# Using This Sample Emergency Management Plan Template

You can use this template as a resource to support your emergency management planning and to develop your Emergency Management Plan (EMP).

Services are not obliged to use this template, but if you do, please make sure you adapt it to your service’s operations and practices. You can do this by reviewing and where necessary updating the pre-populated and generic content, including procedures, roles and responsibilities and discarding information that is not relevant to your facility.

You can also add sections/additional information where you consider it would be helpful to assist your staff in preparing for, responding to or recovering from an emergency or critical incident.

You can download the EMP template online at [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services) .

The webpage also contains a range of other resources and important information to help your emergency management planning.

# Emergency Management Plan

2024 – 2025

<Insert the name of your service here>

<Replace with your service logo or photo>

In an emergency **dial 000**

for police, ambulance or fire services.

**Physical address:**

**Phone number:**

**Fax number:**

**Email address:**

**Website:**

**Department of Education region:**

**QARD area:**

**Bureau of Meteorology/Fire district:**

**Is the Service on the Bushfire At-Risk Register or Category 4 list?:**

**Service SE number:**

**Provider PR number:**

**Nominated supervisor:**

**Approved Provider or Person with Management or Control (PMC) Approving this Plan:**

**Date plan approved:**

**Next review date:**

Contents

[Using This Sample Emergency Management Plan Template 1](#_Toc167717292)

[Emergency Management Plan 2](#_Toc167717293)

[1. Purpose 5](#_Toc167717294)

[2. Scope 5](#_Toc167717295)

[3. Planning 5](#_Toc167717296)

[4. Distribution 5](#_Toc167717297)

[PART 1: Emergency Preparedness 6](#_Toc167717298)

[5. Service facility profile 6](#_Toc167717299)

[5.1 General information 6](#_Toc167717300)

[5.2 Other services/users of the site/premises 7](#_Toc167717301)

[5.3 Building information summary 7](#_Toc167717302)

[6. Children and staff with additional needs 9](#_Toc167717303)

[7. Risk assessment 10](#_Toc167717304)

[8. Emergency response drills schedule 12](#_Toc167717305)

[9. Emergency kit checklist 13](#_Toc167717306)

[PART 2: Emergency Response 14](#_Toc167717307)

[10. Emergency contacts 15](#_Toc167717308)

[10.1 Emergency services 15](#_Toc167717309)

[10.2 Service contacts 15](#_Toc167717310)

[10.3 Key organisational and Department of Education contacts 15](#_Toc167717311)

[10.4 Local/other organisation contacts 16](#_Toc167717312)

[10.5 School bus emergency contacts 17](#_Toc167717313)

[10.6 Reporting requirements 17](#_Toc167717314)

[11. Incident management team 18](#_Toc167717315)

[11.1 Incident management team (IMT) structure 18](#_Toc167717316)

[11.2 Incident management team contact details 18](#_Toc167717317)

[11.3 Incident Management team responsibilities 18](#_Toc167717318)

[12. Communication tree 22](#_Toc167717319)

[13. Staff trained in first aid 22](#_Toc167717320)

[14. Core emergency response procedures 23](#_Toc167717321)

[14.1 On-site evacuation/relocation procedure 23](#_Toc167717322)

[14.2 Off-site evacuation procedure 24](#_Toc167717323)

[14.3 Lock-down procedure 25](#_Toc167717324)

[14.4 Lock-out procedure 26](#_Toc167717325)

[14.5 Shelter-in-place procedure 26](#_Toc167717326)

[15. Specific emergency and critical incident response procedures 28](#_Toc167717327)

[15.1 Asbestos 28](#_Toc167717328)

[15.2 Bomb/substance threat 28](#_Toc167717329)

[15.3 Building fire 30](#_Toc167717330)

[15.4 Bushfire / Grassfire 31](#_Toc167717331)

[15.5 School bus emergency 34](#_Toc167717332)

[15.6 Child abuse 35](#_Toc167717333)

[15.7 Earthquake 36](#_Toc167717334)

[15.8 Flood 37](#_Toc167717335)

[15.9 Heat (extreme) 38](#_Toc167717336)

[15.10 Industrial/factory fire 39](#_Toc167717337)

[15.11 Information security 40](#_Toc167717338)

[15.12 Intruder 40](#_Toc167717339)

[15.13 Loss of essential services 40](#_Toc167717340)

[15.14 Major external emissions/spill (includes gas leaks) 41](#_Toc167717341)

[15.15 Medical emergency 41](#_Toc167717342)

[15.16 Mental stress 42](#_Toc167717343)

[15.17 Missing child 42](#_Toc167717344)

[15.18 Influenza pandemic (communicable disease) 42](#_Toc167717345)

[15.19 Severe weather event 44](#_Toc167717346)

[15.20 Smoke 44](#_Toc167717347)

[15.21 Snakes 45](#_Toc167717348)

[15.22 Traumatic death/injury/grief 46](#_Toc167717349)

[15.23 Violence, aggression and/or harassment 46](#_Toc167717350)

[16. Area map 48](#_Toc167717351)

[17. Emergency evacuation diagram 49](#_Toc167717352)

[18. Parent/carer contact information 50](#_Toc167717353)

[19. Business continuity management plan (BCMP) 50](#_Toc167717354)

[20. Emergency management planning resources 52](#_Toc167717355)

[Attachment 1: Sample Service Closure Checklist - Forecast Elevated Fire Danger Rating Day 53](#_Toc167717356)

[Attachment 2: Sample Emergency Kit Checklist 55](#_Toc167717357)

[Attachment 3: Emergency Management Plan Completion Checklist 56](#_Toc167717358)

# Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how <insert Early Childhood Service name> will prepare for and respond to emergency situations.

# Scope

This EMP applies to all staff, children, visitors, contractors, and volunteers at <insert Early Childhood Service name> .

# Planning

The Planning Team is responsible for the development, documentation, implementation, resourcing and maintenance of this Emergency Management Plan, including:

* Collaborating where necessary with the facility owner, manager, other occupiers etc.
* Identifying and assessing risks that could reasonably produce emergency situations
* Ensuring that the plan is available to the appropriate staff
* Assigning staff to roles on the Incident Management Team
* Training in the emergency procedures/equipment and testing procedures through drills/exercises
* Updating the plan at least annually and in order to reflect changes e.g. in risks, after drills/exercises and actual incidents to address any identified deficiencies or inaccuracies
* Maintaining records of emergencies and testing of procedures

# Distribution

Record in the table below the people/organisations to whom you have distributed relevant parts of your plan (you can also include those who have provided authoritative advice).

***Note: your EMP will contain sensitive/private information - to ensure compliance with the*** ***Privacy and Data Protection Act 2014 (Vic), only distribute the relevant parts of the Plan on a ‘need to know’ basis.***

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position title and organisation name** | **Date sent** | **Email or postal address** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# PART 1: Emergency Preparedness

**Plan now to be prepared to respond to an emergency or critical incident**

* Conduct or review your risk assessment to identify and rate the threats/hazards that could reasonably result in an emergency or critical incident at your service
* Assess risks having regard to aspects of the facility’s profile such as infrastructure and location, utilities and safety systems in place, site hazards, other site users and vulnerability of the service’s population
* Nominate staff for your Incident Management Team
* Schedule rehearsals of your documented emergency response procedures to ensure everyone understands what needs to be done in an emergency
* Prepare your emergency kit

# Service facility profile

## General information

**Operating days:**

**Operating hours:**

**Number of buildings:**

**Is the site a designated Neighbourhood Safer Place?:**

**Shelter-in-Place location:**

**Number of children/ approved places:**

**Number of educators/staff:**

**Methods for communicating with our community:**

## Other services/users of the site/premises

**Service/user name:**

**Location on site:**

**Children/visitor numbers:**

**Operating hours/days:**

**Emergency contact name:**

**Phone number:**

**Mobile number:**

## Building information summary

**Telephones:**

|  |  |
| --- | --- |
| **Location** | **Number** |
|  |  |
|  |  |
|  |  |

**Fire alarms:**

|  |  |  |
| --- | --- | --- |
| **Location** | **Monitoring company** | **Location of shut-off instructions** |
|  |  |  |
|  |  |  |
|  |  |  |

**Intrusion alarms:**

|  |  |  |
| --- | --- | --- |
| **Location** | **Monitoring company** | **Location of shut-off instructions** |
|  |  |  |
|  |  |  |
|  |  |  |

**Gas/propane:**

|  |  |  |
| --- | --- | --- |
| **Location** | **Service provider** | **Location of shut-off instructions** |
|  |  |  |
|  |  |  |
|  |  |  |

**Water:**

|  |  |  |
| --- | --- | --- |
| **Location** | **Service provider** | **Location of shut-off instructions** |
|  |  |  |
|  |  |  |
|  |  |  |

**Electricity:**

|  |  |  |
| --- | --- | --- |
| **Location** | **Service provider** | **Location of shut-off instructions** |
|  |  |  |
|  |  |  |
|  |  |  |

**Sprinkler system:**

|  |  |
| --- | --- |
| **Location of control valve:** |  |
| **Location of shut-off instructions:** |  |

**Other** *(include any other safety, security, utility, communication systems)*

|  |  |
| --- | --- |
|  |  |
|  |  |

**Building, site, location hazards**

|  |  |
| --- | --- |
| **Hazard description** | **Location** |
|  |  |
|  |  |
|  |  |

# Children and staff with additional needs

**Important note:**

To ensure you are meeting the requirements of the Privacy and Data Protection Act 2014 (Vic), maintain details of child/staff additional needs in soft and hard copy separately to your EMP.

A sample Personal Emergency Evacuation Plan (PEEP) template is provided on the Department web page: [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services) which can be used for staff and adapted for children with additional needs.

The summary below of children and staff with additional needs can be included in your EMP so long as it does not contain any personal details or details that identify an individual.

**Additional needs summary**

|  |  |  |
| --- | --- | --- |
| **Additional needs category** | **Number of children** | **Number of staff** |
| <Insert category of additional needs> |  |  |
| <Insert category of additional needs> |  |  |
| <Insert category of additional needs> |  |  |

# Risk assessment

Use the following table to list the identified hazards and threats to your early childhood service, describe and assess the associated risk and how your service manages and reduces their impact.

You can access the Risk Management Process for Schools pocket guide to rate risks. The guide includes consequence and likelihood criteria, risk acceptability chart and the risk rating matrix. For information on how to complete your risk assessment, refer to the Guide which is available on the Emergency management in early childhood services page of the DE website.

Please note that under regulation 168(2)(e) of the National Regulations, services operating under the NQF and under regulation 66(2) of the Children’s Services Act, must have emergency procedures that are based on a risk assessment identifying potential emergencies that are relevant to the service. As such, ensure you complete the risk assessment before updating emergency response procedures and other parts of your EMP which may also require updating.

Under regulation 97: (2A) The approved provider of a centre-based service must review the risk assessment conducted under sub regulation (2) -

(a) at least once every 12 months; and

(b) as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from the service.

As soon as practicable after reviewing the risk assessment under sub regulation (2A), the approved provider of a centre-based service must make any necessary updates to the emergency and evacuation policies and procedures.

Outside School Hours Care Services (OSHC) that are co-located on a school site may choose to work with the school to develop a combined emergency management plan. In these circumstances, you will need to complete a separate risk assessment for the OSHC service and ensure that any special requirements e.g. operating outside of normal school hours are incorporated in the plan.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Identified hazard of threat** | **Description of risk** | **Current risk control measures** | **Effectiveness of existing controls** | **Risk rating** | **Treatments** **to be implemented** | **Revised risk rating after treatments** |
| **Consequence** | **Likelihood** | **Risk level** | **Consequence** | **Likelihood** | **Risk level** |
| <Insert hazard/threat creating the risk> | <Describe the risk in terms of probable cause and consequence/s> | <List the measures you have in place to manage or mitigate the risk> | <How effective are the controls?> | <Rate the severity of the consequence/s> | <How likely are the consequence/s> | <Insert the risk level> | <List additional measures you will implement to reduce the risk or make it acceptable. Once these are implemented, move them to the 'Current Risk Controls' column> | <Re-assess the rating on the basis of additional measures> | <Re-assess the rating on the basis of additional measures> | <Insert updated risk level> |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

# Emergency response drills schedule

Services are required to conduct an emergency drill/exercise every three months.

Sample templates for Drill Observer Record and Drill Debrief are provided on the Department’s [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services) web page. For information about this section, see the Guide also on that web page.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Type (e.g. evacuation) and drill scenario (e.g. fire, intruder)** | **Scheduled date** | **Date drill performed** | **Observer’s record complete Y/N** |
| **Jan-Mar** |  |  |  |  |
| **Apr-June** |  |  |  |  |
| **Jul-Sept** |  |  |  |  |
| **Oct-Dec** |  |  |  |  |

# Emergency kit checklist

Use the template below as a checklist to record items that need to be included in your service’s Emergency Kit as well as to maintain them (e.g. ensure equipment is operational, batteries are charged and consumables have not expired).

A sample Emergency Kit Checklist is provided at Attachment 2 – ensure you customise the examples of items you may wish to include in your Kit to ensure relevance to your service.

**Important Note:**

Information that is sensitive or subject to privacy legislation, for example, lists of parent/carer contact details and details of staff/children with special needs should be kept in a secure location, and so may need to be located separately from the Emergency Kit.

|  |  |
| --- | --- |
| **The emergency kit contains:** |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Date emergency kit checked:**

**Check completed by:**

**Next check date:**

# PART 2: Emergency Response

The facility and its occupants need to be ready to respond to an emergency or critical incident when it arises by making sure:

* You have the details of people and organisations you will need to contact for assistance and support and those who need to be notified
* Tasks are detailed for staff assigned incident management responsibilities
* Emergency response procedures are documented and reflect the hazards/threats identified in your risk assessment
* Evacuation procedures and diagrams are documented and displayed correctly
* The needs of anyone requiring assistance in an emergency have been addressed
* How you will manage business continuity if this becomes necessary

# Emergency contacts

## Emergency services

**Call** **000** in an emergency for **Police, Ambulance and Fire Services**

## Service contacts

|  |  |  |  |
| --- | --- | --- | --- |
| **Key roles** | **Name** | **Phone** | **Mobile** |
| Approved provider or PMC |  |  |  |
| Nominated supervisor |  |  |  |
| Person in day-to-day charge |  |  |  |
| First aid officer |  |  |  |
| OHS representative |  |  |  |
| <Add contacts as required> |  |  |  |

## Key organisational and Department of Education contacts

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Name** | **Contact number** |
| Department of Education Quality Assessment and Regulation Division (QARD) Area Team *Delete the DE contacts not relevant to your facility location. If you are unsure of your Region or Area, see your Approved Provider Certificate which notes the Region and Area the service is assigned to.**\*(See note at the end of this section regarding reporting requirements)* | **North Western Victoria Region*** Loddon Mallee Area
* Northern Metropolitan Area
 | 4433 75027005 1989 |
| **North Eastern Victoria Region*** Eastern Metropolitan Area
* Hume Area
 | 1300 651 9405771 4471 |
| **South Eastern Victoria Region*** Gippsland Area
* Southern Metropolitan Area
 | 5194 41018904 2500 |
| **South Western Victoria Region*** Barwon South West Area
* Grampians Area
* Western Metropolitan Area
 | 5215 51364334 05897005 1801 |
| Department of Education Regional Emergency Management Team*Delete the DE contacts not relevant to your facility location.* | South Western Victoria Region | 1300 333 232 |
| North Western Victoria Region | 1300 338 691 |
| North Eastern Victoria Region | 1300 333 231 |
| South Eastern Victoria Region | 1300 338 738 |
| <Add your organisation's key contacts> |  |  |

## Local/other organisation contacts

|  |  |
| --- | --- |
| **Organisation**  | **Contact number** |
| Police (local station) |  |
| SES (flood, storm and earthquake) | 13 25 00 |
| Gas provider |  |
| Electricity provider |  |
| Water corporation |  |
| Facility plumber |  |
| Facility electrician |  |
| Local Government Authority Emergency Management Officer |  |
| WorkSafe Victoria | 1800 136 089 |
| Notify of water and fire service cut off/bridge and road closure | 1800 668 511 |
| <Add contacts as required> |  |

## School bus emergency contacts

*(Update and adapt this section as required e.g. including a child’s name, bus route map and timetable. Delete this section if it is not relevant to your facility)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Bus route name/ID** | **Coordinating school** | **School contact** | **School number** |
| <Add details as required> |  |  |  |

## Reporting requirements

Early childhood services are reminded that they must report serious incidents to the relevant **DE QARD Area Team** in accordance with relevant regulatory requirements.

Service agreements also require approved providers to notify DE in the event of a serious incident.

For [Education and care services](http://www.education.vic.gov.au/childhood/providers/regulation/Pages/incidents_complaints.aspx) operating under the National Quality Framework (NQF), which include kindergartens (pre-school), long day care services, outside school hours care services and family day care services, notifications of serious incidents, incidents and complaints must be submitted online via the [National Quality Agenda IT System (NQA ITS)](http://www.acecqa.gov.au/national-quality-agenda-it-system)

* To make notifications see: [Notification types and timeframes | ACECQA](https://www.acecqa.gov.au/resources/applications/notification-types-and-timeframes), [The Nation​al Quality Agend​a IT System (NQA ITS)​](https://www.acecqa.gov.au/national-quality-agenda-it-system) or call: 1300 307 415.
* For more information see [Regulation and Q​​uality Assessment ​](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/default.aspx)

For [children’s services](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/vcs.aspx) operating under the Children's Services Act 1996 (Children’s Services Act) limited hours services and occasional care services (for detailed service types, see [here](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/vcs.aspx#:~:text=Contact%20Us-,What%20services%20are%20regulated%20under%20the%20Children%E2%80%99s%20Services%20Act%3F,-The%20services%20regulated)) notifications of serious incidents, incidents and complaints must be notified in writing within the specified timeframe.

To make notifications for serious incidents refer to page 6 of the New regulatory requirements for children’s services fact sheet available at: [New regulatory requirements for Children’s Services – Fact sheet](https://www.education.vic.gov.au/Documents/childhood/providers/regulation/New%20regulatory%20requirements%20for%20Children%27s%20Services%20-%20Fact%20sheet.pdf).

# Incident management team

## Incident management team (IMT) structure

**Insert your IMT structure**

 A sample template for creating an IMT structure is available on the [Emergency management in early childhood services](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/emergencymanagementrequirements.aspx) page of the Department’s website. Please adapt it as appropriate to ensure relevance to your facility and services.

## Incident management team contact details

|  |  |  |
| --- | --- | --- |
| **IMT role** | **Primary**  | **Back up**  |
|  | Name | Number | Name | Number |
| Chief Warden/Early Childhood Commander |  |  |  |  |
| Planning |  |  |  |  |
| Operations/Area Warden |  |  |  |  |
| Communications |  |  |  |  |
| Logistics/Warden |  |  |  |  |
| Recovery |  |  |  |  |
| First Aid |  |  |  |  |

## Incident Management team responsibilities

**Chief Warden / Early Childhood Commander**

*Pre-emergency*

* Maintain current contact details of IMT members, including Wardens.
* Attend meetings of the EMP Planning Team.
* Ensure completion of Personal Emergency Evacuation Plans as required.
* Conduct regular exercises/drills in line with regulatory requirements.
* Ensure emergency response and recovery procedures are kept up to date.
* Ensure staff on the IMT are aware of their responsibilities, are identifiable and known to staff.

*During emergency*

* Respond and take control as appropriate. Attend the emergency control point.
* Ascertain the nature and scope of the emergency and implement appropriate action.
* Ensure that the emergency services have been notified.
* Ensure Wardens are advised of the situation.
* Initiate action plan and control entry to affected areas. Ensure the appropriate response has been actioned.
* Convene our IMT as required.
* Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required.
* Brief the incoming emergency services on arrival and act on their instructions.

*Post- emergency*

* When the incident is rendered safe or the emergency services return control, notify the IMT members/Wardens to have staff and children return to normal operations as appropriate.
* Organise debrief with the IMT/Wardens and, where appropriate, with any attending emergency service.
* Ensure recovery activities are considered and implemented as required.
* Complete the Post Emergency Record (see [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services)).
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements. Service agreements also require approved providers to notify DE in the event of a serious incident (see Reporting requirements in the Emergency contacts section)

**Planning**

*Pre- emergency*

* Identify resources required.
* Ensure staff are aware of the emergency response procedures and have been communicated to all occupants.
* Participate in emergency exercises/drills in line with regulatory requirements.

*During emergency*

* Attend the emergency control point.
* Assist in ascertaining the nature and scope of the emergency and plan of action.
* Report any changes in the situation to the Chief Warden/Early Childhood Commander.
* Act as directed by the Chief Warden/Early Childhood Commander.
* Plan for contingencies.

*Post- emergency*

* Collect and evaluate information relating to the emergency.
* Identify recovery needs and develop a recovery plan (if required).
* Compile report of the actions taken during the emergency for the debrief.

**Operations / Area Warden**

*Pre- emergency*

* Regularly check and report on deficiencies of emergency equipment and kits.
* Ensure sufficient number of wardens.
* Participate in emergency exercises/drills in line with regulatory requirements.

*During emergency*

* Attend the emergency control point.
* Communicate with the Chief Warden/Early Childhood Commander by whatever means available and act on instructions.
* Implement the emergency response procedure relevant to the floor or area and ensure that the Chief Warden/Early Childhood Commander is notified.
* Direct Wardens to check the floor or area for any abnormal situation.
* Commence evacuation/lockdown/lockout/shelter in place procedures if the circumstances on the floor or area warrant this and control the orderly movement of people.
* Advise the Chief Warden/Education Commander of circumstances, actions taken and activities of Wardens have been completed.
* Co-opt persons as required to assist Warden/s during an emergency.
* Confirm that the Warden’s activities have been completed and report this to the Chief Warden/Early Childhood Commander or a senior officer of the attending emergency services if the Chief Warden/Early Childhood Commander is not contactable.

*Post- emergency*

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

**Communications**

*Pre- emergency*

* Assist the Chief Warden/Early Childhood Commander.
* Ensure personal and IMT members proficiency in the use of the service’s communication system as appropriate.
* Ensure ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services.
* Maintain records and logbooks and make them available for emergency response.
* Ensure emergency and parent/carer contact details are up to date.
* Participate in emergency exercises/drills in line with regulatory requirements.

*During emergency*

* Attend the emergency control point.
* Ascertain the nature and location of the emergency. Maintain up to date information.
* Confirm that emergency services have been notified.
* Notify appropriate IMT members.
* At the direction of the Chief Warden/Early Childhood Commander provide instruction and information to staff, children and parents/carers as required.
* At the direction of the Chief Warden/Education Commander provide instruction and information to the staff member responsible for bulk messaging as required.
* Keep a log of events that occurred during the emergency.

*Post- emergency*

* Contact parents/carers as required.
* Collate logs of events completed by all IMT members during the emergency for the debrief and ensure they are secured for future reference.

**Logistics / Warden**

*Pre- emergency*

* Carry out safety practices (e.g. clear egress paths, access to first attack equipment, for example, fire extinguishers and disposal of rubbish).
* Report deficiencies in emergency/safety equipment.
* Maintain the emergency kit.
* Maintain records and log books.
* Participate in emergency exercises/drills in line with regulatory requirements.

*During emergency*

Persons selected to perform as Logistics /Warden will carry out activities as set out in the emergency response procedures and as directed by Operations /Area Warden. Activities may include the following:

* Attend the emergency control point.
* 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 as appropriate. This function is of greater importance than a later physical count of those evacuated.
* Ensure orderly flow of people into protected area.
* In accordance with Personal Emergency Evacuation Plans, assist non-ambulant occupants and those with disabilities.
* Act as lead of groups moving to nominated assembly areas.
* Report status of required activities to Operations / Area Warden on their completion.

*Post- emergency*

* Compile report of the actions taken during the emergency for the debrief.
* Ensure cleaning, servicing, replacement of equipment as appropriate.

# Communication tree

**Insert your Communication Tree**

Refer to the Communication Tree section of the Guide for assistance.

A sample template for creating a Communication Tree is available on the [Emergency management in early childhood services](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/emergencymanagementrequirements.aspx) page of the Department’s website. Please adapt it as appropriate to ensure relevance to your facility and services.

*You can delete this text after inserting the Communications Tree*

# Staff trained in first aid

**Note:** Education and care services must comply with the requirements set out in regulation 136 (first aid qualifications) of the Education and Care Services National Regulations 2011 (National Regulations), and children’s services must comply with the requirements set out in regulation 95 (Staff members to have first aid and anaphylaxis management training) of the Children’s Services Regulations 2020.

|  |  |  |
| --- | --- | --- |
| **Staff member** | **Training** | **Date qualified to** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Core emergency response procedures

During an emergency it may be necessary to activate one or a combination of the following five core emergency procedures:

* On-site evacuation (relocation)
* Off-site evacuation
* Lock-down
* Lock-out
* Shelter-in-place

You can use the core procedures as a basis to develop new emergency response procedures for specific threats/ hazards you have identified in your risk assessment.

The following generic core emergency response procedures are provided as a guide only and should be reviewed and adapted as appropriate to ensure relevance to your service.

Please note that under regulation 168(2)(e) of the National Regulations, services operating under the NQF, and under regulation 66(2) services operating under the Children’s Services Act, must have emergency procedures that are based on a risk assessment identifying potential emergencies that are relevant to the service.

As such, ensure you complete the risk assessment before updating emergency response procedures and other parts of your EMP.

*You can delete this text after reviewing and adapting these procedures.*

## On-site evacuation/relocation procedure

When it is unsafe for children, staff and visitors to remain inside the facility, the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

* **Call** **000** and inform emergency services of the nature of the emergency.
* Determine which of your facility’s pre-identified on-site evacuation points is most appropriate to use.
* Assemble children, staff and visitors at your nominated on-site <insert the location/s of your on-site evacuation assembly point/s>.
* Take the child attendance list and staff attendance list, your Emergency Kit/First Aid Kit, a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services.
* Once at the assembly point, check all children, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained.
* Wait for emergency services to arrive or provide further information.
* Confirm with emergency service personnel that it is safe to return to normal operations.
* Seek advice from your PMC if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact parents/carers as required or as per service policy.

**Actions after on-site evacuation/relocation procedure:**

* Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
* Determine whether to activate your parent/carer reunification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
* Print and issue pre-prepared parent letters as appropriate.
* Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required.
* Complete your Post Emergency Record form.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## Off-site evacuation procedure

If it is unsafe for children, staff and visitors to remain on the facility’s grounds the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

* **Call** **000** for emergency services and seek and follow advice.
* Determine which off-site assembly point you will evacuate children, educators, staff and visitors to.
* Assemble children, staff and visitors at your nominated on-site <insert the location of your off-site evacuation assembly point/s>.
* Take your emergency kit/first aid kit (including your children, educator and staff attendance lists and a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services)
* Once at assembly point, check all children, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained.
* Wait for emergency services to arrive or provide further information.
* Confirm with emergency service personnel that it is safe to return to normal operations.
* Seek advice from your PMC if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact parents/carers as required or as per service policy.

**Actions after off-site evacuation procedure:**

* Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
* Determine whether to activate your parent/carer reunification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
* Print and issue pre-prepared parent/carer letters as appropriate.
* Undertake operational debrief with staff and IMT to identify any off-site and procedural changes that may be required.
* Complete your Post Emergency Record form (see Appendix 1).
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

## Lock-down procedure

When an external and immediate danger is identified and it is determined that the children should be kept securely inside the building the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, remain in classroom, sit below window level, or move into corridors.
* Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
* Check that all external doors (and windows if appropriate) are locked.
* If available, allocate educators/staff to be posted at locked doors to allow children, educators, staff and visitors to enter if locked out.
* Divert parents/carers and returning groups from the facility if required.
* 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.
* As appropriate, ascertain that all children, staff and visitors are accounted for.
* If it is safe to do so, have an educator/staff member wait at the main entry to the facility to guide emergency services personnel.
* As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
* Seek advice from your PMC if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact parents/carers as required or as per service policy.

**Actions after lock-down procedure:**

* Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported.
* Determine whether to activate your parent/carer reunification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
* Print and issue pre-prepared parent/carer letters as appropriate.
* Undertake operational debrief with educators and staff and IMT to identify any lock-down and procedural changes that may be required.
* Complete your Post Emergency Record form (see Appendix 1).
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## Lock-out procedure

When an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Announce lock-out 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
* Determine which of your facility’s pre-identified on-site evacuation point/s is most appropriate to use.
Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
* Assemble children, staff and visitors at your nominated on-site <insert the location/s of your on-site evacuation assembly point/s>.
* Check that children, staff and visitors are all accounted for.
* Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
* Seek advice from your PMC if required.
* Maintain a record of actions/decisions undertaken and times.
* Contact parents/carers as required or as per service policy.

**Actions after lock-out procedure**

* Ensure any children, staff or visitors with medical or other needs are supported.
* Determine whether to activate your parent/carer reunification process.
* Determine if there is any specific information educators, staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
* Print and issue pre-prepared parent/carer letters as appropriate.
* Undertake operational debrief with staff and IMT to identify any lock-out and procedural changes that may be required.
* Complete your Post Emergency Record form (see Appendix 1).
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## Shelter-in-place procedure

When an incident occurs outside the early childhood service and emergency services or the Chief Warden/Early Childhood Commander determines the safest course of action is to keep children, educators and staff inside a designated building in the facility (as evacuation might reasonably expose people to a greater level of danger), the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

* **Call 000** for emergency services and seek and follow advice.
* Move all children, staff and visitors to your pre-determined shelter-in-place location <insert the location of your shelter-in-place> (refer to Guide).
* Take your emergency kit/first aid kit (including your children and staff attendance lists and a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services)
* Check that all children, staff and visitors are accounted for.
* Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
* Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
* Where appropriate, confirm with emergency services personnel that it is safe to return to
* Maintain a record of actions/decisions undertaken and times.
* Seek advice from your PMC if required.
* Contact parents/carers as required or as per service policy.

**Actions after shelter-in-place procedure**

* Ensure any children, staff or visitors with medical or other needs are supported.
* Determine whether to activate your parent/carer reunification process.
* Determine if there is any specific information educators, staff, children and visitors need to know (e.g. reunification process or areas of the facility to avoid).
* Print and issue pre-prepared parent/carer letters as appropriate.
* Undertake operational debrief with staff and IMT to identify any shelter-in-place and procedural changes that may be required.
* Complete your Post Emergency Record form (see Appendix 1).
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

# Specific emergency and critical incident response procedures

The following generic emergency and critical incident response procedures are provided for specific types of threats, hazards and critical incidents. They are a guide only and should be reviewed and adapted as appropriate to ensure relevance to your service.

Please note that under regulation 168(2)(e) of the National Regulations, services operating under the NQF, and under regulation 66(2) services operating under the Children’s Services Act, must have emergency procedures that are based on a risk assessment identifying potential emergencies that are relevant to the service.

As such, ensure you complete the risk assessment before updating emergency response procedures and other parts of your EMP.

Remove any procedures which are not relevant to your facility. Add procedures for hazards, threats and critical incidents you have identified in your risk assessment which are not pre-populated in this section.

*You can delete this text after reviewing and adapting these procedures.*

## Asbestos

* Isolate the area:
	+ vacate everyone from the affected area
	+ restrict entry to the identified area by i.e. locking a room; erecting temporary fencing and/or placing tape around the area.
* Erect signage at entrances to affected area indicating unauthorised personnel must not enter.
* Notify and/or seek advice from your PMC if required.
* If the service is on a shared site, notify building management/owner.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Bomb/substance threat

If a suspicious object is found (or the threat identifies the location of a bomb):

*Immediate response*

* Immediately clear and cordon off the area in the vicinity of the object.
* **Call 000** for police and seek and follow advice.
* Report the threat to the Chief Warden/Early Childhood Commander who will coordinate the emergency response until police arrive.
* Do not approach, touch, tilt or tamper with the object.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

*Evacuation*

* Evacuate the facility and:
	+ ensure children and staff are not directed past the object
	+ alert any other services co-located at the site
	+ check that all children, staff and visitors are accounted for
	+ restrict all access to the site and ensure there are no barriers inhibiting access by police.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

*Communication*

* Provide police with details of the situation, including actions you have taken and intend to take. Follow any advice provided by police.
* Contact parents/carers when evacuation is complete and it is safe to do so.
* Notify and/or seek advice from your PMC or DE regional emergency management staff if required.
* Await "all clear" advice from police before returning to buildings to resume normal activities.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**If a bomb/substance threat is received by telephone (see checklist at Appendix 2):**

* **DO NOT HANG UP**
* Keep the person talking for as long as possible and obtain as much information as possible.
* Without alerting the caller, signal a co-worker if possible to:
	+ **call 000** for police on a separate phone
	+ notify the Chief Warden/Early Childhood Commander
* Fill out the *Bomb Threat Checklist* and record the details while you are on the phone to the caller if possible (the checklist should be located with staff who normally answer in-coming phone calls). You will find the Checklist here: [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services)

**If a bomb/substance threat is received by letter:**

* Place the letter in a clear bag or sleeve and store in a secure place.
* Avoid any further handling of the letter or envelope.
* **Call 000** for police and seek and follow advice.
* Notify the Chief Warden/Early Childhood Commander.
* If the letter identifies the location of a device, immediately clear and cordon off the nominated area. Do not approach, touch, tilt or tamper with the object.
* Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**If a bomb/substance threat is received electronically e.g. by email:**

* **DO NOT DELETE THE MESSAGE.**
* **Call 000** for police and seek and follow advice.
* Notify the Chief Warden/Early Childhood Commander.
* If the email identifies the location of a device, immediately clear and cordon off the area. Do not approach, touch, tilt or tamper with the object.
* Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found"** above.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**If you are at the site of an explosion:**

* Direct staff to shelter children e.g. under sturdy tables or cots if objects are falling around you.
* Implement evacuation and communication procedures as indicated in section **"If a suspicious object is found"** above. Do not retrieve personal belongings or make phone calls when evacuating.
* Help others to leave the area. Use stairs instead of elevators.
* Be aware of weakened floors and stairways and watch for falling debris.
* Once out of the affected building:
	+ Move children away from windows and glass doors or other potentially hazardous areas
	+ Use caution to avoid debris that could be hot or sharp
	+ **Call 000** for emergency services and seek and follow advice
	+ Be aware of any potential secondary explosions
	+ Limit use of phones as communications systems may become congested.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Building fire

* Activate the fire alarm.
* If appropriate, follow the procedure for on-site evacuation.
* Report the emergency immediately to the Chief Warden/Early Childhood Commander who will convene your IMT if necessary.
* Extinguish the fire (only if safe to do so).
* Evacuate to the <insert the location of yourn assembly point/s>, closing all doors and windows (if safe to do so).
* Check that all areas have been cleared and notify the Chief Warden/Early Childhood Commander.
* Check that all children, staff, visitors and contractors are accounted for.
* Notify and/or seek advice from your PMC if required.
* Contact parents/carers as required.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Bushfire / Grassfire

**Triggers for action:**

The need for action by the facility is triggered when there is a bushfire or grassfire that:

* is observable, or
* identified via Vic Emergency App within <insert your pre-determined watch zone> km from the facility, or
* there is an Advice, Watch and Act, Emergency Warning/Evacuation message that includes your facility.

**Immediate actions:**

* If immediate emergency services assistance is required **call 000**.
* Seek advice from your organisation and if necessary DE regional emergency management team or your local QARD Area Team. They can may have additional information and advice from emergency services.
* Convene your Incident Management Team (IMT).
* Continue to monitor conditions such as wind change, size of fire, direction of travel.
* Continue to monitor warnings and advice messages through the VicEmergency App or website [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au).
* If there is a bushfire or grassfire in your watch zone with an associated warning area that does not cover the facility site, seek further advice to determine if any actions are necessary.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**Other sources of information:**

* Vic Emergency Hotline on 1800 226 226 for any information on the incidents and warnings in your area.
* ABC local radio – use a battery powered radio if necessary due to the possibility of power outages.

**Actions for the Facility when it is within a VicEmergency warning area:**

|  |  |  |
| --- | --- | --- |
| **VicEmergency warning** | **What it means** | **Facility actions** |
| **Advice** A yellow triangle with a black flame in the middle.  Visual warning for 'advice'. | An incident has started. There is no immediate danger. Stay informed and monitor conditions as the situation may change. | If your facility is in an Advice area, seek advice if necessary. Actions may be recommended for preparedness or vulnerable groups. |
| **Watch and Act** Orange image of triangle with fire in the middle. Visual warning to watch and act. | There is a heightened level of threat. Conditions are changing and you need to start taking action now.Actions may be recommended to:* Prepare to leave/evacuate

Image of person in a red triangle running with an arrow pointing forward. * Leave/evacuate now (if you are not prepared)
* Prepare to take shelter
* Move/stay indoors
* Stay near shelter
* Walk two or more streets back
* Be aware of ember attack
 | If your facility is in a **Watch and Act Warning area**, enact your Emergency Management Plan, seek advice and decide what action you need to take e.g. remain on site, shelter in place – continue to monitor the situation. You may need to call parents/carers to advise of the situation and pick up their children if safe to do so. |
| **Emergency Warning**Red image of triangle with fire in the middle. Visual means 'emergency warning'  | You are in imminent danger and need to take action now. You will be impacted.Actions may be recommended to:* Leave/evacuate (immediately, by am/pm/hazard timing)

Image of person in triangle running with arrow showing them leaving quickly* Seek/take shelter now
* Shelter indoors now
* Too late/dangerous to leave
 | If your facility is in an Emergency Warning area you need to take immediate action and enact your Emergency Management Plan. Seek advice from emergency services about what course of action to take. If the warning states that it is too late to leave, then shelter in place. You may need to contact parents e.g. to notify of the situation, advise that they should not travel to the facility or the location of the evacuation assembly point to collect children if safe to do so. If parents/carers do arrive, then advise them to shelter in place with staff and children at the facility. |

**Sheltering in place:**

If sheltering-in-place is required, move all children, staff and visitors to the Shelter-in-Place if possible, provided it is safe to do so.

* Take your emergency kit, a first aid kit, your EMP and child and staff attendance lists.
* Check fire equipment including: torches, water, batteries, radio, water, mops, buckets, facility portable phone, P2 smoke masks, personal protective equipment and mobile phone are in the shelter in place
* Check that all children, staff and visitors are accounted for
* Ensure communications with emergency services are maintained.
* Advise parents/carers that the facility is sheltering in place and they should not come to pick their children up
* If parents/carers arrive, encourage them to stay with their children at the facility.
* Check all windows and doors in the shelter in place are closed (but doors are not locked)
* Turn off gas supply
* Any sprinkler system around the facility grounds to be turned on (if this does not compromise other water-based defence systems)
* If safe to do so, relocate cars and any other movable combustible objects to greater than 20m from the Shelter in Place and the evacuation path between the shelter in place and Onsite Bushfire Evacuation location and Offsite Bushfire Evacuation Location (if appropriate)
* Staff should attend to children who show signs of or are known to be susceptible to smoke
* The Communications Officer or a nominated person is to monitor the phones and/or radios to ensure that communication is maintained
* Wait for emergency services to arrive or provide further information
* Any decision to leave the Shelter in Place should only occur on advice of emergency services
* Continually monitor Shelter in Place for embers or building ignitions and immediately put them out, when safe to do so. Staff, where possible, should wear full length, fire resistant natural fibre clothing (e.g. wool or cotton) and other personal protective equipment including; goggles, leather gloves and P2 smoke masks, for patrolling the Shelter in Place for embers and building ignitions
* If the Shelter in Place has ignited and is not safe to extinguish – evacuate to the Onsite Evacuation Location or Offsite Bushfire Evacuation Location (if appropriate), via the defined route
* Maintain a record of actions/decisions undertaken and times
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment.

**Pre-emptive actions:**

This facility:

* As specified in our service condition certificate, will close on a Catastrophic Fire Danger Rated day ***(keep or remove as appropriate)***
* Is co-located on a government school site rated at BARR Category <insert CATEGORY 1 or CATEGORY 2 as appropriate> and will close on a forecast <insert EXTREME> Fire Danger Rating day ***(keep or remove as appropriate)***
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment.

A sample Closure Checklist is provided at Appendix 3.

## School bus emergency

The following procedure relates to services participating in the DE School bus program. Services operating facility owned buses will need to develop a separate emergency response procedure and comply with relevant national regulatory requirements.

* **Call 000** to request emergency assistance if required
* Monitor the VicEmergency website, app, emergency broadcast information on television or radio for ongoing emergency information and warnings
* Have a map of school bus route document
* Convene an Incident Emergency Management Team (IMT) as required
* Notify and/or seek advice from your PMC and/or DE regional emergency management staff as required
* Notify parents/carers of children of the affect to the bus service (as advised by the coordinating school principal), including communication with families regarding need to pick up and/or different drop arrangements
* Contact the bus coordinating school principal or PMC as appropriate to confirm that parents/carers of children have been notified
* If bus is stopped at the service when children are at the facility:
	+ liaise with the coordinating school principal, including to determine whether the bus is allowed to leave the facility
	+ hold all children on affected services at the facility until the all clear is given
	+ instruct the bus driver not to leave the facility until the all clear is given.
	+ communication with families regarding need to pick up and/or different drop arrangements
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment.

## Child abuse

Follow the four critical actions (of the Child protection in early childhood (PROTECT) protocol) to respond to incidents, disclosures and suspicions of child abuse:

1. **Responding to an emergency**:

Ensure immediate safety. If a child has just been abused or is at immediate risk of harm, you **must** take reasonable steps to protect them. These include:

* separating the alleged victim and others involved, ensuring all parties are supervised by a service staff member
* arranging and providing urgent medical assistance where necessary by administering first aid assistance and **calling 000 for an ambulance or urgent police assistance**
* preserve evidence.
1. **Reporting to authorities**:

If the source of suspected abuse comes from within the service you must comply with legislative requirements (including [Reportable Conduct Scheme](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fccyp.vic.gov.au%2Freportable-conduct-scheme%2Ffor-organisations%2F%23TOC-4&data=04%7C01%7CPaul.Casha%40education.vic.gov.au%7C7334a2a394234033bfd508d95ba58b9a%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637641588831148452%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=4OXdbhrO3sjiUXFOcYbdyfONc%2B6URH4EVCAlxR6BnoM%3D&reserved=0) and [CCYP | Child Safe Standards](https://ccyp.vic.gov.au/child-safe-standards/)):

* you must contact Victoria Police via your local police station
* you must report internally to management (approved provider)
* you must notify QARD
* you must identify a contact person at the service.

**If the source of suspected abuse comes from within the family or community:**

* you must report to [DFFH Child Protection](https://services.dffh.vic.gov.au/child-protection) if a child is considered to be:
* in need of protection due to child abuse
* at risk of being, harmed (or has been harmed), and the harm has had, or is likely to have, a serious impact on the child's safety, stability or development.
* you must also report suspected sexual abuse (including grooming) to Victoria Police
* you must also report internally to management (your approved provider in all instances)
* you must notify QARD of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service (see Reporting requirements in the Emergency contacts section). ​

If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing, see [Family support - DHHS Services (dffh.vic.gov.au)](https://services.dffh.vic.gov.au/family-support) and ​ [Making a report to child protection - DFFH Service Providers (dffh.vic.gov.au)](https://providers.dffh.vic.gov.au/making-report-child-protection)

1. **Contact parents/carers**:
* Before contacting parent/carer, you must contact Victoria Police or DFFH Child Protection (depending on who the report has been made to). They will advise your service about whether it is appropriate to contact parents/carers at this stage.
* Where advised to be appropriate, your service should make sensitive and professional contact with parents/carers as soon as possible on the day of the incident, disclosure or suspicion.
* For advice on what information can be shared, see Privacy and information sharing.
1. **Reporting to authorities**:

Where appropriate, services should consider:

* establishing regular communication with the child's parent/carer to plan support strategies and discuss a child's progress, and the success of any support strategies
* engage allied health professionals with expertise in addressing child abuse and trauma to support the service to design and implement support strategies.
* establish a safety plan, in instances where the abuse has been led by a person within the service, and/or visiting the service to mitigate risk of further abuse.

As appropriate, refer children and their families to a wide range of support services, specialising in providing tailored support and advice for children impacted by abuse and their families e.g. the Centre Against Sexual Assault (CASA), Australian Childhood Foundation, Safe Steps, the Domestic Violence Resource Centre, [Family support - DFFH Services (dffh.vic.gov.au).](https://services.dffh.vic.gov.au/family-support)

## Earthquake

* **Call 000** if emergency services are needed and seek and follow advice.
* The Chief Warden/Early Childhood Commander will convene the IMT if necessary.
* Notify and/or seek advice from your PMC if required.

**If outside:**

Instruct staff and children to:

* Stay outside and move away from buildings, street lights 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.
* Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**If inside:**

Instruct staff and children to:

* Move away from windows, heavy objects, shelves and any other potential hazards
* 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.
* Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**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 any matter concerning the safety and wellbeing of children, staff and visitors to the Chief Warden/Early Childhood Commander.
* Contact parents/carers as required.
* Tune in to ABC radio if you can and follow any emergency instructions.
* If the service’s property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Flood

* **Call 000** if immediate/life threatening.
* Monitor the VicEmergency website and/or VicEmergency App.
* Contact the VicEmergency hotline on 1800 226 226 for information.
* Monitor the Bureau of Meteorology website for weather updates and weather warnings and follow the advice.
* Report emergency to the Incident Support and Operations Centre on 1800 126 126.
* Notify and/or seek advice from your PMC if required.
* Listen to local radio or TV on battery-powered sets for weather warnings and advice.
* Do not drive, ride or walk through floodwater.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Heat (extreme)

To minimise the risks associated with extreme hot weather, services must develop appropriate strategies and measures. Actions may include the following:

* **Call 000** if immediate medical assistance is required

**Scheduling/activities:**

* Restrict outdoor time.
* Cancel or re-schedule any outdoor activities by duration and intensity i.e. to start earlier or later in the day when the heat is less intense, and to include more rest breaks.
* Consider using approved alternative venues to modify and relocate activities during extreme hot weather (e.g. sports programs moved to indoor area).
* Reschedule/move children from rooms with direct sunlight/no cooling.
* In extreme weather conditions, consider adjusting dismissal time accordingly.
* Ensure children make use of extra shade from both man-made structures (e.g. sails and umbrellas) and natural features such as trees to provide cooler environments for outdoor activities.
* Implement sun and UV protection policy
* Where possible, ensure sufficient shelter is available for children awaiting pick-up by parents/carers.

**Hydration:**

* Ensure children and staff continue to hydrate and monitor the hydration of children with additional needs.
* Remind parents/carers to provide their child with water and modified uniform, including sunhats.
* Ensure staff monitor children for early signs of heat stress/dehydration.

**Notification/information:**

* Seek advice from your PMC if required.
* Notify parents/carers about facility heat conditions
* Brief staff to be extra vigilant during periods of prolonged heat
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Industrial/factory fire

**In the** **event of an industrial fire or chemical emissions incident at a nearby location:**

* **Call 000** for emergency services and seek and follow any advice from Emergency Services.
* Report the emergency immediately to the Chief Warden/Early Childhood Commander.
* If you can detect smoke or fumes, move all staff, children, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
* Check staff, children and visitors are accounted for.
* Check staff, children and visitors with respiratory/relevant illnesses or conditions that may make the particularly vulnerable to smoke or fumes. If at any time you determine the situation poses an unacceptable risk to these individuals, consider arranging for their evacuation from the early childhood service.
* Notify and/or seek advice from your PMC or DE regional emergency management staff if required.
* Monitor the VicEmergency website at www.emergency.vic.gov.au, or the VicEmergency App on your mobile device, for any warnings and advice.
* Contact families and advise them that children are safe and not to come to the facility until further notice (or the end of the service day).
* Await advice from emergency services or from the Department before resuming normal activities outdoors.
* Follow-up communications with parents/carers as required.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**Specific actions prior to the start of operations:**

* Monitor the situation and if it is determined to pose an unacceptable risk to staff and children based on local assessment of risk, consider contacting families and advising them that children are not to come to the service until further notice.
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

**Specific actions at the end of the day:**

* Await advice from emergency services or further advice before resuming normal end of day procedures.
* Consider contacting families and advising and not to come to the facility for collection until the ‘all clear’ has been given.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Information security

* Contact your IT specialist technician for advice and support.
* If the incident involves sensitive and/or personal information that may identify an individual without their consent contact your PMC.
* If the information security breach is considered malicious contact local police.
* Offer impacted staff the option of support.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Intruder

* **Call 000** for emergency services and seek and follow advice.
* Report the emergency immediately to the Chief Warden/Early Childhood Commander.
* 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 whether evacuation, lock-down or shelter-in-place is required. Do this in consultation with the Police where possible.
* Evacuation only should be considered if safe to do so.
* Notify and/or seek advice from your PMC or the DE regional emergency management staff if required.
* Contact parents/carers as required.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Loss of essential services

When there is a loss of essential services e.g. power, water, communications:

* Determine which services are affected and the extent of the impact.
* Respond to any immediate threat to children and staff safety and isolate/secure buildings/areas if necessary.
* **Call 000** if emergency services are required to respond e.g. power lines down in front of the facility.
* Contact the relevant provider/s to report outage and ascertain when restoration will occur.
* Consider consequential impacts, e.g. power outage will impact on phone lines and IT systems.
* Notify and/or seek advice from your PMC if required
* Contact parents/carers as required.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Major external emissions/spill (includes gas leaks)

* Contact the relevant utility faults/emergency line and follow advice.
* **Call 000** for emergency services and seek and follow advice.
* Report the emergency immediately to the Chief Warden/Early Childhood Commander who will convene your IMT if necessary.
* Move staff and children away from the spill to a safe area and isolate the affected area.
* Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as required.
* Notify and/or seek advice from your PMC or DE regional emergency management staff if required if required.
* Contact parents/carers as required.
* Consider notification to WorkSafe 13 23 60.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Medical emergency

**If a medical emergency occurs on the facility site or on an excursion:**

* **Call 000** if immediate/life threatening .
* Administer first aid.
* Ensure any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications
* Contact parent/carer of affected child.
* Record evidence (if applicable).
* Keep other children away from the emergency/incident.
* Provide support for children who may have witnessed early stage of emergency
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Mental stress

* If there is immediate and/or life threatening concern for an individual’s health or wellbeing **call 000**.
* Notify parents/carers.
* Administer first aid (if appropriate) – keep physically and emotionally safe.
* See [child safety measures](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/childsafety.aspx) and consider what other supports are needed and appropriate, including:
	+ Pre-school field officer (PSFO)
	+ Kids Helpline - 1800 55 1800
	+ Bravehearts counselling and support for survivors of child sexual abuse on 1800 272 831 or [www.bravehearts.org.au](http://www.bravehearts.org.au/)Lifeline - 13 11 14
	+ Suicide prevention resources from Beyond Blue and/or Headspace
	+ Child and Adolescent Mental Health Team – acute mental health triage
	+ Children and Young People with Disability Australia on 1800 222 660 or [www.cyda.org.au](http://www.cyda.org.au/)
	+ For additional helplines and counselling services for children, young people and parents/carers, Australia-wide and by state and territory, go to [Homepage | Australian Institute of Family Studies (aifs.gov.au)](https://aifs.gov.au/) developed by the Australian Institute of Family Studies.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Missing child

**If child is missing and/or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent:**

* Search the immediate area and ensure on-going monitoring, supervision and safety of other children.
* **Call 000** for police to report child missing.
* Contact the parent/carer.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Influenza pandemic (communicable disease)

Appendix C of the DE Pandemic Influenza Incident Response Plan provides details of the [Key Actions](https://www.education.vic.gov.au/Documents/school/principals/health/pandemicprocedure.docx) for early childhood services to implement at each of the preparedness and response stages of a pandemic influenza event.

**Incident response:**

In the lead up to high-risk periods such as winter or in line with the advice of health authorities, prepare to enact pandemic response section of your EMP.

**Hygiene measures:**

Reinforce basic hygiene measures including**:**

* provide children and staff with information about the importance of hand hygiene (more information is available at Better Health)
* provide convenient access to water and liquid soap and alcohol-based hand sanitiser
* educate staff and children about covering their cough with tissue or inner elbow to prevent the spread of germs
* careful disposal of used tissues
* ensure germicidal wipes are available in stationary supplies for staff to clean staff administrative area, telephones etc.

**Communications:**

* Ensure hygiene information/posters are communicated/ displayed.
* Consider providing information sessions for staff and parents/carers to communicate:
	+ the status of the situation
	+ the risk of influenza and how to identify pandemic influenza symptoms and cases of possible influenza based on the current, up-to-date case definition by the Chief Health Officer, DoH
	+ best practice hygiene measures
	+ measures for vulnerable children.
* Access and follow Chief Health Officer, DoH/Principal Health Advisor advice provided by DE and distribute consistent messaging to staff, children and parents/carers.
* Encourage staff and parents/carers to obtain seasonal flu vaccination as appropriate (especially those people/families at a greater risk of infection).
* Prepare sample letters for parents/carers for the next stage (if required).

**Travel advisories:**

* Encourage staff and parents/carers to access the Smartraveller website prior to international travel.

**Business continuity:**

* Ensure currency of business continuity plan which:
	+ identifies minimum requirements and key staff for continued operations (including planning for the absence of the PMC)
	+ considers workforce strategies to enable continued operations if pandemic affects a portion of the workforce.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Severe weather event

* **Call** **000** if emergency services are needed and seek and follow advice.
* Before the storm:
	+ consider notifying parents/carers, especially those with children with additional needs
	+ store or secure loose items external to the building, such as outdoor furniture and rubbish bins
	+ disconnect/cover/move electrical equipment away from windows
	+ secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
* Monitor the VicEmergency website and/or VicEmergency App
* Monitor the Bureau of Meteorology website for weather updates and weather warnings
* 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.
* Report any matter concerning the safety and wellbeing of children, staff and visitors to the Chief Warden/Early Childhood Commander.
* Notify and/or seek advice from your PMC if required.
* Listen to local radio or TV on battery-powered sets for weather warnings and advice.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Smoke

This procedure may be used if you are not under direct threat from a fire and are remaining in smoky conditions.

**Medical:**

* **Call 000** if anyone is experiencing wheezing, chest tightness and difficulty breathing.
* Closely monitor for adverse effects of smoke on children and staff.
* Children and staff with existing heart or lung conditions (including asthma) should follow the treatment plan advised by their doctor.
* Asthmatics must follow their personal asthma action plan and keep a reliever or inhaler on hand.
* Notify parents/carers about conditions and to ensure they cater for their child’s needs e.g. extra inhaler.

**Activities/indoors:**

* Restrict outdoor activities or as appropriate, cancel, re-schedule or use alternative venues for any outdoor activities.
* Close windows and doors.
* Switch air conditioners to 're-circulate' or 'reuse air’ (turn it off if it doesn’t have this function).
* Limit prolonged or heavy physical activity relative to the conditions.

**Notification/information:**

As appropriate:

* Notify and/or seek advice from your PMC if required.
* For health information about smoke go to: [betterhealth bushfiresmoke](http://www.betterhealth.vic.gov.au/bushfiresmoke) or
* For information about planned burns in your area call 1800 226 226, download the VicEmergency app.  Detailed information about the time, location and status of planned burns for the next 10 days can be found at [Planned Burns Victoria](https://plannedburns.ffm.vic.gov.au/).
* Tune in to your ABC Radio station and keep listening for advice and warnings. You can find your local station on the ABC Radio frequency finder as well as listen online or via the ABC Radio app.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Snakes

* Treat all snakes as venomous – almost all snakes occurring on or entering properties in Victoria are venomous.
* Remain calm and alert children and staff - advise them to stay calm, move away slowly and keep away.
* If the snake is very close to you (around 1.5 metres or less) remain motionless until the snake moves away.
* If the snake is not agitated or defensive, calmly and slowly move to a safe distance away from the snake observing its position at all times.
* If the snake is located around buildings, homes and playgrounds consider the need to activate a Lock Down procedure.
* If the snake is located inside a building, consider the need to evacuate the room or building.
* Leave the snake alone and give it the opportunity to escape. If possible, monitor the snake from a safe distance (at least 5 metres away) in order to see where it goes and to direct a snake catcher to the snake (or its shelter site) if one is called.
* If the snake remains on facility grounds, call the local licensed snake catcher on <insert local snake catcher contact details here>.
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Traumatic death/injury/grief

If death or injury occurs on the service’s site (that impacts or risks impacting the health, safety and wellbeing of children or staff:

* **Call 000** for police/ambulance attendance.
* Monitor the wellbeing of staff.
* Contact parents/carers as appropriate.
* Actively implement self-care strategies.
* If the incident occurs on service premises/excursion
	+ preserve the evidence
	+ consider a Worksafe Notification 13 23 60.
* Report serious incidents to the relevant DE QARD Area Team as soon as practicable and in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* For general guidance, refer to the [*Managing Trauma Guide*](https://edugate.eduweb.vic.gov.au/sites/i/Shared%20Documents/Managing%20Trauma.pdf?Web=1) to support, plan for, and lead an effective recovery including:
	+ develop a Communications Plan – check what information can be released
	+ notification (as appropriate) to the service community – letter, newsletters, emails, phone calls, text messages or SMS alert
	+ limit exposure to ongoing trauma, distressing sights, sounds and smells
	+ continue to identify those most at risk and triage for support
	+ consider tribute, memorial, ritual
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## Violence, aggression and/or harassment

* Intervene only if safe to do so.
* **Call 000** if immediate/life threatening and require police/ambulance attendance.
* Initiate action to confine or isolate the aggressor.
* Determine whether evacuation, lock-down or Shelter in Place is required.
* Administer first aid if required and safe to do so.
* Contact parent/carer of children impacted.
* Record evidence (if applicable).
* If multiple children involved and/or witness incident, isolate to preserve the integrity of the evidence until interviews etc can take place.
* If staff are directly impacted consider whether a report to WorkSafe is required
* Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
* Insert any additional steps, including mitigation steps that you have identified in your risk assessment

# Area map

**Date validated:**

**Insert your Area Map**

Refer to the Area map section of the Guide for assistance. A sample template for creating an Area map is available on the [Emergency Management Requirements](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/emergencymanagementrequirements.aspx) page of the Department website.

Your Area map will assist you to identify a suitable off-site evacuation assembly location and travel path. As a guide, the Area map should include:

* Off-site evacuation assembly locations (a primary and a secondary location are recommended)
* Paths of travel to the assembly locations (include street names)
* Emergency services access to site
* Approximate distance and travel time to reach assembly locations
* A legend

*You can delete this text and insert your Area Map.*

# Emergency evacuation diagram

**Date validated:**

**Insert your Emergency Evacuation Diagram**

Refer to the Evacuation diagram section of the Guide for assistance. A sample template for creating an Emergency Evacuation Diagram is available on the [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services) page of the Department website. This resource is a guide only and should be used as an aid to develop your EMP.

Under Regulation 97(4): The approved provider of an education and care service must ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the education and care service premises, including a family day care residence and approved family day care venue.

You can delete this text box once you have completed the task and insert your Emergency Evacuation Diagram.

# Parent/carer contact information

**Important note:**

To make sure you have complied with the provisions of the Privacy and Data Protection Act 2014 (Vic), maintain parent/carer contact details separately to your EMP (or remove before distributing parts/copies of your EMP). You can indicate the location of the information here if you wish. It is recommended you maintain hard copy in case you are unable to access the information at your evacuation location.

You can delete this text after completing this section.

# Business continuity plan (BCP)

Business continuity planning is intended to minimise any safety, financial, educational, operational, reputational and/or other damaging consequences of a disruptive event.

Develop your service’s business continuity plan (BCP) using the template below which will provide strategies to consider for the more common business continuity events that can arise from events such as:

* Inability to access a building or facility site,
* A loss of essential services including communications, power and water,
* A loss or shortage of staff or skills.

A sample BCMP and Checklist are provided on the Department [Emergency management in early childhood services web page](https://www.vic.gov.au/emergency-management-early-childhood-services). You can delete this text box after completing your BCP.

**Business continuity event:**

**Details of arrangements:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Contact details** | **Support role** |
|  |  |  |
|  |  |  |
|  |  |  |

**Business continuity event:**

**Details of arrangements:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Contact details** | **Support role** |
|  |  |  |
|  |  |  |
|  |  |  |

**Business continuity event:**

**Details of arrangements:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Contact details** | **Support role** |
|  |  |  |
|  |  |  |
|  |  |  |

# Emergency management planning resources

**ATTACHMENTS**

* Attachment 1: Sample Facility Closure Checklist
* Attachment 2: Sample Emergency Kit
* Attachment 3: EMP Completion Checklist

**LINKS ON THE DEPARTMENT WEBSITE**

[Quality Assessment and Regulation Regional Office contacts](https://www.vic.gov.au/quality-assessment-and-regulation-regional-office-contacts)

[Department of Education office locations](https://www.vic.gov.au/office-locations-department-education)

[Department of Education regions](https://www.vic.gov.au/regional-model-department-education)

The [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services) web page has resources to assist your emergency management planning, including:

* Sample Post Emergency Record
* Sample Caller Bomb Threat Checklist
* Sample Drill Observer Record Template
* Sample Drill Debrief Report Template
* Sample Business Continuity Plan Template

The [Managing bushfire and grassfire risks in early childhood services](https://www.vic.gov.au/managing-bushfire-grassfire-risks-early-childhood-services) web page has resources to assist your emergency management planning, including:

* Early childhood bushfire/grassfire readiness review checklist
* The DE emergency management policy for early childhood services
* School bushfire and grassfire preparedness policy
* Links to CFA fire resources

### Attachment 1: Sample Service Closure Checklist - Forecast Elevated Fire Danger Rating Day

**Date service will be closed:**

**Notifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| All parents/carers |  |  |  |
| Staff and volunteers |  |  |  |
| Contractors (e.g. cleaners) |  |  |  |
| Known visitors |  |  |  |
| Co-located educational services |  |  |  |
| Approved provider |  |  |  |

**School bus transport:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| Facility closure signs are posted at all entrances/exits |  |  |  |

**Signage:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| Facility closure signs are posted at all entrances/exits |  |  |  |

**Excursions:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| Planned excursions have been cancelled |  |  |  |

**Other:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| Receipt of notification by all parents/carers has been confirmed (e.g. SMS read receipts, email read receipt/reply |  |  |  |
| Contingency arrangements have been made for potential next day closure |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Deliver appropriate communications including to:* Staff
* Parents/carers
* Allied Health
* Co-located services/faculties e.g. School Principal
* Other users of site
* QARD Area Team
* Suppliers
* Local Shire/Municipality (as appropriate**)**
 |  |  |  |

***NOTE:*** *This sample checklist is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services.*

### Attachment 2: Sample Emergency Kit Checklist

|  |  |
| --- | --- |
| **The emergency kit contains:** | ✔ |
| Parent/carer contact information (This list is located…) |  |
| Children/staff with additional needs including medications (These are located….) |  |
| Attendance list |  |
| Educators/staff contact information (The list is located …..) |  |
| Authorisations for child pick-up |  |
| Traffic/emergency safety vest and tabards |  |
| Facility keys |  |
| Portable First Aid Kit (contents checked) |  |
| A charged mobile phone/chargers/power bank (batteries checked) |  |
| Torch with replacement batteries or wind up torch (batteries checked) |  |
| Portable battery powered radio (batteries checked) |  |
| Whistle |  |
| Copy of facility site plan and EMP including evacuation routes |  |
| Bottled water (expiry dates checked) |  |
| Portable non-perishable snacks - dried fruits, energy bars (expiry dates checked) |  |
| Water bottles (expiry dates checked) |  |
| Nappies |  |
| Sunscreen and spare sunhats |  |
| Plastic garbage bags and ties |  |
| Toiletry supplies, wet disposable cloths, sanitiser |  |

**Date emergency kit checked:**

**Check completed by:**

**Next check date:**

***NOTE:*** *This sample template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services.*

### Attachment 3: Emergency Management Plan Completion Checklist

This EMP Completion Checklist has been developed for use as a ‘final check’ to assist you to confirm that you have completed all the components of your EMP.

Please note that it is your responsibility to identify potential local hazards to your facility, assess the risks these pose and develop measures to reduce or mitigate the risks to your early childhood service community.

|  |  |  |
| --- | --- | --- |
| **Component** | **✔** | **Action required** |
| Approved Provider name, service address, EMP issue date, EMP review date, BARR status, fire district have been specified. (see front cover page) |  |  |
| Distribution list has been completed |  |  |
| Key contact numbers our organisation have been updated |  |  |
| Key organisation, service provision and local community contact numbers have been added |  |  |
| Communications Tree detailing process for contacting emergency services, staff and parents/carers included. |  |  |
| An incident management structure has been identified, with appropriate persons assigned and contact details provided |  |  |
| Responsibilities are clearly defined and back up names included for each position on the IMT |  |  |
| Evacuation on site procedures have been customised and are specific to the service’s processes |  |  |
| Evacuation offsite procedures have been customised and are specific to the service’s processes |  |  |
| Lockdown procedures have been customised and are specific to the service’s processes |  |  |
| Lockout procedures have been customised and are specific to the service’s processes |  |  |
| Shelter-in-place procedures have been customised and are specific to the service’s processes |  |  |
| Localised emergency response procedures have been developed and customised for specific emergencies in-line with the hazards/threat identified in the risk assessment |  |  |
| Staff trained in first aid list has been updated |  |  |
| The area map includes off-site evacuation assembly locations and paths of travel, emergency services access points, surrounding streets and site exit point/s |  |  |
| Evacuation diagram complies with Australian Standard 3745—2010 ‘Planning for emergencies in facilities’ |  |  |
| Parent/carer contact information has been obtained and is up to date |  |  |
| Provisions of the Privacy and Data Protection Act 2014 (Vic) have been adhered to when collecting parent/carer contact information |  |  |
| Children and staff with additional needs have been identified and strategies put in place for these persons where they require assistance in the event of an emergency |  |  |
| Provisions of the Privacy and Data Protection Act 2014 (Vic) have been adhered to when collecting children and staff with additional needs list  |  |  |
| Site profile has been populated and reflects the service’s buildings, utilities etc. |  |  |
| Potential local hazards have been identified in risk assessment |  |  |
| Risks have been rated and risk assessments included |  |  |
| Local mitigations/controls have been specified in risk assessment |  |  |
| Drills have been scheduled once per term (quarterly) for different types of emergencies |  |  |
| Emergency Kit Checklist has been developed with the service’s requirements  |  |  |
| Strategies to address potential business continuity incidents have been developed |  |  |

**Date:**