

EMERGENCY

MANAGEMENT POLICY

Quality Area: NQS 2 – Children’s Health and Safety

Policy Owner: Safety and Compliance

Why this is
important

1.0 Introduction and Purpose

We are committed to ensuring all emergency situations are managed effectively, that we have appropriate procedures in place to ensure the safety of everyone impacted by the emergency. This is achieved by

- Conducting and then regularly reviewing our emergency management risks
- Identifying and putting in place controls for the most likely emergency situations
- Developing and regularly practicing specific procedures for the emergency situations
- Ensuring the required equipment and resources are available and maintained to support emergency responses
- Considering all emergency responses when designing or configuring spaces or making changes to the indoor or outdoor environment
- Ensure all Team members receive appropriate training and undertake regular practices of the emergency responses
- Ensure any emergency drill or event is documented, evaluated, and any changes or improvements made

2.0 Who does this policy apply to:

All Team Members, Children, and Visitors

3.0 What is our Policy:

As part of managing potential emergencies, all centres will have an Emergency Management Plan that meets Australian Standards. In preparing for these emergency and evacuation procedures, a risk assessment is conducted to identify potential emergencies.

Each centre Emergency Management Plan (EMP) contains both general and site-specific information. The EMP needs to be accessible to each team member and a copy kept in the administration area.

3.1 Emergency Management Plan (EMP)

The EMP contains a detailed risk assessment and control measures for potential emergencies likely to be experiences unique to that location. The EMP will be reviewed and updated annually or sooner if information changes. It may include procedure for the following;

- natural disaster or weather event
- fire

- bushfire
- bomb threat
- gas leak
- chemical or hazardous leaks and spills
- loss of power or water
- building invasion, intrusion or personal threat
- medical emergency
- structural instability

A least one team member must hold a current, approved first aid qualification (including current CPR, approved anaphylaxis management training and approved emergency asthma management training) and be at the centre during operating hours. They need to be immediately available in the event of an emergency.

A working telephone and emergency telephone numbers will be available on the important phone numbers document and displayed in each play space as well as in the administration area.

The EMP will reflect and document specific evacuation requirements to support centres to exit the building. This will include how to evacuate non ambulant children and adults.

Portfolio Managers will be involved in a full off-site emergency evacuation drill annually, for each of their centres. They will then complete the Practice Check Form that is attached to the drill report. This will check and verify the process and provide an opportunity for suggestions, identify any issues for continuous improvement.

3.2 Emergency Management Plan Development and Review

Guardian classifies its centres based on risk then implements a proactive approach to emergency management in response to this classification. Centres are classified as low, high, extreme or other.

1. Low risk centres are generally single level with evacuation egress and assembly that are unobstructed and uncomplex.
2. High Risk Centres are those multi-storey centres above three levels, where we are evacuating babies from above a second level and geographical locations which may experience significant weather conditions such as cyclones.
3. Extreme Risk Centres that are considered high bushfire areas on the Bushfire at Risk Register, evacuation from high rise multi-tenanted centres with shared evacuation paths.
4. Other classification relates to those centres that have specific requirements documented on their Service Approval or in their Development Approval that dictated or sets out emergency management drill or other requirements.

We ensure all centres have an EMP that caters for the centres individual circumstances and address the different emergency responses that may occur. Depending of the risk classification these will be developed at a centre level using an Australian Standards template or written by an emergency management specialist. Centre may also have external training and an observed drills as part of managing the risk.

All centres will undertake an annual review and update sections of their EMP and undertake monthly drill exercises. EMPs will be subject to a large review every five (5) years or earlier if there is a significant change to the evacuation route or change to the building that impacts evacuation.

3.3 Evacuation Diagrams

Evacuation Diagrams must meet the Australian Standard are located near each exit door. These are updated every five (5) years or more frequently if there is a change to the premises that impacts evacuation.

3.4 Training

The Approved Provider ensures team members at the centre are engaged in training in relation to emergency management, understanding procedures and site-specific requirements that have been identified in the EMP. In specific cases and where the centre is deemed high risk or there are additional requirements outlined on the EMP the Approved Provider will engage third party experts to ensure that training and other advice can be provided.

Ongoing training Includes monthly Emergency Drills, ensuring all identified centre specific emergencies are regularly practiced. These are required even if you are visited by an external company and provided with training and conducted a supervised drill. Centres will undertake a practice check will each room annually to ensure that all team members know and understand their responsibilities and role to manage an emergency.

During induction all team members, including casual, agency, volunteers and students are inducted into each centre. During the team members induction, either the Nominated Supervisor, Responsible Person or member of the Centre Leadership Team will carry out training, provide access to this policy and the Emergency Management Plan, and discuss and explain the evacuation routes/lock down procedure/fire equipment and their role in an emergency.

We have developed a range of resources and tools that are available to all team members for ongoing evaluation and reflection. These resources include;

- Safety Shares
- Samples – Drill Scenarios

3.5 Emergency Management Plan – Review Process

Emergency Management Plans will be reviewed annually to update contact details and ensure all other information is current. They should also be reviewed in responses to changes inside or outside or that may need changes made to the Evacuation Diagrams.

Due to the risk level or service approval requirement some centres may have external support to undertake an annual observed drill or if significant changes are required to procedures

3.6 Emergency Management Drills

Emergency management drills are carried out every month, at different times of the day, practicing different emergency situations in accordance with the Education and Care Services National Regulations.

Each emergency drill is documented to include:

- The date and time
- How many people in the building, according to attendance register's
- How many people participated
- The time it takes to evacuate or participate
- What simulated emergency conditions (if any)
- Any problems encountered
- Weather conditions
- Any additional notes.

This documentation is kept for a minimum of three years and stored in the safety folder in centre documents.

Simulated emergency conditions consider a variety of practice styles such as scenarios in the rooms, around the yards, and out of the grounds.

Educators and Team members are aware of duties and must enact allocated duties during simulated emergency drills. This includes the nominated Chief Warden and Area Wardens of each learning space to carry out procedures (as noted below in Emergency Procedure)

There are emergency cots, prams and / or carriers or other equipment that are to be used for any children not walking during evacuations. These cots/equipment are to be checked regularly and maintained in a sturdy condition to ensure they remain in good working order.

The ambulant children will be led in single file using evacuation ropes, except when moving down the stairs where practicable and based on the centre risk assessment. The non-ambulant children as identified in the risk assessment shall be placed in evacuation cots / prams and moved in them during the evacuation. Baby carriers may also be used to evacuate younger babies (0-8months) in some situations.

Emergency whistles are provided in designated areas throughout the centre - whistles are only to be used for evacuation purposes.

A 'safe' word is used to alert the team that the centre will be going into lockdown. All educators and Team members must know this word.

3.7 Discovering an Emergency

Educators who discover an emergency are required to alert the Responsible Person immediately so that they can determine and implement control measures.

After immediate assessment, the Responsible Person will alert the team of the type of emergency, as outlined in the centre's Emergency Management Plan.

3.8 Dealing with an Emergency

In the event of a real emergency, emergency management procedures must be enacted in accordance with the centre's Emergency Management Plan, ensuring that all children and adults are safe.

- All educators and Team members will always follow the instructions of the relevant emergency services and/or building management
- If required contact the General Manager, Portfolio Manager and/or relevant State Support Office to advise of the emergency
- The General Manager or Portfolio Manager will provide support and guidance through the emergency and assist to liaise with the correct people to rectify the emergency promptly
- Communication with families is important and can be done through emails, or the State Support Office can set up an SMS alert to all families
- After the emergency, the Regulatory Authority must be contacted within 24 hours.
- Lifts should not be used during an evacuation drill or emergency unless authorised by Queensland Fire & Emergency Services (QLD Specific).

3.9 After the Emergency is Over

- In the event that the building is unsafe to return to, the Responsible Person will notify parents or emergency contacts to collect each child
- If able to return to the building, with reassurance and calmness, walk back to the centre following the safety procedures, recheck that all children have returned and discuss (as appropriate) the emergency that has taken place
- Consider counselling services (EAP) for anyone affected by the emergency
- Complete and file relevant documentation for drills and/or emergency
- Complete a BeSafe record on the day of the emergency

3.10 Multi-Level centre

Guardian Childcare & Education defines a multi-level centre as any building that includes more than two floors; whether split level/mezzanine or multi levels that is licenced and non-licenced space and accessible but not limited to children, families, team members, third parties including volunteers and visitors.

The Nominated Supervisor will ensure that all Responsible Person/s and all other educators will have current and up to date First-aid Training that is approved by ACECQA.

The Nominated Supervisor will ensure that Team members who are first aid trained are adequately rostered and placed on each level of the service.

3.11 Risk Assessment to consider

Centre r

- Consideration to ages of children and group configurations on each level to support effective and efficient implementation of emergency procedures; Availability and use of Cots, ability to transport children of all age's safety to emergency point.
- The development, mobility, and physical abilities of all children, including children with medication conditions – ensuring strategies are carried out in planned and spontaneous Emergency Management drills.
- Ensures guidance/direction for non-ambulant children/visitors/team members
- Will determine allocation of staffing, adequate in number to support the movement of all non-ambulant children
- Will determine roles for ancillary Team members
- Use and management of Lifts during both emergency management drills and Identified emergencies

A full review of all risk assessments is undertaken every 12 months, however identified changes/hazards/risks/modifications during drills or identified at any other time will be made accordingly.

The Nominated Supervision will ensure that all strategies outlined in Risk Assessments are carried out during all Emergency Drills, reflected and amended accordingly. Educators and all other persons also have the responsibility to provide feedback on strategies and implement as outlined in the Risk Assessment.

3.12 Emergency Management Equipment

The below is a list of Emergency Management Equipment available and used during an emergency drill or real emergency situation:

- Fire Panel and Alarm System - Tested with report
- Smoke detectors or thermal detectors - Tested with report
- Fire Hoses - Tested & Tagged
- Fire Extinguishers - Tested & Tagged
- Fire Blankets - Tested & Tagged
- Emergency Lighting - Tested with report
- Emergency sprinkler systems - Tested with report
- Emergency Cots /4 Seater prams, approved baby carriers, porta cots (Cots comply with AS/NZ 2172 2013)
- Emergency Evacuation Bags – to be readily accessible in each learning space

Evacuation Bag Contents may include but not limited to:

Tissues
Nappies
Wipes

Gloves
Spare Clothes
Cups and water
Sunscreen and spare sunhats
Plastic garbage bags and ties
Children's shoes (optional)
Torch

- Caps (Chief Warden, Area Warden, Warden, First Aid), High Visibility Vests
- Walking Ropes
- Full First Aid Kit
- Children & Team Member Medical Management Plans and medication
- Enrolment records details including authorisations and parent contact details
- Education/Team members contact information
- Copy of the Emergency Management Plan
- Access to a mobile phone

3.13 Children who are non-ambulant or not confident walkers including the use of evacuation aids

Additional equipment is required to support non-ambulant (not confident walkers) to evacuate from the centre. If the evacuation routes also include stairs the procedure for evacuation needs to be detailed in the Emergency Evacuation Plan. Equipment to support non ambulant children to evacuate include specifically designed evacuation cots, porta cots, four-seater prams, and specific approved baby carriers.

If the centre has high based specifically designed evacuation cots (marked with a plate or permanent label identifying them as an evacuation cot by the manufacturer) these can be used for sleeping under the following conditions.

- The evacuation cots should be placed close to the sleep room door so can easily be move out and used to evacuate
- The evacuation cots should be used last when assigning children cots for the day. This means on lower occupancy days the cots would remain empty and ready for emergency use
- No more than four (4) non ambulant children should be placed in each emergency cot
- The evacuation cots should be checked monthly to ensure all fixings are in place and tight, wheels are working, and it is functioning correctly
- Evacuation cots that have a draw fitted must have the ability to securely lock the draw closed when the cot is being used in an emergency

4.0 Responsibilities

4.1 The Approved Provider will ensure that:

- Conducting and then regularly reviewing our emergency management risks
- Identifying and putting in place controls for the most likely emergency situations
- Developing and regularly practicing specific procedures for the emergency situations
- Ensuring the required equipment and resources are available and maintained to support emergency responses
- Consider all emergency responses when designing or configuring spaces or making changes to the indoor or outdoor environment
- Ensure that appropriate evacuation pathways are identified and accessible at all times
- Ensure all Team members receive appropriate training and regular practices of the emergency responses

4.2 Portfolio Manager will:

- be involved in a full off-site emergency evacuation drill annually, for each of their centres. They will complete an additional drill report or other written evaluation to attach to the drill report. This will check and verify the process and provide an opportunity for suggestions, identify any issues for continuous improvement

4.3 The Centre Manager / Nominated Supervisor (NS) will:

- Ensure evacuation diagrams are displayed as outlined in section 3.3 above or outlined by the Emergency Management Specialist
- Ensure that all team members, volunteers, and students including casual team members are made aware of emergency management plan, and procedures before commencing work
- Ensure all team members, volunteers and students including casual team members are inducted into the site-specific emergency management procedures and understand their responsibilities during an emergency
- Assumes the role of Chief Fire Warden if the building does not already have someone in this role
- Ensure all team members are trained in the emergency evacuation procedures as part of their induction
- Ensure that families are regularly reminded of the emergency procedures in place at the centre
- Ensure whistles are readily accessible (if there is no other alarm system) and all team members know how to initiate a lockdown
- Ensure all other items such as warden caps, children's vests, ropes and evacuation bags are safe, in working order and available at all times in allocated location/s
- Ensure that emergency drills are conducted monthly, on busier days to capture the maximum number of children and team members participating and cover different situations (Reg 97(2))
- Ensure that a register of participants completing the emergency drill is documented and this informs the scheduling decisions for the next drill/s to capture all children and team member within a three-month period
- Ensure that spontaneous drills take place to ensure team members participate in the simulation of unplanned emergency events
- Ensure the correct number of team members, children and visitors are accurate throughout the operating hours
- Involve team members in a debrief/discussion after each drill to identify areas that need improvement or changes that might be necessary
- Ensure all drills and actual emergencies are documented and reviewed
- Ensure all emergency contact lists are updated as required, and emergency bags are for out of date/ used items checked which then are replaced. Emergency contact lists must be reprinted every 3 months or when a new child commences
- Ensure that all NS/RP have the local and state emergency apps on their phone. eg VIC Emergency App
- Seek advice from the safety team if any additional Emergency Procedures are identified by the Regulatory Authority or they request any changes. The Regulatory Authority should provide their requests or suggestions in writing
- Ensure that as part of evacuation drills that all age groups are evacuated

4.4 Team Members will:

- All team members must ensure they have an understanding of the centre/support office Emergency Management Plan, procedure/s and site-specific information
- Ensure each child is signed in or out correctly, and notify the NS/RP if inaccurate
- Sign themselves in/out on the Team members attendance record and on Time Target
- Familiarise themselves with the emergency procedures in each area of the centre
- Participate in all drills and provide feedback
- Know how to initiate a lockdown
- Ensure all items in emergency bags are present and always stocked
- Provide children with learning opportunities about emergency situations and procedures
- Be alert to the immediate needs of all children throughout any drills
- Assist the Nominated Supervisor in identifying risks and potential emergency situations

- Be aware of the placement of, and know how to operate communications and emergency equipment
- Ensure evacuation paths, exit doors, emergency equipment is always clear and unobstructed

4.5 Families will:

- Be aware of the centre's emergency procedures and follow any direction given to them during an emergency
- Ensure they sign their child in/out correctly
- Give permission on the enrolment form for child/ren to leave the centre in the event of a drill or in an emergency
- Provide emergency contact details on child's enrolment form and ensure that these are kept up to date
- Follow the directions Team members in the event of an emergency or if they are present during a drill

5.0 Definitions

Building Certifier issues certificates that authorise construction and building occupation in accordance with relevant planning and building legislation

Emergency Management Specialist holds relevant qualifications eg Fire Engineer, Fire Safety Advisor

Emergency Management Equipment items listed under section 3.12 of this document

Centre Manager (Nominated Supervisor) is the Team Member appointed into the Centre Manager (Nominated Supervisor) role with the alternative being the Responsible Person who is in charge.

Children are those children potentially enrolling or currently enrolled in Guardian's Early Learning Programs as distinct from those under 18yrs old who may be present at our facilities or events.

Emergency refers to all situations or events posing an imminent or severe risk to those present eg. a fire, local flood, medical emergency, severe weather event, security threat, intruder, loss of an essential service

Emergency Management Plan (EMP) is a written set of instructions that outlines what workers and others at the workplace should do in an emergency. It may also include a copy of all the buildings evacuation diagrams.

Evacuation Diagrams provide building occupants and visitors with information regarding how to evacuate the facility and where the relevant emergency equipment is located throughout. Building occupants and visitors will have access to these diagrams to predetermine the safest options available to them should an emergency occur at that facility.

Families also means parent or guardian

First Aider is a Team Member who has completed relevant First Aid training within 3 years plus annual CPR training

On-site Assembly Point is a pre-determined location where individuals are instructed to gather during an emergency evacuation. Its main goal is to provide a clear, organised, and safe location for all building occupants to assemble and be accounted for. The location is within the property boundaries.

Off-site Assembly Point is a pre-determined location where individuals are instructed to gather during an emergency evacuation. Its main goal is to provide a clear, organised, and safe location for all building occupants to assemble and be accounted for. The location is outside the property boundaries and consideration should be given to a location that provides some protection, access to water and restroom facilities if possible.

6.0 Tools and Resources

The most important documents I need are: Emergency Management Plan Template Personal Emergency Evacuation Plan (PEEP) EMP Annual Update Monthly Emergency Management Drill Report Emergency Evacuation Bag Checklist Incident Process Poster	Other supporting documents will include: Emergency Management Guardian Way page Sample Scenarios to Support Drills First Aid Policy
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7.0 Additional Information

Australian Standard 3745-2010, AS/NZ 1841.1
Work Health & Safety ACT NSW/ACT/QLD/SA 2011
Work Health & Safety Regulations
Occupational Health & Safety Act VIC 2004
Occupational Health & Safety Regulations
Emergency Management Act 2013
Queensland Fire and Emergency Services Act 1990
Queensland Building Fire Safety Regulation 2008

7.0 Source

Section 167	Offence relating to protection of children from harm and hazards
Regulation 97	Emergency and evacuation procedures
Regulation 98	Telephone or other communication equipment
Regulation 168	Education and care services must have policies and procedures
Regulation 169	Additional policies and procedures – family day care
Regulation 170	Policies and procedures must be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies and procedures

Policy owner	Chief Quality and Curriculum Officer		Content author	National Health, Safety and Risk Manager	
Date published	1/04/2024	Document version	V1.0	Revision due date	1/04/2026
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