



# EMERGENCY PROCEDURES POLICY

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## POLICY RATIONALE

TeamKids has a responsibility to provide a safe environment for all children, educators, families and visitors to our sites. It is essential that in the event of an emergency, any potential risks to those present at the service, are minimised.

The service has developed sound procedures for each site that will be implemented in the event of an emergency. Educators will implement organised evacuation procedures at any time a situation poses a significant threat to children or themselves. (R97)

## PROCEDURES

### Management will ensure that:

- The service has a detailed Emergency Management Plan, developed according to the Department of Education and Training guidelines and a risk assessment of each site was conducted in the development of the Emergency Management Plan. Advice will be sought from relevant professionals such as the Country Fire Authority (CFA) as required.
- Fire extinguishers will be installed and maintained. The property owner is responsible for the maintenance of the fire extinguishers.
- In the event of an emergency, debriefing may be required for children and educators involved. This will be made available as required.
- Notification of the Regulatory Authority (Department of Education and Training) will occur as per the current legislation.
- Service Coordinators/Directors of a program on the BARR will be provided with further training and information on emergency management procedures to ensure the safety of children and educators at the service.
- TeamKids will ensure a Risk Assessment is prepared to identify potential emergencies that are relevant to the service. This will be reviewed every 12 months to ensure any change to circumstances that may affect safety or new potential emergencies that have been identified and are included in the risk assessment. This will include checking all evacuation paths/route, to ensure they remain clear, risk free and easily accessible at all times. Daily hazard checks will include these areas. If the path appears impaired, it will be cleared immediately and/or the school will be notified to address the matter immediately.
- During an emergency procedure or drill, the Responsible person will ensure all children and educators are accounted for. This will be completed by use of headcount and roll call, including educator names. The most recent headcount will have been recorded on Fully Booked and therefore will be available for reference on the service iPad. The printed roll can also be used in the event of iPad being inaccessible, which will be taken on any emergency evacuation, lockdown and/or drill. The service mobile phone will also be taken and this will allow for remote access to internet or the TeamKids Head office, to provide backup access to information in an emergency. If a child or educator is noted to be unaccounted for, the Responsible person will commence searching for the person. If the evacuation/lockdown is a drill, the Responsible person / nominated educator will commence the unaccounted-for child process. If the emergency requires the attendance of emergency services, the Responsible person will notify and take directions from the lead emergency services agency.

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## The Service Coordinator/Director will ensure that:

- Educators will be made aware of emergency management procedures as part of their induction process. Educators will be expected to make themselves familiar with site-specific Emergency Management Plans as part of their onsite induction and ongoing development.
- In the event of an emergency, the Service Coordinators/Directors will notify the TeamKids Head Office 1300 035 000 and additional resources and support will be sought as required.
- Emergency and evacuation floor plans will be prominently displayed at each exit.
- The service will have relevant emergency telephone numbers displayed.
- If an emergency occurs, an evaluation will follow to ensure all procedures were in place and were adequate

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## All Educators are required to:

- Educators will familiarise themselves with their specific roles and responsibilities in the event of an emergency. These are outlined in the Emergency Management Plan; however, it is the responsibility of all educators to ensure all children are gathered and safe.
- Check the number of children regularly throughout the session.

## Children/person non-ambulatory, with injury or disability

The service will ensure that a path and process has been identified, to ensure a person who is non ambulatory, has an injury or a disability, can be safely evacuated in the case of an emergency. The service will consider if the path identified on the emergency evacuation is accessible to all people in attendance or if further paths/manner of assisting a person, is required. This may include wheelchairs, mechanical carrying tools or additional educator support. If stairs are within the evacuation path, support may include a ramp available or other methods recommended by the school in which the service is located. The Director of Service is responsible for identifying these requirements and will contact their Regional Manager to determine an amendment to the current evacuation plan and process and/or purchase the mechanical tools required.

## BUSHFIRE AT RISK REGISTER (BARR)

Those services on the Bushfire at Risk Register (BARR) have a condition on their service approval, requiring a pre-emptive closure on days deemed to be CODE RED. This means that the Department of Education and Training require that these services do not operate on these days.

TeamKids will be informed on the previous day and will contact all families to ensure they are aware of the closure of the service.

There will be no persons on site at the service on a CODE RED day, including educators or staff.

The Emergency Management Plan for these services is submitted to the Regulatory Authority annually as required. (currently 1 September)

This requirement may affect some excursions on these days also. Families will be informed as appropriate.

## EMERGENCY DRILLS

- Team Members are informed of safety and emergency procedures, as are relief Educators, Students and Volunteers.
- Emergency procedures will be practised no less than the minimum amount of times per year, in accordance with [Regulation 97](#) of the Education and Care Services National Regulations (2012) for Western Australia, and [Regulation 97](#) of the Education and Care Service National Regulations (2011) for all
- Simulated emergency conditions will consider a variety of practice styles such as scenarios in the
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Drill documentation is kept for a minimum of three years in accordance with occupational workplace health and safety laws, in compliance with [Regulation 183](#) of the Education and Care Services National Regulations (2012) for Western Australia, and [Regulation 183](#) of the Education and Care Service National Regulations (2011) for all other jurisdictions.

- Whistles are **only** to be used for emergency purposes.
- Practice drills are to include:
  - The date of the drill
  - Session type (BSC, ASC or VAC)
  - Time of drill
  - If the drill was planned or without notice
  - Number of children and educators in attendance
  - Reflections on any issues encountered
  - Any child reflections
  - Any matters to be considered to contribute to amendments of the process if required

## EMERGENCY PROCEDURES

The following procedures apply in all emergencies:

- Immediately cease all activities.
- Assist anyone in immediate danger and direct others away from the danger.
- Inform person-in-charge. In most cases, this is the Coordinator/Director of Service.
- Return, with children if applicable, to the room they are working in for the day if safe to do so.
- Close doors and windows where possible.
- Collect medication tub and ensure individual medication requirements are made available.
- Collect attendance lists and emergency evacuation kit, iPad and mobile phone.
- Look ahead to ensure the existing exit is still the best option.
- Wait for further instruction if an emergency is not clear.
- One designated Team Member is to check all areas of the Service.
- Keep children calm and reassured.
- Follow explicit instructions given by the person in charge.
- Emergency services, if contacted, to advise the Service Coordinator/Director when it is appropriate to release the children to families.
- **AT NO TIME PLACE YOURSELF, THE CHILDREN OR OTHER TEAM MEMBERS AT RISK**
- **Contact Area Manager.**

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All emergencies are different and therefore require different procedures to follow when they arise. The following circumstances and guidelines for management have been identified for quick reference, including where to find procedural information or additional resources:

## **Natural Disaster - bushfire, flood or extreme severe weather conditions**

All instructions are to be followed and carried out according to the local police or the Coordinator/Director (or person in charge). The Regulatory Authority in each state and territory responsible for overseeing the regulation of the Service may also give instruction.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

## **Fire/Smoke**

All instructions are to be followed and carried out according to Coordinator/Director (or person in charge). Evacuation procedures will apply as details in this policy.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with fire and smoke.

## **Bomb Threat**

In the case of a bomb threat, a template is to be used to record the conversation and children will be evacuated to the designated assembly point, unless, otherwise advised by the police.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with a bomb threat.

## **Snake, restricted dog breed, or other potentially dangerous animal**

Contact the relevant [Local Council](#) immediately who will advise on who to contact for the removal or relocation of the animal. Lockdown procedures may apply.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with potentially dangerous animals.

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## Act of terrorism

All instructions are to be followed and carried out according to the local police or the Service Coordinator/Director (or person in charge). Regulatory Authority in each state and territory responsible for overseeing the regulation of each Service may also give instruction.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

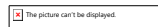
TeamKids makes available general procedures for dealing with a suspected or actual act of terrorism.

## Chemical or hazardous leaks and spills

All instructions are to be followed and carried out according to the local emergency Services or the Coordinator/Director (or person in charge). Refer also policy on the administration of first aid.

 lockout procedures may apply.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with hazardous lls.

## Loss of water or power

All instructions are to be followed and carried out according to the Emergency Services or the Service Coordinator/Director (or person in charge). Specific emergency Services to be contacted and evacuation procedures may apply.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with the loss of power or water.

## Intruders

This policy contains information on considerations for intruders, including hostage and siege situations.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with intruders.

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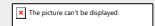
## The outbreak of infectious disease or illness

Refer to policies on dealing with injuries, illness and infection; medical conditions and medication; and the administration of first aid.

See also the National Health and Medical Research Council (2014) publication of [Staying Healthy in Child Care 5th Edition](#).

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with or actual outbreak of an infectious disease or illness.



## Death of a child or adult

Refer to policies on dealing with medical conditions, and medication, dealing with incidents, injuries and trauma, and the administration of first aid.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

TeamKids makes available general procedures for dealing with the death of a child or adult.

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In the event of an emergency, not specified above, where the health and safety of individuals and or the Service's environment are at risk, the Service Coordinator/Director in consultation with Management may deem the Service an unsafe environment and commence implementing the evacuation procedure as needed and/or close the Service temporarily (e.g. power failure or excessive heat day, natural disaster, etc.). In the event of the Service's temporary closure, the Customer Service team will contact all children's parents/guardians and request they immediately pick up all children from the Service until the Service is deemed a safe and healthy environment by Management.

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## DISCOVERING AN EMERGENCY

Team Members who discover an emergency at the Service are required to alert the Coordinator/Director (or person in charge) immediately so that they can determine and implement control measures. After the immediate assessment, the Coordinator/Director (or person in charge) will then call LOCKDOWN, LOCKOUT or an EVACUATION depending on the type of emergency.

**LOCKDOWN** The Coordinator/Director (or person in charge) will inform Team Members that due to external and immediate danger, it is safer for children, Team Members and any other visitor to the Service to remain indoors.

Instructions will include closing internal windows and doors and sitting on the floor below window level. In some cases, this may also include everyone in the building gathering in one area, under the Coordinators instruction.

The Coordinator or person in charge will contact emergency Services, e.g. Police on 000, as well as their Area Manager.

**LOCKOUT** The Coordinator/Director (or person in charge) will inform Team Members that due to an internal and immediate danger, it is safer for children, Team Members, and any other visitor to the Service to be excluded from buildings for their safety.

Instructions may include evacuation or prevention of the community accessing the premises.

The Coordinator/Director (or person in charge) will contact emergency Services e.g. Police on 000, and their Area Manager.

**EVACUATION** The Coordinator/Director (or person in charge) will inform Team Members that a decision has been made to have children, Team Members and any other visitor to the Service leave the building in the interest of their safety.

Predetermined evacuation procedures will apply unless explicit directions from the Coordinator/Director (or person in charge) are given.

The Coordinator/Director (or person in charge) will contact emergency Services, e.g. Police or Fire Brigade on 000, and their Area Manager.

TeamKids makes available general procedures for dealing with intruders.

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## References:

ACECQA National Quality Framework Resource Kit (2012) Quality Area 2 – Children’s health and safety  
Education and Care Services National Law Act (2010) S167  
Education and Care Services National Regulations (2011). R168 & 97

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