

D-9 Emergency Procedures

NQS

QA. 2.1	Health
QA 2.1.2	Health practices and procedures
QA. 2.2	Safety.
QA 2.2.1	Supervision.
QA. 2.2.2	Incident and emergency management.
QA. 6.1.1	Engagement with the service.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2.1	Continuous improvement.

National Regulations

Reg. 4	Definitions
Reg. 85	Incident, Injury, Trauma and illness policies and procedures
Reg. 86	Notification to parents of incident, injury, trauma and illness
Reg. 87	Incident, injury, trauma and illness record
Reg. 89	First Aid kits
Reg. 97	Emergency and evacuation procedures
Reg. 98	Telephone or other communication equipment
Reg. 157	Access for parents
Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available
Reg. 175	Prescribed information to be notified to Regulatory authority
Reg. 176	Time to notify certain information to Regulatory authority

My Time, Our Place

LO. 1	Children feel safe, secure and supported
LO. 3	Children become strong in their social and emotional wellbeing
LO. 4	Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
	Children transfer and adapt what they have learned from one context to another

Policy Statement

We will provide an environment that ensures the safety and well-being of the children at all times (My Time, Our Place 1.1, 3.1). All children and staff will be aware of and practised in emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these

procedures will be immediately implemented. In implementing drills of emergency procedures with children, educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving the procedures or discussing ways to avert emergency situations ("My Time, Our Place" 4.2).

Related Policies

- NORMANHURST WEST OSHC Policy A-11: Maintenance of Records
- NORMANHURST WEST OSHC Policy A-12: Policy Development and Review
- NORMANHURST WEST OSHC Policy A-19: Nominated Supervisor
- NORMANHURST WEST OSHC Policy B-6: Indoor Environment
- NORMANHURST WEST OSHC Policy B-7: Outdoor Environment
- NORMANHURST WEST OSHC Policy C-3: Educator Orientation and Induction
- NORMANHURST WEST OSHC Policy C-10: Volunteers/Students/Visitors
- NORMANHURST WEST OSHC Policy D-2: Hygiene
- NORMANHURST WEST OSHC Policy D-10: First Aid
- NORMANHURST WEST OSHC Policy D-11: Management of Incident, Injury and Trauma
- NORMANHURST WEST OSHC Policy D-27: Custody Agreements/Court orders
- NORMANHURST WEST OSHC Policy D-28: Workplace Health and Safety
- NORMANHURST WEST OSHC Policy E-5: Excursions

Procedure

An emergency, in relation to an education and care service, includes any incident, situation or event that poses an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service premises. Examples include flood, fire, or a situation that requires the premises to be locked-down.

A risk assessment will be available at the service to review and refine emergency procedures and to assess potential emergencies relevant to the service in accordance with the National Regulations. This risk assessment will be reviewed by Educators on a biennial basis.

Emergency procedures will be developed / reviewed based on information from local fire and emergency authorities, and based on the current procedures followed by the School.

The evacuation plan will include:

- Routes on leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- Plan of where the fire extinguishers are located displayed in a public place
- A safe assembly point away from access of emergency services
- An alternative assembly point in case the first one becomes unsafe
- List of items to be collected and by whom
- List of current emergency numbers
- Educator duties in the emergency

Educators will be nominated to:

- Make the announcement to evacuate, identifying where and how
- Collect an ipad with electronic attendance records, electronic staff sign in records and access to parents contact numbers via the webserver
- Collect emergency services numbers and centre mobile phone
- Make the phone call to '000' or another appropriate service. OSHC sub-committee and parents as required.
- Collect the First Aid Kit
- Check that the building, toilets, all alternate rooms, and the playground are empty and that all the doors and windows are closed as securely as possible to reduce the spread of fire
- Supervise the children at the assembly area and take a roll call of the children, staff and visitors
- When emergency services arrive, Inform the officer in charge of the nature and location of the emergency and if anyone is missing

No one should re-enter the building until the officer in charge has said it is safe to do so.

Emergency Evacuation procedures and floor plans will be clearly displayed in a prominent position near the emergency exit of each room used by the service.

All Educators, including relief staff, will be informed of the procedures and their specific duties identified in their orientation to the service. Educators will delegate duties undertaken in the absence of other educators.

Parents will be informed of the procedure and assembly points in the Parent Handbook. Drills for emergency procedures will take place during Safety week- an identified week each term, and therefore will be practiced during all morning and afternoon sessions every term.

In the week immediately preceding Safety Week, Educators will discuss with children the procedures that will be undertaken the following week, and the key words and phrases to be aware of. Parents will also be informed about the procedures to allow them to reassure children and reinforce procedures.

Educators will discuss the emergency procedures with the children and the reasons for practising the drills during a review process following each drill. Their suggestions and comments will be welcomed to allow children to have a sense of control and understanding. Documentation following emergency drills will include:

- Date
- Session
- Time of commencement of evacuation drill
- Length of time it took to leave the building
- Area affected
- Assembly area / Evacuation point and type of drill completed
- Number of staff participating and initials

- Number of children participating
- Name of RPD
- Name of Educator in charge of each evac group
- Additional comments or recommendations for improvements
- A roll of the children who participated in the drill

No child or staff member are to go to their lockers or bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.

The nominated supervisor will maintain a fire blanket and smoke detectors and have these maintained regularly as per manufacturer's instructions. Fire extinguishers will be installed and maintained by Normanhurst West Public School in line with Australian Standard 2444. Supervisors will be instructed in their operation.

Staff will only attempt to extinguish fires if the fires are small, there is no threat to their personal safety and they feel confident enough to operate the extinguisher. The children must already have been evacuated from the room.

Staff are aware of bush fire dangers and have appropriate training on the necessary procedures.

Any serious incidents will be reported to the Regulatory Authority within 24hrs or as soon as possible

The service must ensure they have access to a working telephone or other similar means of communication at all times. Supervisors will carry their mobile phone on them at all times, and the service mobile phone will be charged and available each session.

Harassment and threats of violence

If a person/s known or unknown to the service harasses or makes threats to children or staff at the Centre, or on an excursion, staff will:

- Calmly and politely inform them of Policy and ask them to leave the Centre or the vicinity of the children. Immediately go into lockdown.
- Be firm and clear and remember your primary duty is to the children in your care
- If they refuse to leave, explain that it may be necessary to call the Police to remove them
- If they still do not leave, call the Police
- If the Responsible Person on duty is unable to make the call, another staff member will be directed to do so
- No staff member is to try to physically remove the unwelcome person, but remain calm and try to keep the person as far as possible from the group while waiting for the Police
- Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try and contain them outside the service.

If a non-custodial parent is on the premises and poses a threat to staff or children:

- Where verbal or physical threats are made, staff must endeavour to protect the majority from harm
- Usually a non-custodial parent does not intend harming his/her own child but if the parent persists, release child if necessary
- Every effort should be made to contact the custodial parent, Police and Department of Family and Community Services as soon as possible

Lockdown

Centres are required to lockdown when there is a foreseeable threat of harm to staff, children or visitors caused by, but not limited to, the following:

- Bad weather / severe storms
- Toxic/chemical spills
- Dangerous and/or threatening persons
- Unwanted/uninvited visitors
- Violent, intoxicated and/or drug affected persons
- Dangerous animals
- Unidentified external disturbance
- Bomb threats

Lockdown Procedure at Normanhurst West OSHC

In the event that a lockdown is required, all staff will be notified and the Lockdown codeword **“The chocolates are {assembly area}”** will be utilised across the Walkie Talkies. **Where the lockdown is a drill, this will be followed with “This is a lockdown drill, <insert child group> to <insert lockdown points>” etc**

The Responsible Person on duty will:

- Put the touchscreen into “roll call” mode to allow the roll to be entered
- Call ‘000’ if required

In the event of an emergency when triple zero (000) is called, staff are to:

- Speak slowly and clearly
- State the type of threat
- Give the following information:
 - Location – Normanhurst West Public School
 - Address – Dartford Road, Thornleigh 2120
 - Informant’s location – include Normanhurst West OSHC phone number (02 9484 4412)
- State the actual location of the threat
- Give details of any injuries
- Do not hang up until address is confirmed
- Lock the external doors

- Await confirmation roll call is complete from each group. Finalise the roll call.
- Check “Deputy” application for staff attendance
- Meet the Emergency services, if called, and advise of the location and nature of the emergency, along with information on anyone missing.
- Once the hazard is solved, give the “All Clear”. If emergency services are in attendance, wait the Officer in charge to give the “All Clear”

Supervisors on duty will:

- Repeat the phrase in their area to call the evacuation
- Assist children to move through the evacuation path to the lock down point.
- Check the toilets, kitchen and corridor areas to ensure no children or staff remain in the danger area.
- Ensure no children or staff attempt to collect any personal belongings or pack up games/equipment
- Walk quickly and calmly to the lock down point.
- turn off the lights, lock doors and windows, pull the blinds and move children away from the window and visible points in the building.
- Conduct a roll call and head count of the children via the touchscreen, and check all staff are present
- Report any missing children or staff to the Responsible Person on duty via whatsapp

Educators on duty will:

- Assist children to move through the evacuation path to the lockdown point.
- Ensure no children or staff attempt to collect any personal belongings or pack up games/equipment
- Walk quickly and calmly to the lock down point
- Help to settle their children into their groups

Lock Down Points:

K- Yr1 Lockdown Point: Main Room

Yr 2-3 Lockdown point: Hall

SKOOSH Lockdown point: SKOOSH Room

In the event that the Lock down points are unsafe, the Responsible Person will determine an alternative safe zone and follow the above steps.

Evacuation Procedure at Normanhurst West OSHC

Emergency evacuations will be announced by use of the **whistle located at the main exit door of each room utilised, or carried by an Educator in the area. Continual short sharp blasts over the**

walkie talkies indicates **EMERGENCY EVACUATION PLAN**. Where the evacuation is a drill, this will be followed with **“This is an evacuation drill, all children to <insert evacuation point>”**

The Responsible Person on duty will:

- Put the touchscreen into “Roll Call” mode to allow the roll to be entered
- Call ‘000’ if required

In the event of an emergency when triple zero (000) is called, staff are to:

- Speak slowly and clearly
- State the type of threat
- Give the following information:
 - Location – Normanhurst West Public School
 - Address – Dartford Road, Thornleigh 2120
 - Informant’s location – include Normanhurst West OSHC phone number (02 9484 4412)
- State the actual location of the threat
- Give details of any injuries
- Do not hang up until address is confirmed
- Take room key and ipad including child roll and mobile phone
- Take First Aid Kit and emergency medication
- Lock the Centre
- Await confirmation roll call is complete from each group. Finalise the roll call.
- Check “Deputy” application for staff attendance Meet the Emergency services, if called, and advise of the location and nature of the emergency, along with information on anyone missing.
- Once the hazard is solved, give the “All Clear”. If emergency services are in attendance, wait the Officer in charge to give the “All Clear”

Supervisors on duty will:

- Repeat the whistle in their area to call the evacuation
- Assist children to move through the evacuation path from inside and outdoor play areas as quickly as possible, closing all doors and windows as required, if safe to do so
- Check the toilets, kitchen and corridor areas to ensure no children or staff remain in the danger area. Advise over the walkie talkie that the area has been checked
- Ensure no children or staff attempt to collect any personal belongings or pack up games/equipment
- Walk quickly and calmly to the assembly area
- Conduct a roll call and head count of the children via the touchscreen, and check all staff are present
- Report any missing children or staff to the Responsible Person on duty

Educators on duty will:

- Assist children to move through the evacuation path from inside and outdoor play areas as quickly as possible, closing all doors and windows as required, if safe to do so
- Ensure no children or staff attempt to collect any personal belongings or pack up games/equipment
- Walk quickly and calmly to the assembly area
- Help to settle their children into their groups

Assembly areas:

ASSEMBLY POINT 1: Basketball Court

ASSEMBLY POINT 2: School Oval

Bushfires

In the event of a bushfire:

- Ring '000' if required
- Evacuate, if possible, following the evacuation procedures
- Listen to the radio for information
- Contact the local Emergency Service and local Police who should be able to inform you of any threat to the centre

If there is plenty of time to evacuate:

- Notify the police of the location where you are evacuating
- Take the roll, contact phone numbers, First Aid Kit, medication, radio and plenty of drinking water with you
- Take a mobile phone and advise Emergency Services of the number
- Follow the Emergency Evacuation Procedure

Safety measures for the Centre:

- Fill buckets and basins with water
- Hose the outside of the building
- Douse nearby shrubs and grass with water
- Keep a mobile phone charged and torch, with fresh batteries
- Keep a fully stocked portable First Aid Kit
- Close all doors
- Listen to the radio for information
- Mark the roll on the touchscreen and check that all children and staff are accounted for and under shelter
- Place children under tables with wet blankets on top of tables and down sides and remain there until fire has passed

- Remain calm and comfort any distressed child

Emergency involving an Educator

In the case of an emergency/incident incapacitating an educator, senior students (years 5 or 6 only) will be asked for their cooperation in alerting other educators.

Educators will give instructions to the students to move their peers away from the Educator while they are waiting for another educator to arrive and assist.

Senior students are to assemble other children away from the emergency and wait for further instruction from the Responsible Person or other educators.

Once an Educator arrives, this person will apply First Aid, if applicable, and ensure the children are safe. If necessary, contact '000'.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- NSW State Emergency Services
- Work Health and Safety Act 2011
- Children and Young Persons (Care and Protection) Act 1998
- National Standards Section 2.2.2 (Incident and emergency management)
- Normanhurst West Public School Emergency Procedures
- Network of Community Activities factsheet: Risk Assessment and Management

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