Early Childhood Services

Example Emergency Management Plan Template

# Using this example Emergency Management Plan template

Your Emergency Management Plan (EMP) sets out in writing the emergency arrangements for your facility. It consists of emergency prevention, risk mitigation, preparedness, and response activities and includes the agreed emergency management roles and responsibilities assigned to members of staff, strategies, systems and any other arrangements.

This example of an EMP template (the template) is intended as a guide only to support your emergency planning and to develop your service’s EMP. It is based largely on Australian Standard AS 3745-2010 *Planning for emergencies in facilities (Australian Standard).* It also addresses critical incidents and business continuity but does not comprehensively detail the requirements relating to the maintenance of fire protection systems and equipment, which are covered in AS 1851-2012 *Routine service of fire protection systems and equipment* andAS 2293 *Emergency escape lighting and exit signs* and state legislation and regulations.

You will need to refer to these standards and associated codes of practice for further information and guidance.

Services are not obliged to use this EMP template, but if you do ensure:

* you adapt it to your service’s operations and practices 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 service or to explain how to complete a section
* consider adding sections/additional information to assist you and your staff in preparing for, responding to and recovering from an emergency or critical incident.

This updated example EMP template features arrangements for:

* A formal Emergency Planning Committee (EPC) (previously referred to as the Planning Team); and
* The Emergency Control Organisation (ECO) (previously referred to as the Incident Management Team or IMT).

The roles and responsibilities of the EPC and ECO are explained in the template.

Providers, facility owners, managers, occupiers and employers should obtain professional advice and inform the Emergency Planning Committee on the level of indemnity provided to members of the committee.

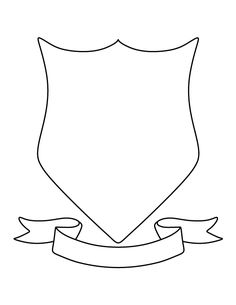
For further information, guidance and resources on emergency planning, visit The Australian Children's Education & Care Quality Authority ([ACECQA](https://www.acecqa.gov.au/)) website (ACECQA is the national authority administering the National Quality Framework (NQF) for Early Childhood Education and Care).

To access other departmental resources to help your emergency management planning, visit: [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services).

# Emergency Management Plan

2025 – 2026

<Insert the name of your service here>



<Insert your service logo or an image>

In an emergency **dial 000**

for police, ambulance or fire services

**Physical address (as recorded on NQAITS):**

**Phone number:**

**Fax number:**

**Email address:**

**Department of Education region:**

**QARD area:**

**Bureau of Meteorology/Fire district:**

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

**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:**

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# Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how <insert your service name> mitigates the risk of, prepares for and responds to emergency situations.

This includes:

* Conducting/reviewing the service’s risk assessment to identify and rate the threats/hazards that could reasonably result in an emergency or critical incident at your service
* Assessing 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
* Staff on the Emergency Planning Committee
* Staff on the Emergency Control Organisation
* Scheduling rehearsals (exercises/drills) of the documented emergency response procedures to ensure everyone understands what needs to be done in an emergency and their role
* Ensuring emergency contacts are up to date - details of people and organisations you will need to contact for assistance and support and those who need to be notified/informed, including for staff, management, emergency services, parents/guardians, tradespeople etc.
* Maintaining emergency systems and equipment
* Ensuring children and staff with additional needs and those who require a Personal Emergency Evacuation Plan (PEEP) are supported
* Preparing and maintaining the emergency and first aid kits
* Documenting the service’s emergency response procedures and ensuring they reflect the hazards/threats identified in the risk assessment
* Ensuring that evacuation diagrams are accurate and displayed correctly
* Considering how business continuity will be managed if this becomes necessary

# Scope

This EMP applies to all staff, children, visitors, contractors, and volunteers at <insert your service name> .

# Emergency Planning Committee

The Emergency Planning Committee (EPC) is responsible for the development, documentation, implementation, resourcing and review/maintenance of this Emergency Management Plan (EMP), including:

* Collaborating where necessary with the building/facility owner, manager, other occupiers etc.
* Identifying and assessing risks that could reasonably produce emergency situations
* Ensuring that the EMP is available to the appropriate staff and strategies are in place for visitors to be made aware of emergency response procedures
* Establishing the Emergency Control Organisation to control and implement the service’s emergency response procedures and assigning roles to staff
* Emergency procedures/equipment/first aid training
* Testing procedures through drills/exercises
* Checking and testing emergency system and equipment elements of the EMP such as communications systems, fire detection, warning and alarm systems, exit signs and emergency lighting and fire extinguishers
* Updating the EMP: your EMP is valid for 5 years and is reviewed at least annually to ensure it is up to date (e.g. to reflect changes to staffing, emergency contacts, risk profile and relevant infrastructure). It may also need to be updated where risks can be further reduced or deficiencies or gaps in emergency procedures and other emergency arrangements are identified after an actual emergency or drill/exercise.
* Maintaining records including: minutes of EPC meetings (held at least once a year as part of the EMP review), emergencies, testing of procedures (drills/exercises) and checking of evacuation and safety systems and equipment.

*Insert your Emergency Planning Committee structure*

# 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: when sharing sections of your EMP, be sure to remove any information that may be subject to privacy legislation. Other information may be considered sensitive, such as staff member’s private contact details and should be treated carefully and not shared unless absolutely necessary.***

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position title and organisation name** | **Date sent** | **Email or postal address** |
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# 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 parents/guardians:**

## Other services/users of the premises/site

**Service/user name:**

**Location on site:**

**Children/visitor numbers:**

**Operating hours/days:**

**Emergency contact name:**

**Emergency contact phone number:**

**Emergency contact mobile number:**

## Building information summary

If your facility separately maintains detailed documentation regarding the maintenance, checks and inspection of essential safety systems, where relevant, the information does not need to be completed.

**Telephones:**

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

**Fire alarms:**

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

**Intrusion alarms:**

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

**Utilities:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Location** | **Service provider** | **Shut-off instructions location** |
| Electricity |  |  |  |
| Water |  |  |  |
| Gas/propane |  |  |  |
| <Add others as required> |  |  |  |

**Communication system:**

|  |  |  |
| --- | --- | --- |
| **Item** | **Location** | **Maintenance (e.g. provider, scheduled checks)** |
| EWIS (Emergency Warning and Intercommunication System) |  |  |
| WIP (Warden Intercommunication Point) |  |  |
| Public Address System |  |  |
| <Add others as required> |  |  |

**Sprinkler system:**

|  |  |  |
| --- | --- | --- |
| **Control valve** | **Location** | **Maintenance (e.g. provider, scheduled checks)** |
| **Shut-off instructions** |  |  |

**Fire-fighting services and equipment:**

|  |  |  |
| --- | --- | --- |
| **Item** | **Location** | **Maintenance (e.g. provider, scheduled checks)** |
| Portable extinguishers |  |  |
| Fire hydrant/hose reel |  |  |
| Fire blanket |  |  |
| Fire indicator panel |  |  |
| <Add others as required> |  |  |

**Other building safety/emergency/security features:**

|  |  |  |
| --- | --- | --- |
| **Item** | **Location** | **Maintenance (e.g. provider, scheduled checks)** |
| First Aid kit |  |  |
| Defibrillator(s) |  |  |
| <Add others as required> |  |  |

**Building, site, location hazards:**

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

**Services on the Bushfire At-Risk Register (BARR) or Category 4 :**

*Refer to* [*Managing bushfire and grassfire risks in early childhood services*](https://www.vic.gov.au/managing-bushfire-grassfire-risks-early-childhood-services) *for further information.*

|  |  |
| --- | --- |
| **Item** | **Comment** |
| Vegetation management plan | Provider name |
| Site readiness checklist completed insert link *(prior to commencement of fire season)* | Date completed |
| Families advised of service’s fire risk status and pre-emptive actions |  |

# Children and staff with additional needs

**Important note:**

The summary below of children and staff with additional needs (e.g. respiratory condition, restricted mobility, sight impairment) can be included in your EMP to inform your risk assessment, so long as it does not contain any personal details or details that identify an individual.

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.

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, while ensuring the relevant key Emergency Control Organisation member/s are advised of where they are held.

**Additional needs summary**

|  |  |  |
| --- | --- | --- |
| **Additional needs category** | **Number of children** | **Number of staff** |
|  |  |  |
|  |  |  |
|  |  |  |
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# Risk assessment

Use the following table to:

* List the identified hazards and threats which could reasonably result in an emergency or critical incident at the service, including those that may cause planned, unplanned or pre-emptive closure of the service
* Describe, assess and rate the associated risk
* How your service reduces and manages their impact.

The Department of Education (DE) [Risk Management Process](https://content.sdp.education.vic.gov.au/media/risk-management-schools-pocket-guide-2259) used by schools is a resource available to assess your risks. The guide includes consequence and likelihood criteria, risk acceptability chart and the risk rating matrix.

Please note that under regulation 168(2)(e) of the Education and Care Services 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 (e.g. emergency contacts) 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.

Your emergency response procedures must reflect the risks posed by identified threats and hazards. 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 should work with the school to develop a complimentary/combined EMP. 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 EMP.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 your controls?> | <Rate the severity of the consequences> | <How likely are the consequence/s> | <Insert the risk level> | <List additional measures to be 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> |
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# Emergency response exercises/drills schedule

Services must conduct an emergency drill/exercise every three months per the requirements of Regulation 168 of the Education and Care Services National Regulations.

Sample templates for Drill Observer Record and Drill Debrief are provided on the DE [Emergency management in early childhood services](https://www.vic.gov.au/emergency-management-early-childhood-services) web page.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Type** (e.g. evacuation, lockdown)  **and**  **Scenario** (e.g. fire, intruder) | **Scheduled date** | **Date drill performed** | **Observer’s record completed**  **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 the items you include in your emergency kit are relevant to your service and its risks.

**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 additional needs should be kept separate to your EMP in a secure location.

|  |  |
| --- | --- |
| **The emergency kit contains:** | **Comment** |
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**Date Emergency Kit checked:**

**Check completed by:**

**Next check date:**

# Emergency contacts

## Emergency services 000

**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 |  |  |  |
| Chief Warden |  |  |  |
| First aid officer |  |  |  |
| OHS representative |  |  |  |
| <Add contacts as required> |  |  |  |

## Key organisational and Department of Education contacts

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Name** | **Contact number** |
| DE Quality Assessment and Regulation Division (QARD) Area Team  *Delete the DE contacts not relevant to your facility location. If you are unsure of your DE 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 7502  7005 1989 |
| **North Eastern Victoria Region**   * Eastern Metropolitan Area * Hume Area | 1300 651 940  5771 4471 |
| **South Eastern Victoria Region**   * Gippsland Area * Southern Metropolitan Area | 5194 4101  8904 2500 |
| **South Western Victoria Region**   * Barwon South West Area * Grampians Area * Western Metropolitan Area | 5215 5136  4334 0589  7005 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 Govt Authority Emergency Management Officer |  |
| WorkSafe Victoria | 1800 136 089 |
| To 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/:~:text=Contact%20Us-,What%20services%20are%20regulated%20under%20the%20Children’s%20Services%20Act%3F,-The%20services%25)) 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).

It is essential that NQAITS is updated with your facility’s correct physical address.

# Emergency Control Organisation (ECO)

The Emergency Control Organisation (ECO) (also previously referred to as the Incident Management Team) comprises staff appointed by the Emergency Planning Committee to direct and control the implementation of the service's emergency response procedures and arrangements in the event of an emergency or critical incident.

The number of ECO members/positions depends on the facility’s profile such as size of the premises and floor or area, number of occupants and visitors etc. Positions other than those described below may be incorporated into the ECO e.g. runners, stair wardens, roll call wardens and traffic wardens.

Consideration should also be given to the appointment of deputies (back-ups) and reflected in the structure to ensure the effective functioning of the ECO. All ECO members should be trained to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures, including your facility’s communication system (if installed), including refresher training.

Ensure that your facility’s ECO has clearly documented pre-emergency, emergency response and post-emergency duties and responsibilities, including notifying families of any closure.

A sample template for creating an ECO 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 DE website. Please adapt it as appropriate to ensure relevance to your facility and services.

*You can delete the above text after you have completed this section*

*Insert your ECO structure*

## ECO contact details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ECO role** | **Primary** | | **Back up** | |
|  | Name | Number | Name | Number |
| Chief Warden |  |  |  |  |
| Deputy Chief Warden |  |  |  |  |
| Area/Floor Warden |  |  |  |  |
| Warden |  |  |  |  |
| Warden |  |  |  |  |
| Warden |  |  |  |  |
| Communications Officer |  |  |  |  |
| First Aid Officer/s |  |  |  |  |
| <Add other roles as required> |  |  |  |  |

## ECO responsibilities

Actions to be undertaken by the ECO may include but not limited to the those set out below.

**Chief Warden**

This role is undertaken by the Deputy Chief Warden if the Chief Warden is unavailable

*Pre-emergency*

* Maintain a register of ECO members and ensure vacancies are filled as required.
* Attend meetings of the Emergency Planning Committee.
* Ensure completion of Personal Emergency Evacuation Plans as required and understood by the relevant Warden/s who will provide assistance.
* Conduct and attend regular exercises/drills in line with regulatory requirements and address any identified deficiencies.
* Ensure the currency of emergency response and recovery procedures.
* Ensure staff on the ECO are aware of their responsibilities, are identifiable and known to staff.
* Attend EPC meetings and training.
* Ensure the emergency kit is maintained.

*During emergency*

* Respond and assume control in an emergency as appropriate until emergency services arrive.
* Ascertain the nature and scope of the incident or emergency and implement appropriate action.
* Ensure that the emergency services have been notified.
* Ensure that Floor/Area Warden/s are advised of the situation as appropriate.
* Initiate an action plan in line with emergency response procedures (e.g. evacuation/lock-down/lock-out/shelter-in-place); control entry to affected areas as appropriate; monitor progress as action are implemented.
* Convene the ECO as required.
* Brief emergency services on arrival and act on their instructions.

*Post- emergency*

* On the incident being rendered safe or the emergency services return control, notify the ECO members to have staff and children return to normal operations as appropriate.
* Arrange a debrief with the ECO and as appropriate, any attending emergency service.
* Ensure recovery activities are considered and as required, planned and implemented.
* Complete a report/Post Emergency Record for the EPC (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).
* Collaborate with facility owners, managers and staff on re-entry and post emergency actions.

**Floor/Area Warden**

*Pre- emergency*

* Confirm a sufficient number of wardens appointed for the area of responsibility.
* Coordinate the completion of PEEP documentation as appropriate.
* Report any identified deficiencies in emergency equipment.
* Ensure Wardens have informed occupants in their area of the emergency response procedures and know the Warden for their area.
* Coordinate safety practices by Wardens for their area e.g. clear evacuation paths, access to first attack firefighting equipment and emergency kit (and first aid kit) as appropriate.
* Attend training and emergency drills/exercises and report deficiencies in emergency systems/equipment/procedures.

*During emergency*

* Ensure emergency services have been notified and communicate with and act on instructions of the Chief Warden.
* Implement the emergency response procedure relevant to the floor/area.
* Instruct Wardens to check the floor or area for any abnormal situation.
* If required, commence evacuation/lockdown/lockout/shelter in place procedures and control the orderly movement of people.
* Advise the Chief Warden of the situation, actions taken and activities of Wardens have been completed.
* Co-opt persons to assist Warden/s during an emergency if required.
* Confirm and report to the Chief Warden that the Warden’s tasks have been completed or attending emergency services if the Chief Warden is not contactable.

*Post- emergency*

* Compile report of the actions taken during the emergency for the Chief Warden and debrief.
* Confirm the emergency kit is re-stocked as appropriate.

**Communications Officer**

*Pre- emergency*

* Ensure proficiency in the use of the service’s communication systems/equipment of all ECO members.
* Ensure access to a means of communication to enable contact with/from families and emergency services.
* Maintain records and logbooks and ensure their availability for emergency response.
* Ensure emergency contact details are up to date.
* Participate in emergency exercises/drills in line with regulatory requirements.

*During emergency*

* Ascertain the nature and location of the emergency and maintain situational awareness.
* Confirm that emergency services and appropriate ECO members have been notified, and as appropriate, families and other key stakeholders.
* Act as directed by the Chief Warden; transmit instructions and information.
* Keep a log of actions during the emergency.

*Post- emergency*

* Communicate with families as required.
* Collate records of events completed by all ECO members during the emergency for the debrief and ensure they are secured.

**Wardens**

*Pre- emergency*

* Ensure occupants are aware of the emergency response procedures.
* Undertake safety practices such as clear egress paths, access to first attack equipment, and clearing of rubbish.
* Participate in emergency exercises/drills in line with regulatory requirements and report deficiencies in procedures, emergency/safety equipment etc.
* Attend training and exercises as required by the EPC.

*During emergency*

Activities may include the following:

* Carry out tasks as set out in the emergency response procedures and as instructed by the Floor/Area Warden or Chief Warden.
* Act as Floor/Area Warden if required.
* Operate the communication system/s as required.
* Check that fire doors and smoke doors are properly closed and close/open other doors as set out in the emergency response procedures.
* Search the area to ensure all people have evacuated as appropriate (note that this task is of greater benefit than a later physical count of evacuees).
* Lead groups of people and ensure their orderly flow to any designated assembly location or protected area such as a stairway.
* Assist people with disabilities and where documented, in accordance with PEEPs.
* Report status of allocated tasks to the Floor/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, and re-stocking of emergency kit as required.

**First Aid Officer/s**

The duties of First Aid Officer/s for before, during and after an emergency should be considered by the EPC and include responsibilities such as checking the contents of first aid kits, taking the kit/s to the on/off site evacuation location, administering first aid in an emergency and replenishing the kit/s as required. The role of First Aid Officer/s and Wardens should be separate and distinct.

# Communication Tree

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 DE website. Please adapt it as appropriate to ensure relevance to your facility and services.

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

# Staff training

Include in the table below first aid, anaphylaxis management and emergency related training such as for fire extinguisher and operating the emergency communication system (if installed).

**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 type** | **Date qualified to/refresher training** |
|  |  |  |
|  |  |  |
|  |  |  |
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|  |  |  |

# Core emergency response procedures

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

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

You can use the core procedures as a basis to develop new or modify 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. Your procedures must include arrangements for notifying families and the department of any closure.

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 the above text after reviewing and adapting these procedures*

## On-site evacuation

This procedure should be activated if it is unsafe for children, staff and visitors to remain inside the facility. Examples include incidents such as a small fire, internal gas leak, and threats or hazards that are confined to a room at your facility. This procedure can be used for a full evacuation of everyone at the facility, or a partial evacuation of a room, area or single building.

* **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:**

* 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

If it is unsafe for children, staff and visitors to remain on the facility’s grounds the Chief Warden will take charge and activate the ECO 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:**

* 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 ECO to identify any off-site and procedural changes that may be required.
* Complete your Post Emergency Record form (see Attachment 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

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 will take charge and activate the ECO 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:**

* 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 ECO 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

When an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety the Chief Warden will take charge and activate the ECO 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:**

* 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 ECO 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

When an incident occurs outside the early childhood service and emergency services or the Chief Warden 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 will take charge and activate the ECO 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> .
* 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:**

* 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 ECO 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.

Ensure you complete the risk assessment before updating emergency response procedures.

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 the above 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 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
* 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.
* 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.
* 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 who will convene your ECO 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.
* 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 DE website provides details of requirements for services at bushfire and grassfire risk here: [Managing bushfire and grassfire risks in early childhood services | vic.gov.au](https://www.vic.gov.au/managing-bushfire-grassfire-risks-early-childhood-services)

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 (if possible, assign a staff member to monitor the app during the fire season), 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 may have additional information and advice from emergency services.
* Convene your ECO.
* 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.

## 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](https://www.emergency.vic.gov.au/respond/?=&bbox=137.274169921875%2C-39.85915479295669%2C153.665771484375%2C-33.229498141449504&tm=1752036412810) 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 (ECO) 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|01|Paul.Casha%40education.vic.gov.au|7334a2a394234033bfd508d95ba58b9a|d96cb3371a8744cfb69b3cec334a4c1f|0|0|637641588831148452|Unknown|TWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D|1000&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 will convene the ECO 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.
* 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](https://www.emergency.vic.gov.au/respond/?=&bbox=137.274169921875%2C-39.85915479295669%2C153.665771484375%2C-33.229498141449504&tm=1752036412810) 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.
* 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](https://www.emergency.vic.gov.au/respond/?=&bbox=137.274169921875%2C-39.85915479295669%2C153.665771484375%2C-33.229498141449504&tm=1752036412810) website 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.
* 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 who will convene your ECO 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)

**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](https://www.betterhealth.vic.gov.au/))
* 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](https://www.smartraveller.gov.au/) 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](https://www.emergency.vic.gov.au/respond/?=&bbox=137.274169921875%2C-39.85915479295669%2C153.665771484375%2C-33.229498141449504&tm=1752036412810) website and/or VicEmergency App
* Monitor the [Bureau of Meteorology](http://www.bom.gov.au/) 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.
* 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 area map validated:**

A sample template for creating an Area map 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 DE 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 the above text and insert your Area Map*

# Evacuation diagram

**Date Evacuation Diagram/s validated:**

A sample template for creating an Evacuation Diagram 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 DE website. This resource is a guide only and should be used as an aid to develop your EMP. Please note that the validity period for an Evacuation Diagram should not exceed 5 years.

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.

*Insert your Evacuation Diagram/s*

# 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 the above 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.

If you wish to develop a business continuity plan (BCP) for your service, use the sample template below to document 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.

*You can delete the above text after completing your BCP*

**Arrangements to manage** **inability to access building or facility site**

You may like to consider mutual support agreements with other schools/other local premises; virtual learning; adjusting timetables and room allocations; scheduling offsite excursions; and including key stakeholders that may need to be contacted should you experience partial or complete site inaccessibility.

|  |  |  |
| --- | --- | --- |
| *Insert details of arrangements/work arounds here* | | |
| **Name of contact for support** | **Contact details** | **Support role** |
| e.g. LGA |  |  |
| e.g. SES/CFA/Police |  |  |
|  |  |  |

**Arrangements to manage a loss of essential services (inc. electricity, water), technology, data, and communications**

You may like to consider noting any interdependencies with other systems; knowing your essential services provides and support contacts; propositioning of water, charged power banks and/or portable emergency lighting (torches etc); alternative communication options, such as satellite phones; generators; backing up school data so that it is isolated from production systems; access to paper-based systems including student and family contact details and hard copies of curriculum content; flexible lesson plans that can be completed without the use of technology.

|  |  |  |
| --- | --- | --- |
| *Insert details of arrangements/work arounds here* | | |
| **Name of contact for support** | **Contact details** | **Support role** |
| e.g. Electricity/gas provider |  |  |
|  |  |  |

**Arrangements to manage a loss or shortage of staff or skills**

You may like to consider temporary staff arrangements; multi-skilling/cross training; alternate operational arrangements, such as suspending non-critical activities and/or mutual support with other school(s); and factors that may impact the ability of staff to attend the school such as distance travelled, household fire plans or susceptibility to other emergencies, and document suitable contingencies.

|  |  |  |
| --- | --- | --- |
| *Insert details of arrangements/work arounds here* | | |
| **Name of contact for support** | **Contact details** | **Support role** |
| e.g. Relief staff provider |  |  |
|  |  |  |

# Emergency management planning resources

**ATTACHMENTS**

* Attachment 1: Sample Emergency Kit
* Attachment 2: 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

For further information, guidance and resources on emergency planning, visit The Australian Children's Education & Care Quality Authority ([ACECQA](https://www.acecqa.gov.au/) ) website.

ACECQA is the national authority administering the National Quality Framework (NQF) for Early Childhood Education and Care.

### Attachment 1: 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 lists (staff and children) |  |
| 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 2: 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.

|  |  |  |
| --- | --- | --- |
| **Item Updated/Checked** | **✔** | **Action required** |
| Cover page |  |  |
| Distribution |  |  |
| EPC structure |  |  |
| Facility profile |  |  |
| Children and staff with additional needs / PEEPs (stored separately) |  |  |
| Risk assessment |  |  |
| Drills/exercises schedule |  |  |
| Emergency Kit |  |  |
| Emergency contact numbers |  |  |
| ECO structure and contact details |  |  |
| ECO responsibilities |  |  |
| Communications Tree |  |  |
| Staff training |  |  |
| Core emergency response procedures |  |  |
| Hazard/threat specific emergency response procedures |  |  |
| Procedures checked against hazards/threats in the risk assessment |  |  |
| Area map |  |  |
| Evacuation diagram /s |  |  |
| Parent/carer contact information (stored separately) |  |  |
| Business continuity |  |  |
| Sensitive/private information secured per provisions of the Privacy and Data Protection Act 2014 (Vic) |  |  |

**Date:**