

## Emergency and Evacuation

### POLICY

#### POLICY STATEMENT

Our organisation is committed to ensuring the health, safety and wellbeing of all children by identifying the risks and hazards of emergency and evacuation situations. Children and staff will regularly rehearse emergency and evacuation procedures to maximise safety and wellbeing in the event of an emergency or event requiring evacuation.

#### BACKGROUND

The *Education and Care Services National Regulations* require approved providers to ensure their services have policies and procedures in place for emergency and evacuation to minimise risk of harm to children.

#### LEGISLATION

- National Law Act – 167
- National Regulations – 97, 98, 168, 170–172
- National Quality Standard – 2, 3.2.1, 4.1, 5, 6, 7.1.2

#### RELEVANT POLICIES

- |                                            |                                      |
|--------------------------------------------|--------------------------------------|
| • Acceptance and Refusal of Authorisations | • Governance and Management          |
| • Administration of First Aid              | • Health, Safety and Wellbeing       |
| • Anaphylaxis Management                   | • Incident, Injury, Trauma & Illness |
| • Dealing with Infectious Diseases         | • Providing a Child-Safe Environment |
| • Dealing with Medical Conditions          | • Safe Arrival of Children           |
| • Delivery and Collection of Children      | • Safe Transportation of Children    |
| • Enrolment and Orientation                | • Staffing Arrangements              |
| • Excursions                               | • Sun Protection                     |
| • Bush Kinder                              |                                      |

#### LOCATION OF INFORMATION

- Centre Hallway
- Kids on Mullum Child Care Centre Website

#### MONITORING AND REVIEW

This policy is required to be reviewed at least annually by the approved provider, in conjunction with nominated supervisors, responsible persons, staff, families and children.

- Dates of Review:  
January 2026, May 2025, April 2024, January 2023, January 2022

**EMERGENCY EVACUATION AND LOCKDOWN PROCEDURES  
FOR THIS SERVICE ARE LISTED ON THE FINAL PAGES: 16-20**

## Emergency and Evacuation

### PROCEDURES

#### EMERGENCIES

- An emergency is an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service, and requires an immediate response.
- Emergency and evacuation situations can arise in a number of circumstances and for a variety of reasons. These may include natural emergencies including fires, floods, thunderstorm asthma and heat. It can also include air quality issues and external situations that require the service to be locked down.
- Incidents, situations or events where there is an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service include, but are not limited to:
  - building fires
  - medical emergency or incidents, *e.g.*, *anaphylaxis*, *asthma attack*
  - aggressive and/or violent person or intruder
  - bushfire or grassfire
  - flood or extreme weather
  - poor air quality, *e.g.*, *smoke*, *smog*
  - gas leaks, gas explosions and chemical spills
  - bomb or substance threats
  - terrorist threat
  - burst water main or pipe
  - cyclone, severe storm or dust storm
  - blizzard, hail or ice
  - earthquake
  - atmospheric contaminant
  - dangerous animal, insect or reptile
  - siege or hostage situation
  - missing, unaccounted for or abandoned child
  - traffic accident
  - fatal incident involving a child, family member, staff member or visitor to the service

#### EMERGENCY EVACUATION

- An emergency evacuation is an immediate and urgent movement of people away from a threat or actual occurrence of a hazard
- Circumstances under which an emergency evacuation may occur include, but are not limited to:
  - fire within the building or playground
  - fire in the surrounding area where the service may be in danger
  - flood
  - cyclone, severe storm or dust storm
  - dangerous animal, insect or reptile
  - terrorist threat
  - gas explosion

- traffic accident
- earthquake
- In the event of an emergency evacuation, a staff member must call **000** to contact emergency services. They must provide the service name, address, nearest cross street, reason for evacuation, contact number, and the number of children and adults evacuating.
- Children, staff, and visitors must stay within the evacuation area until deemed safe to leave.
- In the event of limited staffing, staff must work together to perform all evacuation duties.
- Consideration is made to evacuate infants and non-ambulant children and staff.
- Staff must check each area of the service, including outdoor play spaces and equipment, to ensure all children are gathered and accounted for during the evacuation.
- Families will be notified of the incident as soon as practicable after the evacuation has ended.

## EMERGENCY LOCKDOWN

- A lockdown is action taken when there is a perceived or imminent threat to the life, health, safety or wellbeing of children and adults from an internal or external source.
- Circumstances under which an emergency lockdown may occur include, but are not limited to:
  - extreme weather
  - chemical or hazardous substance spill
  - dangerous or threatening person or animal
  - external disturbance
  - extreme smoke from a local or distant fire
  - flood
  - gas leak or atmospheric hazardous substance
- Within early childhood services, there are three types of lockdown that may be required:
  - **'External Threat'** indicating that there is a potential threat outside that you wish to prevent from entering the building, *e.g., unidentified dangerous animal or insects*
  - **'Shelter-in-Place'** which generally will be required when there is a real or perceived threat to health or safety, *e.g., severe storms*
  - **'Full Lockdown'** for situations that involve serious threats, *e.g., potentially dangerous unwanted or uninvited intruder*
- For a **'Shelter-in-Place'** or **'External Threat'** lockdown, children are able to participate in the usual experiences and activities. However, for a **'Full Lockdown'**, children and adults must be moved to an area that does not allow them to be viewed.
- During a **'Full Lockdown'**, staff will encourage all children to remain quiet, and will ensure all children and adults in the room remain out of sight of external windows, glass doors, and internal viewing windows.
- In the event of an emergency lockdown, a staff member must call **000** to contact emergency services. They must provide the service name, address, nearest cross street, reason for lockdown, contact number, and the number of children and adults locking down.
- Children, staff, and visitors must stay within the lockdown area until deemed safe to leave.

- In the event of limited staffing, staff must work together to perform all lockdown duties.
- Consideration is made to support infants and non-ambulant children and staff during a lockdown.
- Staff must check each area of the service, including outdoor play spaces and equipment, to ensure all children are gathered and accounted for during the lockdown.
- Families will be notified of the incident as soon as practicable after the lockdown has ended.

## EMERGENCY PROCEDURES

- To support all staff and visitors to have a clear understanding of their role in an emergency situation, the service has developed an emergency procedures map and plan. This is used when it is deemed necessary to evacuate the premises, or lockdown within the service, to ensure the safety and wellbeing of children and adults.
- The emergency procedures plan and map include a visual diagram of the service and a step-by-step overview of evacuation and lockdown processes.
- The visual map has clearly marked exits, exit routes and assembly points from all locations within the service. It is displayed in a prominent position near each emergency exit at the service.
- All emergency exits have clearly visible exit signs.
- Staff ensure there are no obstructions in hallways, stairways or emergency exits.
- All staff and visitors are aware of emergency evacuation points and assembly areas.
- Staff are trained how to use emergency equipment, *e.g., fire extinguishers, fire blankets, hoses*
- When developing an emergency procedures plan, the following considerations should be made:
  - how staff will determine when to activate the plan.
  - what actions to take and what should occur.
  - how emergency services will be contacted.
  - how children will be managed.
  - what steps will be taken if there is an emergency whilst on an excursion.
  - what equipment to take.
  - the number and needs of the children, including any additional needs & medical conditions.
  - how to support infants and non-ambulant people, *e.g., child in a wheelchair*
  - accessibility for emergency services.
  - where are the safest off-site locations.
  - how to get to the off-site locations.
  - what facilities are available at the off-site locations.
  - where to go if off-site location is unsafe.
  - how families will be informed.
  - what should happen following an emergency.
- When deciding on an off-site location, the following considerations should be made:
  - does the site provide a safe alternative?
  - is it within a safe walking distance?
  - is pre-planned transportation required?
  - is there running water?
  - is there access to bathroom facilities?
  - is shelter available?
  - is there mobile phone reception?

- can this location be easily accessed by families and emergency services?

## EMERGENCY CODES

- Staff, children, families and visitors will be alerted that it is an emergency situation via coloured emergency codes.
- All staff have been trained on the differentiation between the codes and know the emergency procedures for each one.
- Emergency codes may be announced via visual and/or audible cues.
- Services can choose which of the below codes will work best at their service following a risk assessment and discussions with children, families and staff. The combination of codes chosen will be service-specific.
- The coloured emergency codes that this particular service uses are listed on page 16.

| CODES             | EMERGENCY CODE PROCEDURES                                                                                                                                                                                                                                     |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CODE RED</b>   | <ul style="list-style-type: none"> <li>• Immediate external evacuation to car park (or nearest off-site location) via safest route.</li> <li>• Await further instructions.</li> <li>• Remain on high alert.</li> </ul>                                        |
| <b>CODE AMBER</b> | <ul style="list-style-type: none"> <li>• Immediate internal lockdown inside own rooms.</li> <li>• Close all windows and doors.</li> <li>• Turn off heating/cooling system.</li> <li>• Await further instructions.</li> <li>• Remain on high alert.</li> </ul> |
| <b>CODE GREEN</b> | <ul style="list-style-type: none"> <li>• Immediate internal lockdown.</li> <li>• Lock all doors.</li> <li>• Close all windows and blinds.</li> <li>• Turn lights off.</li> <li>• Await further instructions.</li> <li>• Remain on high alert.</li> </ul>      |
| <b>CODE BLUE</b>  | <ul style="list-style-type: none"> <li>• Immediate internal lockdown.</li> <li>• Lock all doors.</li> <li>• Close all windows and blinds.</li> <li>• Turn lights off.</li> <li>• Await further instructions.</li> <li>• Remain on high alert.</li> </ul>      |
| <b>CODE BLACK</b> | <ul style="list-style-type: none"> <li>• Immediate external evacuation to car park (or nearest off-site location) via safest route.</li> <li>• Answer black card questions.</li> <li>• Don't hang up phone.</li> <li>• Await further instructions.</li> </ul> |

- Remain on high alert.

## EMERGENCY MANAGEMENT PLAN

- The service has developed an Emergency Management Plan (EMP) which mitigates the damage of potential events that could endanger the service's ability to function.
- Staff follow the emergency management plan in an emergency.
- The emergency management plan provides information on evacuation routes, emergency procedures, evacuation kit contents, roles and responsibilities, communication plans, off-site evacuation locations, emergency contacts, and emergency arrangements.
- The plan is reviewed and reflected on regularly, with consideration given to:
  - any changes to key staff.
  - any change to the service premises.
  - whether there are any new children enrolled, or staff employed, who have health needs or medical conditions that require additional assistance.
  - whether there has been new fire safety advice.
  - whether the service has been added to the *Bushfire at Risk Register (BARR)* or deemed to be a *Category 4 grassfire risk*.

## RISK ASSESSMENT

- A risk assessment is conducted to identify potential emergencies that are relevant to the service and the local area. Risk assessments identify the hazards and potential threats specific to the service and provides a framework to prepare, manage and reduce those risks.
- The risk assessment helps to:
  - identify all the probable threats, hazards and incidents that can result in an emergency at the service.
  - document the risks and assess the risk level of each.
  - develop emergency procedures, policies and other arrangements to reduce and manage identified risks.
  - address unacceptable risks.
- The service reviews the risk assessment:
  - at least once a year.
  - after rehearsing emergency procedures.
  - after an actual emergency event.

## NOTIFICATIONS

- Services are required to notify the regulatory authority of any closures, incidents, evacuations or damage to premises. While the regulations require this to be done within 24 hours, services should ensure the safety of children and staff as a first priority.
- Following an actual emergency event, the service will notify the regulatory authority within 24 hours that a serious incident has occurred at the service.
- In the event of telecommunications outage or power outage where the service environment is unsafe for children and staff, services must notify the regulatory authority that the service needs to close due to an emergency.
- Services are reminded that they also need to notify the regulatory authority when the service re-opens following a closure.

- If the service is closed on multiple days as a result of an emergency, the original notification needs to be updated to let the regulatory authority know when the service is due to re-open.

## EMERGENCY WARNINGS

- To ensure staff have accurate and reliable information for the immediate local area, the service only accesses information from official emergency sources when deciding what emergency action to take, e.g., *CFA, VicEmergency, Department of Education*.
- Forecasted emergency event warnings, e.g., *cyclones, storms, flood, fire, heatwave*, will be shared with all services and staff.
- To help monitor emergency situations and take appropriate action to ensure safety, the organisation will be guided by these reliable official sources:
  - **Victoria State Emergency Service (SES)**
    - 132 500
    - [www.ses.vic.gov.au](http://www.ses.vic.gov.au)
  - **Country Fire Authority Victoria (CFA)**
    - **000** – in emergency situations
    - [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)
  - **Fire Rescue Victoria (FRV)**
    - **000** – in emergency situations
    - 1300 367 617
    - [www.frv.vic.gov.au](http://www.frv.vic.gov.au)
  - **Victoria Police**
    - **000** – in emergency situations
    - 131 444
    - [www.police.vic.gov.au](http://www.police.vic.gov.au)
  - **Bureau of Meteorology (BOM)**
    - 1300 659 210 – automated weather warnings
    - [www.bom.gov.au](http://www.bom.gov.au)
  - **VicEmergency**
    - 1800 226 226
    - VicEmergency app
    - [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)
  - **ABC Radio**
    - 774AM
    - ABC Listen app
    - [www.abc.net.au/listen/live/melbourne](http://www.abc.net.au/listen/live/melbourne)
- Thick smoke and ash can travel a significant distance from bushfires and grassfires, so staff monitor children for smoke irritation. Symptoms can include:
  - itchy and/or burning eyes
  - runny nose
  - shortness of breath
  - headaches
  - irritated sinuses
  - throat irritation
  - coughing



- Staff minimise the risk of asthma and respiratory problems during fires and thunderstorms by keeping children indoors. Asthma action plans and medications are kept readily accessible.

## EMERGENCY DRILLS

- Emergency drills are practiced by staff and children so they are aware of where to go, what to do, and learn not to panic in the event that the situation is real.
- Emergency drills are designed to help clarify roles and responsibilities, provide training and verify the adequacy of emergency responses.
- The service rehearses at least one evacuation drill and one lockdown drill every three (3) months.
- Emergency drills are carried out at different times of the day, and on different days of the week, to accommodate for differing levels of attendance and configurations. Varying times and days for drills also ensures all children, staff and regular visitors are familiar with emergency procedures.
- These drills are timed, use real-life scenarios, and are spontaneous.
- All children, staff and visitors present at the time of the emergency drill are required to participate.
- Staff debrief and reflect following emergency drills. These reflections on what went well, what could be improved, and details of the emergency response are documented to help the service identify trends and potential problems or confusion.
- The educational program provides regular opportunities for children to practice evacuation and emergency response skills.
- On occasion, the service practices a silent lockdown where Code Blue procedures are followed in silence. This has been introduced in the event a lockdown is required due to a physical threat.
- While emergency procedures state the service will move to an off-site location in the event of an emergency, children are not moved off-site in an emergency drill.

## EMERGENCY EVACUATION BAG

- Staff are required to bring emergency evacuation bags along during an emergency or an emergency drill. These include necessary resources to support children during an emergency.
- Emergency evacuation bags must be accessible and located near an emergency exit.
- The appropriate number of emergency bags has been determined by the size of each group and the total number of children licensed to attend the service.
- Emergency evacuation bags may include:
  - First aid kit
  - Water and cups
  - Children's medication
  - Children's medical management plans
  - Lists of emergency contacts
  - Sunscreen
  - Gloves
  - Wipes
  - Nappies
  - Tissues
  - Long-life food, e.g., *crackers*
  - Mobile phone



- Resources for children

## EMERGENCY OFFICERS

- The service has appointed emergency officers to ensure all staff are regularly trained in emergency management procedures and that all procedures are monitored and reviewed.
- These officers are also responsible for reviewing first aid procedures, conducting first aid kit checks and refreshing the first aid knowledge and training of all staff within the service.

## EMERGENCY MANAGEMENT TRAINING

- All staff, students, volunteers and visitors are provided with information and training on emergency procedures during the induction process.
- Part of the regular training and professional development staff receive focuses on emergency procedures. This includes conducting and documenting emergency drills in accordance with regulatory requirements.
- Refresher training on emergency procedures is regularly included during team meetings.

## BUSHFIRES AND GRASS FIRES

- All approved early childhood services must assess all possible risks to their service as part of their emergency management requirements. This includes the risk of bushfires and grassfires.
- Schools, kindergartens and childcare services assessed to be at the highest risk of fire are placed on the Department of Education's *Bushfire At-Risk Register (BARR)*.
- None of the four services within the organisation are currently listed on the *BARR* register.
- A fire danger rating system operates across Australia which follows four different ratings of fire danger. These ratings are issued on days when there is a fire risk. Each fire danger rating has a clear set of messages including the actions the community can take to reduce their risk.
- The fire danger ratings are:
  - **Moderate** – Plan and prepare
  - **High** – Be ready to act
  - **Extreme** – Take action now to protect your life and property
  - **Catastrophic** – For your survival, leave bushfire risk areas
- Ratings are forecast using Bureau of Meteorology data for up to four days in advance, based on weather and other environmental conditions such as vegetation.
- While none of the four services within the organisation are located in areas at risk of bushfire or grassfire, the organisation still monitors emergency situations closely and will take appropriate action to ensure safety if required.

## THREATS OF VIOLENCE AND/OR HARASSMENT

- If a person known or unknown to the service harasses or makes threats to children or staff at the service, or on an excursion, staff will:
  - Calmly and politely ask them to leave the service or the vicinity of the children.
  - Be firm and clear.
  - Remember their primary duty is to the children in their care.
  - Calmly try to move children away from the situation.
  - If they refuse to leave, explain that it may be necessary to call the police to remove them.
  - If they still do not leave, the nominated supervisor or responsible person will call the police.

- Staff should liaise with one another in advance to determine a code phrase that will alert others to a threat situation arising, prompting them to contact police.
- Staff should never attempt to physically remove an unwelcome person, but try to remain calm and keep the person calm and as far away as possible while waiting for the police.
- Staff should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible while trying to keep them outside of the service.

## BOMB THREAT

- If a bomb or substance threat is received by telephone, an external emergency evacuation to the nearest off-site location must be immediately called.
- The staff member who has received the phone call must follow these procedures:
  - **DO NOT HANG UP** – the call may be traceable if the phone line is kept open, even if the caller hangs up.
  - Keep the person talking for as long as possible and obtain as much information as possible.
  - Document as much information as possible.
  - Without alerting the caller, signal a nearby staff member, if possible, to:
    - Call **000** for police on a separate phone.
    - Notify the nominated supervisor or responsible persons.
- Questions to ask while trying to keep the person talking include:
  - When is the bomb going to explode?
  - Where is the bomb?
  - What will make the bomb explode?
  - What kind of bomb is it?
  - What does the bomb look like?
  - Why did you place the bomb here?
  - Where are you now?
  - What is your name?
  - What is your address?
  - When was the bomb placed here?
  - Who placed the bomb?
- While documenting information, try to record the following information:
  - Did you recognise the caller?
  - If so, who do you think it was
  - Was the call:
    - Robotic/Automated
    - In-Person
    - Pre-Recorded
  - Estimated age of caller?
  - Did the caller seem familiar with the site?
  - Characteristics of the call
  - Characteristics of the caller

## DEALING WITH TRAUMA

- Emergencies and natural disasters are extremely stressful, and it is normal for children and adults to feel overwhelmed and distressed. It is important for the service to understand the impact of emergencies and disasters on children, families, staff and the community and provide help, resources and assistance when required.
- The service will provide information following any emergency or local natural disaster including:
  - whether the service be open in the days and weeks ahead.

- alternative care and education services.
- emergency support services.
- mental health resources and support services.

## CCS PERIOD OF EMERGENCY

- Help is available for families and child care services in an emergency, like bushfires, storms, or floods. Support includes gap fee waivers, extra absences and support for service closures.
- A Child Care Subsidy (CCS) period of emergency supports families and services during and immediately after an emergency. All of the below conditions must apply for the Australian Government to declare a CCS period of emergency.
- A CCS period of emergency may be declared for an event that:
  - affects a widespread area.
  - has a severe impact on the lives of a significant number of people in that area, and
  - prevents children from attending a service or may make attending dangerous.
- A CCS period of emergency does not:
  - replace business insurance.
  - cover localised damage or disruptions.
  - cover the absence of an insurance policy for the business.
- Events not considered a CCS period of emergency include:
  - break-ins
  - vandalism
  - localised storm damage or minor flooding
  - burst water pipes or plumbing problems
  - mould issues
  - short term power outages.
- When there is an emergency emerging or underway, the Australian Government:
  - monitors information provided by emergency agencies.
  - determines whether the event constitutes a CCS period of emergency.
  - declares a CCS period of emergency, when appropriate.
- When the Australian Government declares a CCS period of emergency, providers, services and families can access a range of support measures.
- During a CCS period of emergency, the service can waive the gap fee for families if:
  - a child does not attend care.
  - the service is closed as a direct result of the emergency.
- During a CCS period of emergency, children who live in, or attend a service in, an affected region will get extra allowable absences for the duration of the CCS period of emergency. These absences will be automatically applied in the Child Care Subsidy System if a CCS period of emergency is declared.

## EMERGENCY EXIT DOORS AND SECURITY

- Before the service commences operation for the day and any families enter the building, opening staff will unlock all designated emergency exit doors and replace keys in the service office.
- All designated emergency exit doors will remain unlocked and free from obstruction throughout the service's operational hours of 7:00am to 6:30pm, until all families and staff have exited the building.

- Closing staff can secure these exits only after final checks have been made confirming all children and families have left the building.

## ROLES AND RESPONSIBILITIES

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| <p><b>Approved Provider</b></p> | <ul style="list-style-type: none"> <li>• Immediately alert staff if the service is experiencing an emergency situation.</li> <li>• Conduct a risk assessment to identify potential emergencies that are relevant to the service.</li> <li>• Conduct a risk assessment on emergency procedures, evacuation routes, assembly points and off-site locations.</li> <li>• Develop procedures around each potential emergency situation and ensure all staff are aware of these through regular training and induction.</li> <li>• Review risk assessment at least once every 12 months and as soon as practicable after becoming aware of any circumstance that may affect emergency procedures.</li> <li>• Ensure copies of emergency and evacuation floor plans and procedures are displayed in prominent positions near each exit of the service premises, including near each exit that forms part of an evacuation route.</li> <li>• Ensure staff have access to a phone for immediate communication with families and emergency services, and that phone numbers of emergency services are displayed.</li> <li>• Identify potential onsite hazards and take action to manage &amp; minimise risk.</li> <li>• Ensure designated emergency exits and routes are kept clear at all times.</li> <li>• Keep lock-down area in a state of readiness.</li> <li>• Ensure all staff, children, families, and visitors are accounted for in the event of an evacuation or lockdown.</li> <li>• Provide fully-equipped first aid kits.</li> <li>• Ensure all infrastructure and service equipment is regularly checked for condition and maintenance, including emergency exit lighting.</li> <li>• Ensure location of first aid kits, fire extinguishers and other emergency equipment is clearly posted.</li> <li>• Ensure emergency equipment is tested and maintained on a regular basis.</li> <li>• Ensure emergency and evacuation procedures are rehearsed at least every three months by all staff, children and visitors in attendance during the drill.</li> <li>• Ensure emergency drills occur on different days and at different times.</li> <li>• Document emergency drills and identify trends or potential issues.</li> <li>• Regularly discuss, review, evaluate and update emergency management plan and emergency procedures with staff.</li> <li>• Develop procedures to debrief staff following emergency incidents.</li> <li>• Notify the regulatory authority of any serious incidents, change of circumstances and/or complaints.</li> <li>• Report notifiable incidents in the workplace to WorkSafe Victoria.</li> <li>• Ensure emergency contact details are provided on each child's enrolment form and that these are kept up to date.</li> <li>• Keep a written record of all visitors, including time of arrival and departure.</li> <li>• Ensure there are induction procedures in place to inform new staff of emergency procedures.</li> <li>• Ensure all staff, children, families and visitors understand the procedures to follow in the event of an emergency.</li> <li>• Provide staff with support and training in emergency procedures, including the use of emergency equipment.</li> <li>• Ensure at least one staff member who holds a current approved first aid qualification is immediately available in the event of an emergency.</li> </ul> |
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|                                                     | <ul style="list-style-type: none"> <li>• Read, understand, follow and enforce the organisation's policies and procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Nominated Supervisor and Responsible Persons</b> | <ul style="list-style-type: none"> <li>• Immediately alert staff if the service is experiencing an emergency situation.</li> <li>• Conduct a risk assessment to identify potential emergencies that are relevant to the service.</li> <li>• Conduct a risk assessment on emergency procedures, evacuation routes, assembly points and off-site locations.</li> <li>• Develop procedures around each potential emergency situation and ensure all staff are aware of these through regular training and induction.</li> <li>• Review risk assessment at least once every 12 months and as soon as practicable after becoming aware of any circumstance that may affect emergency procedures.</li> <li>• Ensure copies of emergency and evacuation floor plans and procedures are displayed in prominent positions near each exit of the service premises, including near each exit that forms part of an evacuation route.</li> <li>• Ensure staff have access to a phone for immediate communication with families and emergency services, and that phone numbers of emergency services are displayed.</li> <li>• Identify potential onsite hazards and take action to manage &amp; minimise risk.</li> <li>• Ensure designated emergency exits and routes are kept clear at all times.</li> <li>• Keep lock-down area in a state of readiness.</li> <li>• Ensure staff have access to keys for locked gates.</li> <li>• Ensure procedures are in place to collect emergency evacuation bags, attendance records, and children's medication and medical management plans in an emergency.</li> <li>• Ensure all staff, children, families, and visitors are accounted for in the event of an evacuation or lockdown.</li> <li>• Provide fully-equipped first aid kits.</li> <li>• Ensure all infrastructure and service equipment is regularly checked for condition and maintenance, including emergency exit lighting.</li> <li>• Ensure location of first aid kits, fire extinguishers and other emergency equipment is clearly posted.</li> <li>• Ensure emergency equipment is tested and maintained on a regular basis.</li> <li>• Ensure emergency and evacuation procedures are rehearsed at least every three months by all staff, children and visitors in attendance during the drill.</li> <li>• Ensure emergency drills occur on different days and at different times.</li> <li>• Document emergency drills and identify trends or potential issues.</li> <li>• Develop an emergency management plan.</li> <li>• Regularly discuss, review, evaluate and update emergency management plan and emergency procedures with staff.</li> <li>• Develop procedures to debrief staff following emergency incidents.</li> <li>• Notify the regulatory authority of any serious incidents, change of circumstances and/or complaints.</li> <li>• Report notifiable incidents in the workplace to WorkSafe Victoria.</li> <li>• Inform the approved provider of any serious or notifiable incidents that must be reported to the regulatory authority or WorkSafe Victoria.</li> <li>• Ensure emergency contact details are provided on each child's enrolment form and that these are kept up to date.</li> <li>• Keep a written record of all visitors, including time of arrival and departure.</li> <li>• Ensure there are induction procedures in place to inform new staff of emergency procedures.</li> </ul> |



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|                                    | <ul style="list-style-type: none"> <li>• Ensure all staff, children, families and visitors understand the procedures to follow in the event of an emergency.</li> <li>• Ensure staff are aware of their roles and responsibilities in an emergency.</li> <li>• Provide staff with support and training in emergency procedures, including the use of emergency equipment.</li> <li>• Develop a regular training schedule for staff to ensure that they are able to deal with emergency situations.</li> <li>• Regularly discuss and review emergency procedures at team meetings.</li> <li>• Ensure at least one staff member who holds a current approved first aid qualification is immediately available in the event of an emergency.</li> <li>• Ensure families are regularly reminded of emergency procedures in place</li> <li>• Provide information, resources and assistance to staff, families and the local community following any emergency or local natural disaster.</li> <li>• Read, understand, follow and enforce the organisation's policies and procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Educators and Staff Members</b> | <ul style="list-style-type: none"> <li>• Immediately alert staff if the service is experiencing an emergency situation.</li> <li>• Check attendance records frequently throughout the day.</li> <li>• Conduct head checks of children before escorting them to assembly points during an emergency or emergency drill.</li> <li>• Collect emergency evacuation bags, attendance records, children's medication and children's medical management plans during an emergency or emergency drill.</li> <li>• Mark off children's names and check they are all accounted for upon arrival to the assembly point during an emergency or emergency drill.</li> <li>• Participate in development, discussion, review and evaluation of risk assessments, emergency procedures and emergency management plan.</li> <li>• Ensure copies of emergency and evacuation floor plans and procedures are displayed in prominent positions near each exit of the service premises, including near each exit that forms part of an evacuation route.</li> <li>• Identify potential onsite hazards and take action to manage &amp; minimise risk.</li> <li>• Actively supervise children and protect them from hazards and harm.</li> <li>• Ensure designated emergency exits and routes are kept clear at all times.</li> <li>• Keep lock-down area in a state of readiness.</li> <li>• Collect emergency evacuation bags, attendance records, and children's medication and medical management plans in an emergency.</li> <li>• Ensure all staff, children, families, and visitors are accounted for in the event of an evacuation or lockdown.</li> <li>• Regularly re-stock first aid kits.</li> <li>• Actively participate in emergency drills.</li> <li>• Document emergency drills and identify trends or potential issues.</li> <li>• Debrief with other staff following emergency incidents.</li> <li>• Inform the approved provider, nominated supervisor and/or responsible persons of any serious or notifiable incidents that must be reported to the regulatory authority or WorkSafe Victoria.</li> <li>• Support new staff to learn about emergency procedures.</li> <li>• Ensure all staff, children, families and visitors understand the procedures to follow in the event of an emergency.</li> <li>• Ensure staff are aware of their roles and responsibilities in an emergency.</li> <li>• Participate in regular training on emergency procedures and the use of emergency equipment.</li> <li>• Provide support to children before, during and after emergencies and drills.</li> </ul> |

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|                                        | <ul style="list-style-type: none"> <li>• Discuss emergency procedures with children &amp; document their responses.</li> <li>• Provide regular opportunities for children to practice evacuation and emergency response skills.</li> <li>• Regularly discuss and review emergency procedures at team meetings.</li> <li>• Inform families that an emergency drill has occurred that day.</li> <li>• Ensure families are regularly reminded of emergency procedures in place</li> <li>• Provide information, resources and assistance to staff, families and the local community following any emergency or local natural disaster.</li> <li>• Read, understand, follow and enforce the organisation's policies and procedures.</li> </ul>                                                                                                                                                                                                                                                  |
| <b>Parents, Guardians and Families</b> | <ul style="list-style-type: none"> <li>• Immediately alert staff if the service is experiencing an emergency situation.</li> <li>• Ensure emergency contact details are regularly updated and current.</li> <li>• Ensure all telephone numbers for parents, guardians and authorised nominees are correct and up-to-date.</li> <li>• Be contactable, either directly or through emergency contacts listed on the child's enrolment record, in the event of an emergency.</li> <li>• Complete the attendance record upon delivery and collection of their child.</li> <li>• Inform staff their child has arrived or is departing from the service</li> <li>• Familiarise themselves with the service's emergency procedures.</li> <li>• Reinforce the service's emergency procedures with their child.</li> <li>• Follow directions of staff in the event of an emergency or emergency drill.</li> <li>• Read, understand and follow the organisation's policies and procedures.</li> </ul> |

## SOURCES

- ACECQA – *Emergency and Evacuation Policy Guidelines* – July 2023
- Australian Children's Education and Care Quality Authority
- Australian Government – *Help in an Emergency* – February 2024
- CELA – *Simple Guide to Bushfire Advice for Children's Services* – December 2020
- CFA – *About Fire Danger Ratings* – March 2024
- Children, Youth and Families Act 2005 – September 2023
- Department of Education and Training
- Early Childhood Australia Code of Ethics 2016
- Education and Care Services National Law Act 2010 – July 2023
- Education and Care Services National Regulations 2011 – July 2023
- Guide to the National Quality Framework 2018 – July 2023
- PSC National Alliance – *Managing Emergency Situations in ECEC Services* – 2012
- VIC Emergency – *Prepare and Get Ready* – April 2024
- Victorian Government – *Emergency Management in ECEC Services* – February 2024
- Victorian Government – *Emergency Management Plan Template* – June 2023
- Victorian Government – *Managing Bushfire & Grassfire Risks in ECEC Services* – April 2024
- ACECQA guidelines 2026



## EMERGENCY EVACUATION PROCEDURES

- Alert staff the service is in an evacuation situation, via **CODE RED**, and remove children in immediate danger.
- Whistle will be blown and code communicated until it is confirmed that everyone has heard it and commenced evacuation. Whistles located:
  - Office: information wall
  - Kitchen: entry door
  - Babies and Toddlers: store room on lanyard
  - JK room: Next to medication bags
  - Kinder Room: Inside storeroom door
  - Staff room: on lanyards behind entry door
- Emergency services are to be contacted on **000**.
- Children, staff and visitors are to be escorted out of the building, via the safest exit, into the car park area (or nearest off-site location).
- All staff are required to conduct quick head checks of the children before escorting them out of the building.
- The following must be collected:
  - Attendance sheets
  - Emergency backpacks
  - Medication bag
  - Allergy/medication folders
- Staff to mark off names of children and check they're all accounted for when at the evacuation site, and once again when back inside the building.

All staff and visitors are to be roll checked

- An '**All Clear**' alert will end the evacuation.

## EMERGENCY LOCKDOWN PROCEDURES

- Alert staff the service is in a lockdown situation, via **CODE AMBER (centre distress code)**.
- The first staff member who receives the centre distress code will alert all rooms and call **000**.
- All children and staff are to orderly and safely gather within their own rooms, keeping the children calm.  
  
Staff must close all windows and doors, put blinds down and turn off heating/cooling.
- All staff are required to conduct quick head checks and mark off names of children & check they're all accounted for in their rooms.
- An **'All Clear'** alert will end the lockdown.

## EMERGENCY LOCKDOWN PROCEDURES

- Alert staff the service is in a lockdown situation, via **CODE GREEN**.
- Emergency services are to be contacted on **000**, if required.
- All children and staff are to calmly and orderly move to the kinder room.
- All staff are required to conduct quick head checks of the children before escorting them into the kinder room.
- All staff must ensure their room windows/doors have been locked, blinds are down and heating/cooling switched off.
- All staff must gather their rooms emergency backpack, attendance records, allergy/medication folders and medication bags and take them to the kinder room.
- Staff are to mark off names of children & check they're all accounted for when in the kinder room.
- An **'All Clear'** alert will end the lockdown.

## INDIVIDUAL ROOM PROCEDURES

|                 | CODE RED                                                                                                                                                                                                                                                                                                                                  | CODE AMBER                                                                                                                                                                                                                                                                                   | CODE GREEN                                                                                                                                                                                                                                                                                                                                           |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | Immediate External Evacuation<br>(Danger – Get Out)                                                                                                                                                                                                                                                                                       | Immediate Internal Lockdown<br>(Wait in Your Room)                                                                                                                                                                                                                                           | Immediate Internal Lockdown<br>(Go to Kinder)                                                                                                                                                                                                                                                                                                        |
| <b>BABIES</b>   | <p>Direct staff to gather children in emergency cot.</p> <p>Collect, allergies/ medication folders and sign in folder. Collect medication bag.</p> <p>Exit to safest external evacuation point and roll check.</p>                                                                                                                        | <p>First staff member receiving code alerts rooms and calls <b>000</b>.</p> <p>Remaining staff respond to distress code.</p> <p>Gather children inside Baby room.</p> <p>Close all windows, put blinds down, doors and turn off heating/cooling.</p> <p>Wait for further instruction.</p>    | <p>Place children in emergency cot and wheel to kinder room immediately.</p> <p>Lock all windows and doors, put blinds down &amp; turn off heating/cooling</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>allergies/medication folders</li> <li>sign in folder</li> <li>medication bag</li> </ul> <p>Check rolls.</p>                    |
| <b>TODDLERS</b> | <p>Direct staff to gather children at safest exit.</p> <p>Form a line using emergency rope.</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>emergency backpack</li> <li>allergies/medication folders</li> <li>sign in folder</li> <li>medication bag</li> </ul> <p>Exit to safest external evacuation point and roll check</p> | <p>First staff member receiving code alerts rooms and calls <b>000</b>.</p> <p>Remaining staff respond to distress code.</p> <p>Gather children inside Toddler room.</p> <p>Close all windows, put blinds down, doors and turn off heating/cooling.</p> <p>Wait for further instruction.</p> | <p>Gather children and escort them to kinder room immediately.</p> <p>Lock all windows and doors, put blinds down &amp; turn off heating/cooling.</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>emergency backpack</li> <li>allergies/medication folders</li> <li>sign in folder</li> <li>medication bag</li> </ul> <p>Check rolls.</p> |

| <b>JUNIOR KINDER</b>                           | <p>Direct staff to gather children at safest exit.</p> <p>Form a line using emergency rope</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>• emergency backpack</li> <li>• allergies/medication folders</li> <li>• sign in folder</li> <li>• medication bag</li> </ul> <p>Exit to safest external evacuation point and roll check</p>   | <p>First staff member receiving code alerts rooms and calls 000.</p> <p>Remaining staff respond to distress code.</p> <p>Gather children inside Junior Kinder room.</p> <p>Close all windows, put blinds down, doors and turn of heating/cooling.</p> <p>Wait for further instruction.</p> | <p>Gather children and escort them to kinder room immediately.</p> <p>Lock all windows and doors, put blinds down &amp; turn off heating/cooling.</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>• emergency backpack</li> <li>• allergies/medication folders</li> <li>• sign in folder</li> <li>• medication bag</li> </ul> <p>Check rolls.</p> |
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| <b>KINDER</b>                                  | <p>Direct staff to gather children at safest exit.</p> <p>Form a line using emergency rope.</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>• emergency backpack</li> <li>• allergies/medication folders</li> <li>• sign in folder</li> <li>• medication bag</li> </ul> <p>Exit to safest external evacuation point and roll check.</p> | <p>First staff member receiving code alerts rooms and calls 000.</p> <p>Remaining staff respond to distress code.</p> <p>Gather children inside Kinder room.</p> <p>Close all windows, put blinds down, doors and turn of heating/cooling.</p> <p>Wait for further instruction.</p>        | <p>Gather children in the kinder room immediately.</p> <p>Lock all windows and doors, put blinds down &amp; turn off heating/cooling.</p> <p>Collect:</p> <ul style="list-style-type: none"> <li>• emergency backpack</li> <li>• allergies/medication folders</li> <li>• sign in folder</li> <li>• medication bag</li> </ul> <p>Check rolls.</p>             |
| <b>ADDITIONAL STAFF</b><br><br><b>VISITORS</b> | <p><u>Breaks Staff 1</u></p> <p>Collect roster, student folder and visitor folder.</p> <p>Ensure all students and visitors evacuate.</p> <p>Roll check staff, students and visitors.</p>                                                                                                                                                           | <p><u>Breaks Staff</u></p> <p>First staff member receiving code alerts rooms and calls 000.</p> <p>Remaining staff respond to distress code.</p>                                                                                                                                           | <p><u>Breaks Staff</u></p> <p>Assist where help is needed, ensuring all rooms have adequate assistance.</p> <p>Join kinder room.</p>                                                                                                                                                                                                                         |

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|                                                                                                                             | <p>Exit to external evacuation point</p> <p><u>Breaks Staff 2</u></p> <p>Check windows and doors in foyer and staff room are closed.</p> <p>Assist toddlers with evacuation.</p> <p>Exit to external evacuation point.</p> | <p>Stay in the room you are in and assist where required.</p>                                                                                                                                                                                   |                                                                                                                                                                                                                                                                            |
| <b>KITCHEN STAFF</b>                                                                                                        | <p>Turn off appliances and stove.</p> <p>Close all kitchen windows and doors.</p> <p>Assist babies with evacuation.</p> <p>Exit to external evacuation point.</p>                                                          | <p>First staff member receiving code alerts rooms and calls 000.</p> <p>Remaining staff respond to distress code.</p> <p>Turn off appliances and stove.</p> <p>Close all windows and doors in kitchen.</p> <p>Assist baby room as required.</p> | <p>Turn off appliances and stove. Lock all windows and doors in kitchen.</p> <p>Join babies' room and assist moving the emergency cot through safest way to the kinder room.</p>                                                                                           |
| <p><b>DIRECTOR</b></p> <p><b>APPROVED PROVIDER</b></p> <p><b>NOMINATED SUPERVISOR</b></p> <p><b>RESPONSIBLE PERSONS</b></p> | <p>Alert centre.</p> <p>Grab safety vest.</p> <p>Call 000.</p> <p>Collect mobile phone, check all rooms, meet children and staff at external evacuation point.</p> <p>Confirm roll checks.</p>                             | <p>First staff member receiving code alerts rooms and calls 000.</p> <p>Remaining staff respond to distress code.</p> <p>When appropriate, check all rooms.</p>                                                                                 | <p>Alert all staff that the centre is in a lockdown via "CODE GREEN".</p> <p>Call 000 if required</p> <p>Lock front door and windows, close foyer blinds &amp; check all rooms before meeting staff and children in kinder room.</p> <p>Roll check staff and visitors.</p> |