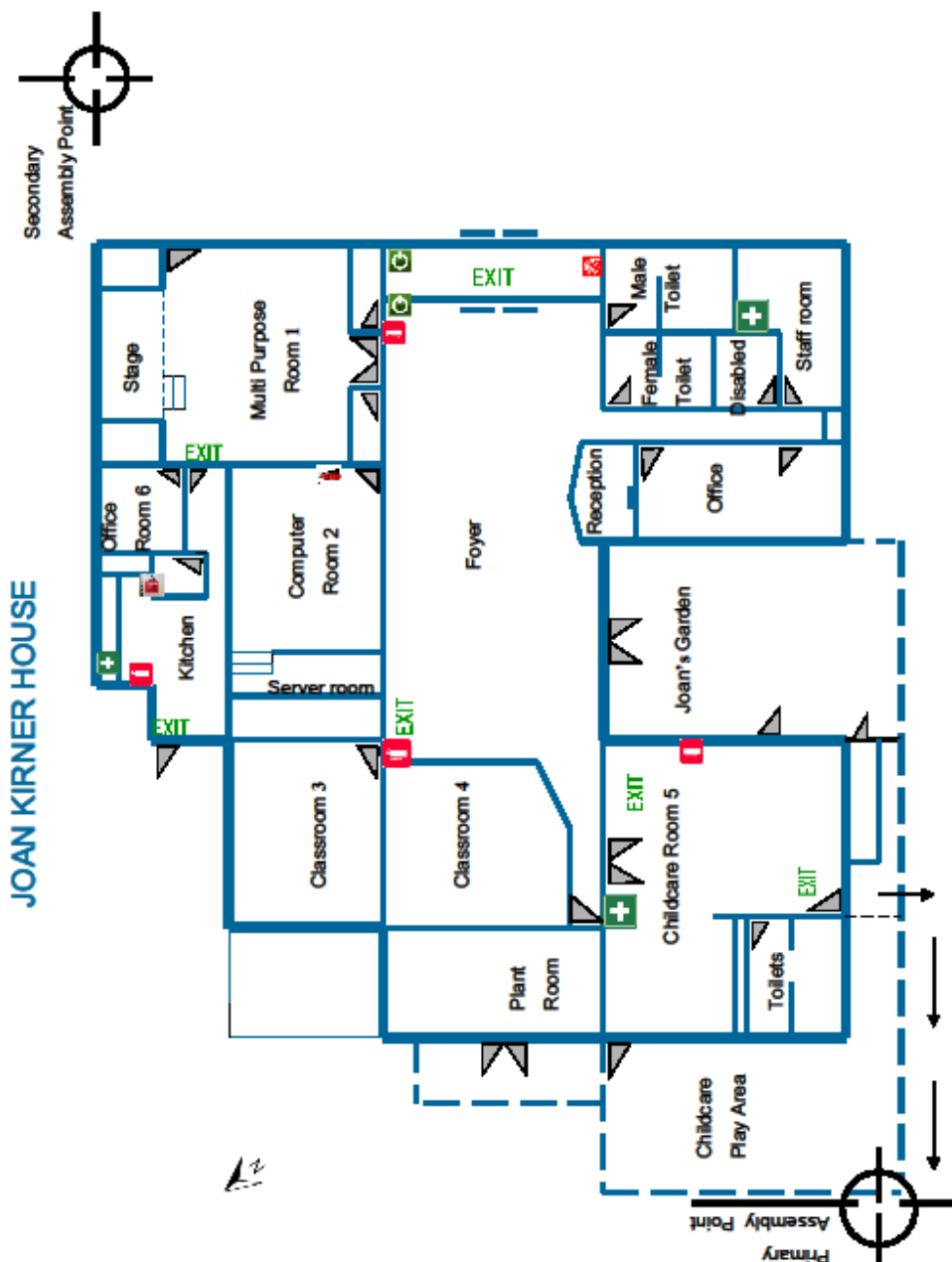
- Compile report of the actions taken during the emergency for the debrief.

Area Map for External Evacuation – Joan Kirner House



Evacuation Diagram – Joan Kirner House

emergency procedures



In an emergency, dial 000
for Police, Fire or Ambulance

Evacuation assembly points
Primary: St Andrews Church grounds.
Secondary: Footpath in Thompson St away from Centre.

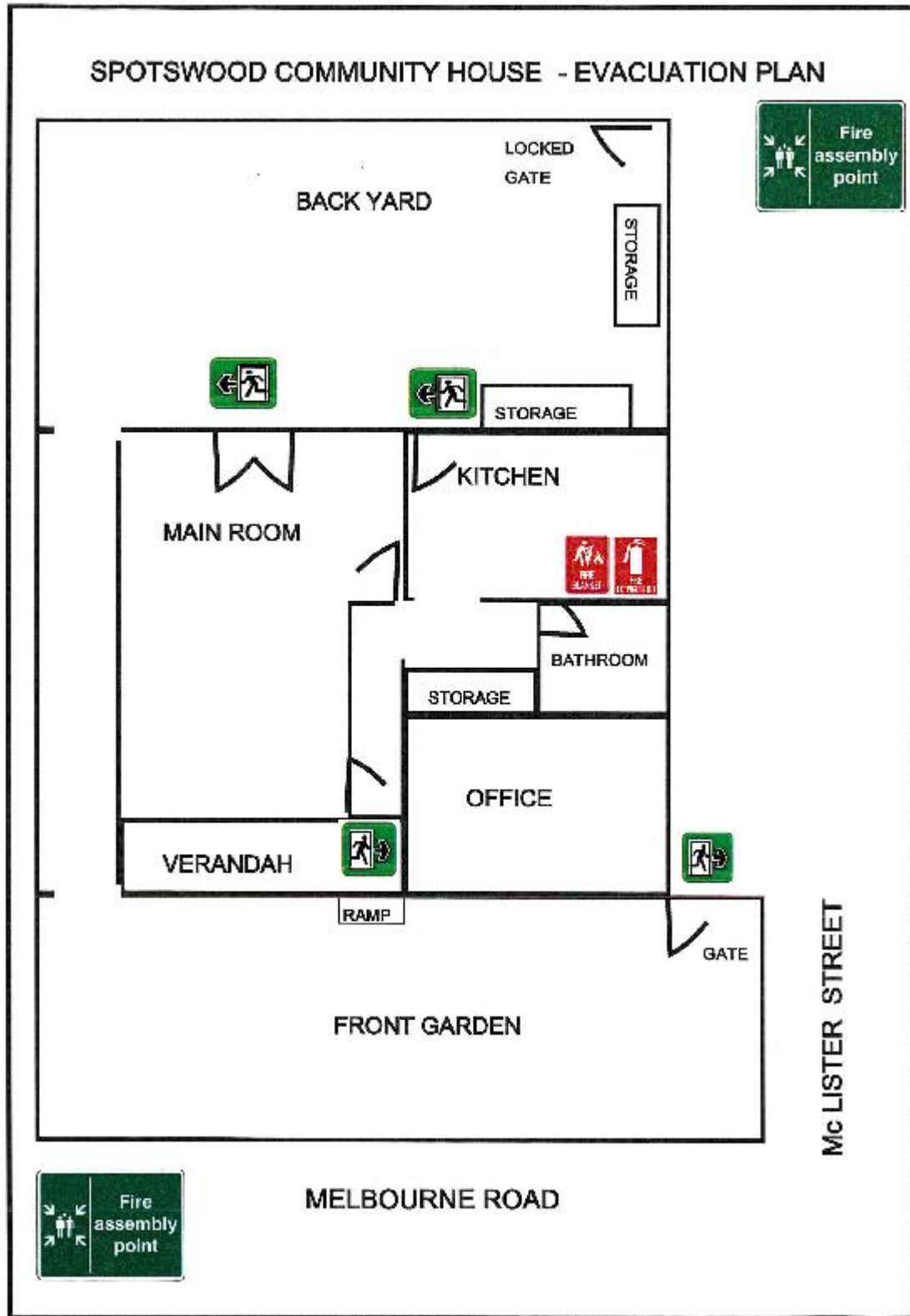
Legend

- ← Assembly area pathway
- 🚪 Press to exit
- EXIT Exit signs
- 🧯 Dry chemical fire extinguisher
- 🧯 H2O fire extinguisher
- 🧯 CO2 fire extinguisher
- 🧯 Wet chemical extinguisher
- 🚒 Fire hose/hydrant
- 🧯 Fire blanket
- 🏠 First Aid

In the event of an emergency

1. Move persons from immediate danger only if it is safe to do so.
2. Follow instructions issued by emergency wardens or staff member in charge.
3. Evacuate the building to a safe area as directed by the emergency warden.
4. Remain in the evacuation assembly point until further notice.

Evacuation Diagram – Spotswood Community House



On-site Evacuation procedure

If it is unsafe for children, students, staff, contractors and visitors to remain inside the building, the Centre will be evacuated. The Incident Controller (Chief Warden) on site will take charge and determine who does what (activate your Incident Management Team).

- Call 000.
- Inform emergency services of the nature of the emergency (e.g. “There is smoke in the building”).
- If the decision to evacuate on-site is made evacuate children, students, staff, contractors and visitors out of the building to either the rear carpark or the gravelled entrance area on Thompson Street.
- Take the children’s attendance list, teacher’s rolls, staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check all children, students, staff, contractors and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

Off-site evacuation procedure

If it is unsafe for children, students, staff, contractors and visitors to remain inside the building, the Centre will be evacuated. The Incident Controller (Chief Warden) on site will take charge and determine who does what (activate your Incident Management Team).

- Call 000.
- Inform emergency services of the nature of the emergency (e.g. “There is smoke in the building”).
- If the decision to evacuate off-site is made, determine which off-site assembly point you will evacuate children, students, staff, contractors and visitors to.
- Evacuate staff, children and visitors to the St Andrews Presbyterian Church or footpath area on Thompson Street at a safe distance from the Centre
- Take the children’s attendance list, teacher’s rolls, staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check all children, students, staff, contractors and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

Lockdown procedures

The following lockdown procedures will be used when an external and immediate danger is identified and it is determined that the children, students, staff, contractors and visitors should be secure inside the building for their own safety.

- Incident Controller activates the Incident Management Team.
- Announce the lockdown and provide instructions to staff e.g. close internal doors and windows, sit below window level or move into corridors.
- Advise Victoria Police and other appropriate emergency service agencies.
- Check that all external doors are locked.
- If available, allocate staff to be posted at locked doors to allow children, students, staff and visitors to enter if locked out.
- Divert parents from the Centre.
- Ensure a telephone line is kept free.
- Keep public address system free.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If possible, have a delegated staff member wait at the main entry to the Centre to guide Emergency Services personnel.
- Ascertain (as possible) if all children, students, staff, contractors and visitors are accounted for.
- Record some details of actions undertaken and times (use the Post-Emergency Record).
- Await de-activation advice from emergency services personnel (if appropriate).
- De-activate lockdown using predetermined de-activation signal.

Actions after lockdown

- Confirm with Emergency Service personnel that it is safe to de-activate lockdown.
- Determine whether to activate the parent re-unification process.
- Determine if there is any specific information children, students, staff, contractors and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
- Ensure any children, students, staff, contractors and visitors with medical or other needs are supported.
- Print and issue pre-prepared parent letters and give these to children to take home.
- Follow up with any children, students, staff, contractors and visitors who need support.
- Seek support from the Manager, Operations and Emergency Management at the DEECD region as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockdown and procedural changes that may be required.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet.

Lockout Procedure

The following lockout procedure will be used when an internal immediate danger is identified and it is determined that children, students, staff, contractors and visitors should be excluded from buildings for their safety.

- Incident Controller activates Incident Management Team.
- Announce 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
- Contact emergency services.
- Go to the designated assembly area.
- Check that children, students, staff, contractors and visitors are all accounted for.

Actions after lockout

- Determine whether to activate the parent re-unification process.
- Determine if there is any specific information children, students, staff and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
- Ensure any children, students, staff, contractors and visitors with medical or other needs are supported.
- Follow up with any children, students, staff, contractors and visitors who need support.
- Seek support from the regions Manager, Operations and Emergency Management as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet.

Shelter-in-place procedures

The following shelter-in-place procedure will be considered when an event takes place outside of the Centre and emergency services determine the safest course of action is to keep children, students, staff, contractors and visitors inside a designated room in the Centre until the external event is handled.

If a shelter-in-place action is determined:

- Incident Controller activates the Incident Management Team.
- Move all children, students, 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.

- Seek support from the Manager, Operations and Emergency Management at the DEECD region.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet.

Emergency response procedures (specific emergencies)

FIRE

- Report the outbreak of fire immediately to the Incident Controller (Chief Warden).
- Remain calm and activate the fire alarm.
- Phone **000** to notify the fire brigade.
- Extinguish the fire (**only if safe to do so**).
- If threat exists evacuate the room/s to the St Andrews Presbyterian Church or footpath area on Thompson Street at a safe distance from the Centre, closing all doors and windows.
- Check that all areas have been cleared and notify the Incident Controller.
- Check children, students, staff, contractors and visitors are accounted for.

BUSHFIRES/GRASS FIRES

- Identify which buildings need to be evacuated in the case of a fire.
- Phone **000** to notify the Fire Brigade.
- If threat exists decide appropriate action e.g. move to shelter-in-place or evacuate the room/s, closing all doors and windows.
- Turn off power and gas.
- Check that all children, students, staff, contractors and visitors are accounted for.
- Listen to local radio or TV on battery-powered sets for bushfire/weather warnings and advice.
- Ensure children, students, staff, contractors and visitors do not hinder Emergency Services or put themselves at risk by going near damaged buildings or trees.
- Contact the region for advice and support, as appropriate.
- Direct all Media enquiries to DEECD Media Unit on 9637 2871.

SEVERE WEATHER /STORMS AND FLOODING

- Store or secure loose items external to the building, such as outdoor furniture.
- Secure windows (close curtains & 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 keep away from windows.
- Restrict the use of telephone landlines to emergency calls only.
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
- Report to the Incident Controller (Chief Warden) regarding the status of children, students, staff, contractors and visitors safety.

- Direct all media enquiries to DEECD Media Unit on 9637 2871.

PANDEMIC

- Be aware of DEECD Pandemic Incident Response Procedures (the Influenza Pandemic Actions at Appendix D)
- 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 children, students, staff, contractors and visitors about covering their cough to prevent the spread of germs
- Stay alert and follow the instructions of DEECD and the Department of Health (including the Chief Health Officer)
- Direct all media enquiries to DEECD Media Unit on 9637 2871
- Be prepared for multiple waves

BOMB/CHEMICAL THREAT

- 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 services 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.

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?	
Where are you going?	
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?	

CHARACTERISTICS OF THE CALLER	
Sex 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	

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 NOISE	
<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)

EXACT WORDING OF THREAT

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ACTIONS

REPORT CALL TO:	
ACTIONS:	

MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)

- Notify the Incident Controller (Chief Warden).
- Call the Fire Brigade by dialling 000.
- Turn off gas supply.
- If it's a gas leak onsite, notify your gas provider(number can be found on the emergency numbers and key contacts page).
- Evacuate children, students, staff, contractors and visitors to St Andrews Presbyterian Church or the footpath area on Thompson Street at a safe distance from the Centre.
- Check children, students, staff, contractors and visitors are accounted for.
- Contact the region for advice and support, as appropriate.
- Direct all media enquiries to the DEECDs Media Unit on 9637 2871.
- Await 'all clear' or further advice before resuming normal Centre activities.

INTERNAL EMISSION/SPILL (e.g. cleaners storeroom)

- Move children, students, staff, contractors and visitors away from the spill to a safe area.
- If safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure/Practice (procedures including OHS Service Policy).
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to deal with.
- Notify WorkSafe Victoria if required (refer to Notifiable Incidents to WorkSafe Flowchart).

EARTHQUAKE

- Don't panic.

If outside

Instruct children, students, staff, contractors and visitors 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

Instruct children, students, staff, contractors and visitors 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

- 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 others if you can.
- Report the status of children, students, staff, contractors and visitors safety to the Incident Controller (Chief Warden).
- Tune in to ABC radio if you can and follow any emergency instructions.
- If there is damage to the facility it is OK to do so, you may take notes and photographs for insurance purposes.

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.
- Notify the Incident Controller (Chief Warden).
- Notify the ambulance by dialling '000'.
- Designate someone to meet and direct the ambulance to the location of the casualty.
- Try not to leave the casualty alone unless emergency help arrives.
- Do not move the casualty unless exposed to a life threatening situation.

INTRUDER/PERSONAL THREAT

- Notify the Incident Controller (Chief Warden).
- Notify the police by dialling '000' and requesting assistance.
- 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.
- Determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.

Emergency drills / training schedule

Quarter	Training Event	Person Responsible	Date(s) completed
Term 1	Updated Emergency Management Plan available to staff, volunteers, centre users	Mark Brophy	
Term 2	First aid Training Childcare Emergency Evacuation	Mark Brophy	
Term 3	Centre Emergency Evacuation	Mark Brophy	
Term 4	Childcare Emergency Evacuation	Mark Brophy	



Children, Students and Staff with Special Needs

Information of a sensitive medical nature should be retained by the children’s service for internal use only and not be distributed. Sensitive medical details of staff members and children should be removed from the copy of the EMP you return to your regional office.

First name	Last Name	Staff, student or child?	Room / Area	Condition	Assistance Needed During an Emergency / Evacuation	Who Will be responsible ?

Appendix A: Emergency Drill/Exercise 'Observer' Record

Item	Yes	No
	✓	✓
Were emergency services briefed on exercise prior to exercise being started?		
Did the person discovering the emergency alert the other occupants?		
Was the alarm activated?		
Was the emergency service notified promptly?		
Was Security Services Unit notified promptly (if appropriate)?		
Did staff direct persons from the building/site per the evacuation procedures?		
Were isolated areas searched?		
Was the evacuation logical and methodical?		
Did someone take charge? If yes, who?		
Did occupants act as per instructions?		
Was a roll call conducted for:		
Children		
Staff		
Visitors (including contractors and volunteers)		
Was someone appointed to liaise with the emergency service/s?		
Was someone appointed to liaise with the parents/community?		
Was the emergency service given the correct information?		
Did anyone re-enter the premises before the "all clear" was given?		
Did anyone refuse to leave the building/site?		
Area of Emergency plan tested by current exercise:		

APPENDIX B: Emergency Kit Checklist

Have you:	✓
Children's sign-in sheet, Teacher's Rolls & Student Contact Sheets	
Children, students and staff with special needs list	
Enrolment records including authorisations and parent contacts	
Staff Data	
SMS Direct Login Details	
List of staff with emergency management or training skills	
Traffic safety vest and/or tabards	
Keys	
Standard portable first aid kit	
A charged mobile phone	
Torch with replacement batteries (or wind up torch)	
A megaphone	
Portable battery powered radio	
Bottled water	
Portable non-perishable snacks such as sultanas, dried fruits, energy bars	
Copy of facility site plan and evacuation routes	
Sunscreen and spare sunhats	
Whistle	
Plastic garbage bags and ties	
Toiletry supplies e.g. nappies/wipes	
Other	

APPENDIX C: Post-emergency record

Facility	
Date	
Time Of Notification	
Name Of Person Taking The Call	
Position	
Name Of Person Reporting The Incident	
Contact Telephone Number	
Details	
Immediate Action	<p>Incident Controller notified: YES / NO Time _____</p> <p>Other staff notified: YES / NO Time _____</p> <p>Emergency Services notified: YES / NO Time _____</p> <p>Region and ESMU notified: YES / NO Time _____</p>
Major Activities	
Issues	<p>Operational Debriefing Required: YES / NO Date/Time: _____</p> <p>Person Responsible to organise: _____</p> <p>Confirmation of Operational Briefing: Date/Time: _____</p> <p>Issues for Follow up action:</p>
Signature	
Date	

Appendix D: Influenza Pandemic Actions

For more detail, refer to DEECD Pandemic Incident Response Procedures

STAGE 1: PREPAREDNESS AND STAGE 2: STANDBY

Remain alert to the risks of an influenza pandemic; Prepare to commence enhanced arrangements and increased vigilance for case detection.

Response category	Actions	Comments
Emergency management plan preparation	<ul style="list-style-type: none"> • In April, ensure emergency management plans (including emergency numbers and key contacts) are up to date and pandemic planning arrangements are included • Ensure contact lists of staff, students, families, local services – Department of Health, Department of Human Services, Local Government Emergency Management Coordinators are up to date • Ensure your call tree of key staff is circulated along with nominated school Incident Management Team members • Prepare to enact pandemic response section of emergency management plan with stakeholders and prepare to activate Incident Management Team • Identify minimum requirements and key staff for continued operations (including planning for the absence of the director) 	
Hygiene measures	<ul style="list-style-type: none"> • Promote basic hygiene measures • Review cleaning procedures and determine whether frequency or other processes should change • Communicate the risk of influenza and how to identify cases of possible influenza based on the current up to date case definition by the Chief Health Officer, Department of Health 	

Communications	<ul style="list-style-type: none"> • In April, ensure hygiene information is displayed (refer to Staying Healthy in Childcare (2005)) • In May, consider providing information sessions for staff and parents about: <ul style="list-style-type: none"> ○ pandemic influenza symptoms ○ preferred hygienic practices ○ vulnerable children • Communicate status/situation, personal hygiene measures, containment measures (if necessary), availability of vaccinations etc to staff and parents/carers as appropriate (especially those people/families at a greater risk of infection) • School Nursing Program nurses may assist with information dissemination • Direct any media queries to the DEECD media unit on 9637 2871 	
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STAGE 3: RESPONSE

Pandemic declared. Minimise transmission, minimise mortality and morbidity, maintain essential services and inform, engage and empower the public.

Response Category	Proposed Actions	Comments
Emergency management plan enactment	<ul style="list-style-type: none"> • Enact emergency management plans where necessary • Activate Incident Management Team 	
Containment	<ul style="list-style-type: none"> • Follow the advice of the Department of Health and DEECD including service closures and exclusion periods for infectious diseases • Identify a designated area to keep sick children quarantined from others until they can be taken home by parents • Following any closures, notify: <ul style="list-style-type: none"> ○ The Quality Assessment and Regulation Division according to the requirements of the relevant legislative framework. Further information is available at 	

	<p>www.education.vic.gov.au/childhood/providers/regulation</p> <ul style="list-style-type: none"> • Inform carers of their obligations during closures • School Nursing Program nurses may be asked to assist the Department of Health with the distribution of antiviral medication at the direction of the Regional Nurse Manager (based in regions) 	
Outbreak management	<ul style="list-style-type: none"> • Notify the Quality Assessment and Regulations Manager of a serious incident according to the requirements of the relevant legislative framework. Further information is available at www.education.vic.gov.au/childhood/providers/regulation • <i>You will be advised of any additional reporting requirements by DEECD and/or the Department of Health</i> 	
Management of workforce	<ul style="list-style-type: none"> • Encourage staff who develop flu-like symptoms during a pandemic to stay away until completely well • Ensure staff who develop influenza-like illness to leave immediately and seek medical attention 	
Service closures	<ul style="list-style-type: none"> • Contact the Quality Assessment and Regulations Manager regarding service closure policy • Following any closures, notify: <ul style="list-style-type: none"> ○ The Quality Assessment and Regulation Division according to the requirements of the relevant legislative framework. Further information is available at www.education.vic.gov.au/childhood/providers/regulation • Inform staff of their obligations during service closures 	
Communications	<ul style="list-style-type: none"> • Follow the advice from the Department and distribute information about individual protective measures and cleaning procedures • Communicate status/situation, personal hygiene measures, containment measures (if necessary), availability of vaccinations to staff and parents/carers as appropriate (especially those people/families at a greater risk of infection) • Communicate plans for closure if applicable and send letters to staff, parents and carers as appropriate • Direct any media queries to the DEECD media unit on 9637 2871 	

STAGE 4: STAND DOWN

Response Category	Proposed Actions	Comments
Emergency management plan review	<ul style="list-style-type: none"> • Develop a recovery plan for return to normal operations which includes: <ul style="list-style-type: none"> ○ staff availability ○ procedures to re-open (if applicable) ○ provision of counselling (if required) ○ monitoring cumulative effects of pandemic and identifying and supporting those who may need assistance • Incident controller to de-activate Incident Management Team and conduct final debrief(s) • Review effectiveness of Emergency Management Plans and update as appropriate – involve relevant staff and others eg school nurses • Replenish personal protective equipment (if required) • Be aware that multiple waves of the virus may occur and that review and revision of the plan may be required between waves 	
Communications	<ul style="list-style-type: none"> • Communicate status of situation to staff and parents/carers including supports that may be available 	