



Emergency and Evacuation

Approval: May 2023

Review: May 2025

POLICY STATEMENT:

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for emergency and evacuation and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Emergency and evacuation situations in education and care services may arise for a variety of reasons, often suddenly and unexpectedly. It is vital that if an emergency situation arises, staff are confident to manage the situation effectively and efficiently, maintaining the safety and wellbeing of children, families and visitors.

Ensuring that educators and children know what to do in an emergency situation requires vigilant planning and practice. Regularly practicing the drills for emergency situations also provides an opportunity to help support and build on children's coping mechanisms and resilience

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

12(d)	Meaning of a serious incident- any emergency for which emergency services attended
97	Emergency and evacuation procedures
98	Telephone or other communication equipment
99	Children leaving the education and care service premises
136	First aid qualifications
168	Education and Care Services must have policies and procedures
170	Policies and procedures are to be followed
171	Policies and procedures to be kept available

RELATED POLICIES & CONSIDERATIONS

<ul style="list-style-type: none">● Acceptance and Refusal Authorisation Policy● Administration of First Aid Policy● Child Safe Environment Policy● Delivery of Children to, and collection from Education and Care Service Premises● Enrolment Policy● Family Communication Policy● Incident, Injury, Trauma and Illness Policy● Supervision Policy● Emergency Management Plan	<ul style="list-style-type: none">● Potential Risk Management Plan● Family Handbook● Educator Handbook● Providing a Child Safe Environment Policy● Excursion Policy● Authorisations and Refusals Policy● My Time, Our Place Framework● Network <i>OSHC Code of Professional Standards</i>.● Work, Health and Safety Act (2011
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PURPOSE

Our Service has a duty of care to maintain the safety and wellbeing of each child, educator, and all persons using or visiting the Service during an emergency or evacuation situation. We are committed to identifying risks and potential hazards of emergency and evacuation situations by conducting thorough risk assessments on an annual basis and continually plan for further risk minimisation and improvement to our policy and procedures.

SCOPE

This policy applies to children, families, staff, Approved Provider, Nominated Supervisor, students, volunteers, management and visitors of the Service.

IMPLEMENTATION

We define an emergency as an unplanned, sudden or unexpected event or situation that requires immediate action to prevent harm, injury, or illness to persons, or damage to the Service's premises. Emergency situations may pose a risk to an individual's health and safety. It is important that Services identify potential emergencies that may be specific to their location and environment.

An emergency is any event, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of children at the service.

(Guide to the NQF).

Circumstances under which an emergency evacuation will occur may include:

- 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 or other natural weather event
- dangerous animal, insect or reptile
- Terrorist threat
- Other circumstances may include: gas explosion, traffic accident, or any event which could render the building unsafe (eg: earthquake).

THE AUSTRALIAN WARNING SYSTEM (AWS)

The Australian Warning System (AWS) is a nationally consistent, three-tiered approach designed to make warnings clearer and lead people to take action during emergencies like bushfire, flood, storm, extreme heat and severe weather. The warning system comprises of levels, action statements, hazard icons, colours and shapes. <https://www.ses.nsw.gov.au/about-us/our-warnings/>

The three warning levels are:

1. Advice (Yellow): An incident has started. There is no immediate danger. Stay up to date in case the situation changes. Monitor conditions.

2. Watch and Act (Orange): There is a heightened level of threat. Conditions are changing and you need to start taking action now. Prepare to leave/evacuate. Do not enter flood water.
3. Emergency Warning (Red) : An Emergency Warning is the highest level of warning. You need to take action immediately. Leave/evacuate (immediately by am/pm/hazard timing).

When there is an Emergency Warning, educators need to prepare for possible emergency evacuation and implement the procedures effectively to ensure the safety of all children, staff, families and visitors in the Service.

TO ENSURE COMPLIANCE WITH NATIONAL REGULATIONS AND NATIONAL LAW, OUR SERVICE WILL ENSURE THAT:

- emergency and evacuation policies and procedures are available for inspection at the Service's premises at all times
- the Approved Provider will conduct an annual risk assessment to identify potential emergencies that are relevant to the Service
- relevant stakeholders/authorities are consulted for advice and guidance to improve risk mitigation strategies as part of our emergency and evacuation plan (police, fire, parents/families)
- all staff and educators have a thorough understanding of the [Australian Warning System \(AWS\)](#)
- consideration is made to evacuate infant/s and non-ambulant children evacuating the premises resulting in enhanced ratios
- additional consideration is made for multi-storey buildings (assembly areas, stairwells, non-ambulant children, staffing implications, supervision) [Reg. 97(4)]
- emergency rehearsals should involve other building tenants and building manager (if applicable)
- emergency evacuation plans are displayed in prominent positions near each exit at the Service premises including both the indoor and outdoor learning areas
- the emergency and evacuation procedures include instructions for what must be done in the event of an emergency
- emergency evacuation plans include a floor plan for ease of reference with clearly defined assembly points and clearly marked exit routes from all locations within the Service
- all exits have exit signs clearly visible
- there are no obstructions in hallways, stairways or emergency exits
- all educators, including casual/relief educators and staff members, are familiar with our *Emergency and Evacuation Policy*, procedures and regulatory requirements
- new staff, volunteers and students are provided with information and training about our *Emergency and Evacuation Policy* and procedures during induction
- all staff, visitors and students are aware of emergency evacuation points and assembly areas
- staff are trained how to use emergency equipment such as fire extinguishers, fire blankets, hoses etc
- National Regulations state that emergency evacuation rehearsals (drills) are to be practiced and reviewed *every three months* by the responsible person, all staff members, volunteers, and children present on the day. However, to ensure best practice our Service will conduct emergency evacuation drills twice a term during Before & After School Care sessions and once each Vacation Care making sure to rotate the days of the week drills are rehearsed on so that all children and staff experience an evacuation on a regular basis.
- spontaneous rehearsals also take place during the year to assist in refining risk management procedures and evacuation procedures
- each time a planned or spontaneous emergency evacuation drill is performed it is to be timed and documented in the *Emergency Evacuation Rehearsal Record*
- after reflection, notes on any areas that need improving or revising are to be documented in the *Emergency Evacuation Rehearsal Record*. Educators will discuss and implement strategies to make continuous improvement to procedures which will be documented in the Service's Staff Meeting minutes and Quality Improvement Plan (QIP).

- in the event of limited educators (e.g., early morning or late afternoon), staff members are to work together to perform the duties as per the evacuation plan (the roster must include a Responsible Person being on the premises at all times to take responsibility and delegate duties). This scenario will be discussed and documented in the Service's Staff Meeting Minutes (WHS).
- children are provided with age-appropriate support and information before, during and after emergency and evacuation rehearsals (drills)
- all staff are aware of their roles and responsibilities in event of an emergency situation
- regular communication with families includes information about emergency and evacuation procedures
- families are informed when a rehearsal or drill has occurred
- each room has an *Emergency Evacuation Bag* located in a prominent position
- *Emergency Evacuation Bags* are regularly audited and restocked as required
- an up-to-date register of emergency telephone numbers for children is maintained. A copy of the current list will always be available in the *Emergency Evacuation Bag*
- portable First Aid Kits are readily available in case of an emergency evacuation
- at least one staff member or one Nominated Supervisor who holds current ACECQA approved first aid qualifications, approved anaphylaxis management and emergency asthma management training is in attendance at all times
- Medical Management Plans for children are able to be accessed easily
- children's medication is collected during an evacuation
- all fire extinguishers, fire blankets, fire hoses, and other emergency equipment located throughout the Service will be inspected and tested at six monthly intervals by an authorised company as per the Australian Safety Standard AS 1851-2012: *Maintenance of Fire Protection Systems and Equipment*.
- extinguishers will be emptied, pressure tested, and refilled every five years
- all tests performed on emergency equipment and the date on which it was tested will be recorded on a label or metal tag attached to the unit. Certificates to verify testing will be filed.
- staff and educators have access to an operating telephone or other means of communication at all times (mobile phone)
- emergency telephone numbers will be displayed prominently throughout the Service in the kitchen, office, staff room and each area where children are educated and cared for.
- our emergency telephone list (located next to the telephone) includes the numbers for:
 - o Police
 - o Local fire station
 - o State Emergency Services (SES)

EMERGENCY AND EVACUATION PROCEDURE GUIDELINES

As per regulation 97, the emergency and evacuation procedures must set out-

- a) instructions for what must be done in the event of an emergency; and
 - b) an emergency and evacuation floor plan
- the Nominated Supervisor/Approved Provider will;
 - o make the final call to whether to evacuate the premises due to an emergency situation
 - o contact 000 for local emergencies- provide name, address and nearest cross street, reason for evacuation, phone contact number, number of children and adults evacuating
 - o guidance will be provided by the relevant emergency service (Fire service, SES, Police)
 - o Make the phone calls to any other appropriate services, management and families as required.
 - o When the emergency service arrives, inform the officer in charge of the nature and location of the emergency and if there is anyone missing.
 - Educators will be nominated to;
 - o Make the announcement to evacuate, identifying where and how.
 - o move all children and visitors to identified evacuation/emergency assembly area as indicated on the *Emergency and Evacuation Plan*

- o collect Emergency Evacuation Bag, Medical Management Plans and associated children's medication
- o collect First Aid Kit
- o Check that the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire.
- o Supervise the children at the assembly area, check daily attendance record/Roll Call and visitor record
- o once children are safely evacuated, administer first aid if required
- o remain calm and reassure children
- once emergency services arrive, contact parents/emergency contacts
- await instructions from relevant emergency services for re-entering premises or alternative evacuation procedures. No one should re-enter the building until the officer in charge has said it is safe to do so.

IMPORTANT

Following the emergency evacuation, the educator will complete an *Emergency Evacuation Incident Report* and an *Incident, Injury, Trauma and Illness Record*. The approved provider will make a notification of a serious incident to a regulatory authority (within 24 hours) through the [NOA IT System](#) when emergency services have attended an education and care service in response to an emergency, rather than as a precaution or for any other reason.

HARASSMENT AND THREATS OF VIOLENCE

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

- Calmly and politely ask them to leave the service or the vicinity of the children.
- 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 Nominated Supervisor/Director or Responsible Person is unable to make the call another educator should be directed to do so. Educators should liaise with team members in advance to determine a code phrase that will alert another team member to a threat situation arising and prompt them to contact police.
- Where possible, educators must endeavour to calmly move the children away from the person and this may be achieved quickly with the use of another code phrase that will encourage word of mouth transmission between children to move quickly from the area to another safer environment without causing them alarm (as an example, the reminder to a child that ice cream is being served today at a specified location for all children).
- No educator should attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible and wait 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 to contain them outside the service

FAMILIES WILL:

- ensure contact details are kept up-to-date
- provide emergency contact details on their child's enrolment form and advise the service of any change of name or phone number
- ensure the attendance record for their child is completed each day
- ensure they are aware of the service's *Emergency and Evacuation Policy* and procedures
- follow the directions of the Approved Provider/Incident Manager in the event of an emergency or evacuation

Emergencies and natural disasters are extremely stressful, and it is normal for children and adults to feel overwhelmed and distressed. People cope with trauma in many different ways. Children look to adults for reassurance, care and opportunities to share their feelings. It is important for educators to understand the impact of disasters and seek help when needed.

The Approved Provider/Nominated Supervisor will support educators to provide information to parents and families following any emergency or natural disaster including:

- will the service be open in the days and weeks ahead?
- how to find alternative care and education
- how to contact services for support with dealing with trauma

Several organisations offer support for educators in these situations:

- [Emerging Minds](#)
- BeYou- [Trauma informed practice](#)

PREPARING FOR AN EMERGENCY

Australian Government Department of Education, Skills and Employment Resources

- <https://www.education.gov.au/child-care-package/help-emergency>
- Australian Government Bureau of Meteorology <http://www.bom.gov.au/>
- NSW Police: www.police.nsw.gov.au
- NSW Rural Fire Service: www.rfs.nsw.gov.au
- NSW State Emergency Services: www.ses.nsw.gov.au

CONTINUOUS IMPROVEMENT/REFLECTION

The *Emergency and Evacuation Policy* will be reviewed on an bi-annual basis in conjunction with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP RESOURCES

Emergency Bag Audit Emergency Management Plan (EMP)	Emergency Support Services Template EMP evacuation diagrams-images
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SOURCE

Australian Children’s Education & Care Quality Authority. (2014).

Australian Children’s Education & Care Quality Authority. (2021). Policy and procedure guidelines- *Emergency and evacuation guidelines*.

Australian Government Department of Education Skills and Employment (2020). Help in an emergency

Australian Government – Emergency Services:

<http://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services>

Australian Government. National Emergency Management Agency. Australian Warning System.

<https://www.australianwarningsystem.com.au>

Early Childhood Australia Code of Ethics. (2016).

[Education and Care Services National Regulations](#). (2011).

Fire Protection Association Australia: www.fpa.com.au/

Fire System Services: <http://www.firesys.com.au/Fire-Extinguisher-Service-and-Maintenance-pg14686.html>

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework (2017). (Amended 2020).

NSW Rural Fire Service: www.rfs.com.au

Revised National Quality Standard. (2018).

Work Health and Safety Act 2011.

[Western Australian Education and Care Services National Regulations](#)

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
April 2023	<ul style="list-style-type: none"> • Policy reviewed and included suggested guidelines from ACECQA <i>Emergency and Evacuation Policy Guidelines</i> (June 2021) • Additional legislative requirements added • Additional related policies • Additional section added- <i>Families will</i> • Reviewed as part of bi-annual review cycle 	April 2025