



DISASTER EMERGENCY and EVACUATION POLICY

Policy number		Version	4
Drafted by	Management Team	Approved by Management Committee	25.07.2022
Responsible person	Management Team	Scheduled review date	July 2023
Applies to:	Everyone		
Specific responsibility:	Management Team (WHS Officers) and the Team		
Policy context:			
Standards / Legislation or other external requirements	Relevant Industrial Awards Fair Work Commission Fair Work Act 2019 National Employment Standards Work Health & Safety Act 2019 (State) Work Health & Safety Regulations 2019(State) National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme Rules and Guidelines 2018 - 2019 NDIS Terms of Business for Registered Providers NDIS Quality and Safeguarding Framework, 2018 NDIS Code of Conduct for Workers 2018 United Nations Convention on the Rights of Persons with Disabilities (CRPD) Children and Young Person (Care and Protection) Act 1998 (State)Work Health & Safety Act 2011(State)		
Contractual obligations	Employment Agreements NDIS Service Registered Service Provider obligations NDIS Service Agreements DoE (Sector Capacity Building project contract) Funding Terms and Conditions (Funding Agreement)		

RATIONALE

Early Connections – Coffs Coast Inc. is committed to developing and maintaining a safe workplace culture. We are committed to the principles in the Work Health and Safety Act 2011 and other related legislation, including the NDIS Practice Standards relating to Emergency and disaster management. This Policy and Procedure aims to address the planning required by providers to prepare, prevent, manage, and respond to emergency and disaster situations whilst mitigating risks to and ensuring continuity of supports that are critical to the health, safety and wellbeing of NDIS participants.

Disaster, emergency, and evacuation situations can arise in a number of circumstances and for a variety of reasons. In the event of an emergency or evacuation situation, the safety and wellbeing of all children, families, team members and visitors to the Centre are paramount. Early Connections – Coffs Coast Inc. is committed to identifying risks and hazards of emergency situations and planning for their reduction or minimisation. There will be ongoing review of associated risks and procedures during team meetings.



Potential disaster and emergency situations may include:

- Fire / Storm / Flooding
- Security threats e.g., bomb threat
- Custody violations
- Accidents
- Home visit emergencies
- Intruder attempting to gain access into the Centre

POLICY STATEMENT

Early Connections Coffs Coast Inc. is committed to making health and safety a priority in the workplace as outlined in the organisations Work, Health and Safety Policy. We will ensure disaster and emergency situations are planned for and managed effectively if they occur. When Incidents and events occur all team members should be guided by the Risk Management Plan and WHS procedures as listed in this Policy.

WHS Officers / Management Team will:

- The Management team will be responsible as WHS Officers during all disasters, emergencies, accidents and incidents.
- The Management team will develop contingency plans RE: infection control
- Ensure that emergency drills and evacuations are conducted, recorded and evaluated on an ongoing basis. A drill should be completed at least once per year.
- Work together with team members to identify potential disaster, emergency and evacuation situations that may arise at work and identify all risks associated with such situations.
- Work with team members and client families to ensure a risk assessment is completed for specific work activities that have an associated risk (e.g.: home visits).
- Develop strategies for Disaster planning in the Risk Management Plan that address potential risks for client families during times of disaster when client services are disrupted.
- Ensure that during disasters and emergencies (when services from EC-CC may be reduced / limited) families are connected to community and health networks, including local Health NSW services.
- Work with the team in consultation with families to modify supports and services provided to ensure they are flexible and meet each client families' individual needs – including telehealth and video conferencing (where appropriate).



- Work together with the team to develop and review procedures to manage all risks associated with emergency and evacuation situations. These procedures will be attached to this policy (e.g.: Home Visit Emergency Procedure).
- Ensure the development of an emergency evacuation floor plan. This floor plan will be attached to this policy and displayed in prominent positions throughout the building near each exit and that all team members are aware of these.
- Ensure that emergency equipment is tested as recommended by recognised authorities.
- Ensure that all Team members are trained in the use of the Duress Button – stored at the front counter. The Duress Button should be used if the team is threatened by an intruder or robbery. The duress button is connected to the security system.
- Ensure that up to date emergency contact details for all team members are stored in Echidna and are accessible.
- Ensure that all team members are trained in and receive regular practice in the emergency evacuation procedures.
- Ensure that when children and families are in the building, that they are included in any drills and are reminded of the emergency procedures in place at the service.
- Evaluation / feedback forms are completed after each evacuation drill to assist in reducing risk, identifying trends and refining the procedures to ensure health and safety for all.
- Ensure that Team members are not aware of the time or date of scheduled emergency evacuations / drills. Workplace drills need to be spontaneous to ensure effectiveness. Management will be mindful of appointments and schedule drills when there is the least disruption to children and families' appointments.

Team members will:

- Assist the management team to identify risks and potential emergency situations.
- Assist the management team to develop procedures to reduce / minimise risk.
- Ensure they are aware of the placement of evacuation plans and emergency equipment and are confident in their ability to operate emergency equipment if required.
- Ensure they have signed in and out each day using the logbook in the foyer
- All team members will be aware of the evacuation policy and procedure to ensure effective practice and planning for fire and emergency evacuations and drills.
- Whistles are located with the framed Evacuation Procedure and Plans in each room. The whistle should be blown three times by the team member first discovering the fire. This team member should also call FIRE to alert other team members.



- All team members are to be aware of the location of the fire extinguisher and will be instructed in its use.
- After each fire drill, team members will evaluate the procedure and complete the evaluation form. Any problems will be noted and results will be recorded in the Quality Improvement - Quality Management Register.

EMERGENCY EVACUATION / FIRE DRILL PROCEDURE

1. Whistle blown three times by team member who discovers the fire. Call out “Fire - Evacuate the building” and alert the Fire Safety Officer / Management Team of the emergency.
2. Fire Safety Officer / Management team takes charge and directs all people to evacuate the building.
3. Fire Safety Officer / Management team must take a mobile phone to the assembly area. In case of a real emergency call 000.
4. All occupants of the building must evacuate immediately by following instructions from the Fire Safety Officer and following the appropriate evacuation route to the assembly area.
5. If safe, the Fire Safety Officer must check all areas in the building to ensure all people have been evacuated.
6. Fire Safety Officer must collect sign-in books from foyer and conduct a roll call in the assembly area.
7. Ensure all are present.
8. Only re-enter building once deemed safe.

If deemed un-safe the WHS Officer / Management Team should:

1. Call 000 to report the incident
2. Turn off power at the meter box - located on the west wall of the building outside the kitchen.
3. Close windows and doors (if safe to do so)
4. Use fire extinguishers and the fire hose (if safe to do so).

DOCUMENTATION

Documents related to this policy	
Related policies	WHS Policy and Procedure Home Visit Policy and Procedure Risk Management Policy and Procedure
Forms, record keeping or other organisational documents	Evacuation Evaluation Form Risk Assessment – Home Visit and other venues

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 1 years	Management Team	Management Committee



Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	August 2016	Management Committee	Dec 2018
2	15.01.2019	Management Committee	June 2020
3	24.06.2020	Management Committee	July 2022
4	25/07/2022	Management Committee	July 2023

Management Committee:

Signed:

Name: Ian Braine – President

Date: 25/07/2022

ATTACHMENTS –

1. Image – Evacuation Sign
2. Image – Evacuation Map
3. Home Visit Safety Procedure
4. Emergency Evacuation & Fire Drill Evaluation Form
- 5.



EARLY CONNECTIONS—COFFS COAST 13 Kane Crescent, COFFS HARBOUR (Closest cross street—Taloumbi Rd)

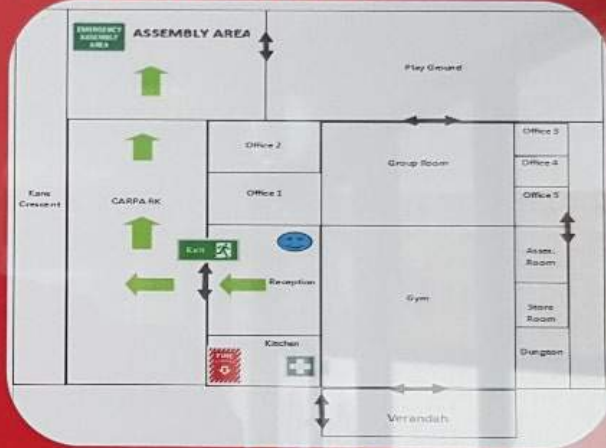
EMERGENCY EXIT PROCEDURE—FOYER

FIRST PERSON TO NOTICE THE FIRE

- BLOW THE FIRE WHISTLE 3 times and call FIRE
- Immediately advise the FIRE SAFETY OFFICER or the Management team of the emergency
- In case of real FIRE or EMERGENCY call emergency services — 000
 - Dial—0—first to get an external phone line
- In case of FIRE or EMERGENCY evacuate building OR wait for further instructions.

FIRE SAFETY OFFICER

- Assess situation. Sound the fire alarm OR blow Fire Whistle again
- In case of FIRE or EMERGENCY dial 000—Delegate if possible
 - In case of FIRE or EMERGENCY evacuate building.
 - Evacuate all persons to assembly area.
- Check all areas in the building — ensure all persons are removed from all areas.
 - Assist with emergency as required (if safe to do so).
- Collect mobile phone and sign-in book from foyer and conduct roll



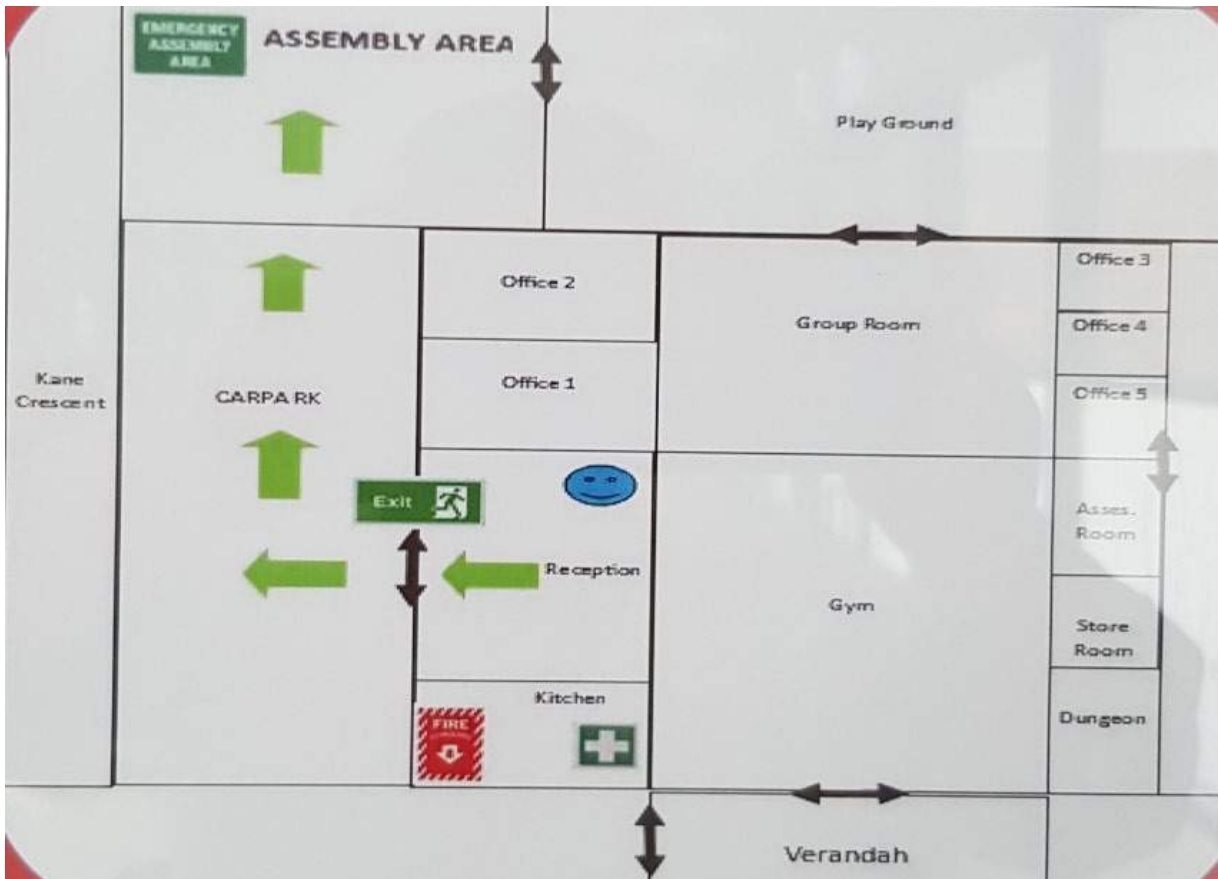
You are in the foyer / reception area.
PLEASE evacuate via the front door.

IN CASE OF FIRE

- R**EMOVE PEOPLE FROM DANGER
- A**LERT OTHERS AND RAISE ALARM
- C**LOSE DOORS AND WINDOWS
- E**VACUATE THE BUILDING



LEGEND	
DOOR / GATE	← → FIRE EXTINGUISHER
FIRST AID KIT	← EXIT ROUTE
EXIT	YOU ARE HERE



HOME VISIT SAFETY PROCEDURE



Before the Visit –

- Make sure the office knows where you are going & sign out on *Staff Sign-In Sheet* at Reception
- Before you leave record the following information in the Echidna calendar –
 - ✓ name of Client
 - ✓ type of visit – home / preschool / community
 - ✓ time and length of visit
 - ✓ location – street address
- Check your mobile phone is on and fully charged.

First appointment of the day –

- If you are going straight to a visit without coming into the office first, please text “1” to the Program Managers mobile.
- The Program Manager will record this on the *Staff Sign-In Sheet* as your start time.

Travelling to and from the client’s home –

- Keep the car doors locked while driving
- Have enough petrol
- Do not walk in deserted places or take shortcuts through isolated footpaths or vacant blocks
- Walk in the centre of footpaths.

Arriving at the Visit –

- Park car the way you will be exiting
- Always carry your mobile phone, know your non-signal areas and consider alternate communication options
- Do not enter if there are any unrestrained, potentially aggressive animals
- Leave if there is any evidence of a threat or serious safety issue for you as a worker – BE OBSERVANT
- Check the locking mechanism on gate and doors
- Before knocking listen for arguments, or anything that may make the situation unsafe
- If you need to leave due to safety concerns, drive your car to a safe area and call the Program Manager or 000 if it is an emergency.

During the visit –

- Be cautious entering anyone’s home
- If an unfamiliar person opens the door make sure the client is home before entering
- Be aware of and plan exit routes
- Only take into the visit what you really need
- Keep your keys and mobile phone on your person.

After visits –

- Report any incident to the Program Manager
- Document incidents in the client notes
- Always report “near misses”
- If you are out of the office for the day on multiple visits, please check in with the office around the middle of the day.

Your last appointment of the day –

- If you are not returning to the office before heading home, please text “2” to the Program Manager
- The Program manager will record this on the Staff Sign-In Sheet as your finish time
- If the Program Manager has not heard from you by COB, a phone call will be made to you to ensure your safety.

Emergency Situation –

- In the case of an emergency, phone the office and state “*I need to speak to Margaret*” OR “*Tell Margaret I’m going to be late*”. If this occurs, we will alert the police and send them to your location. If you cannot speak still call the Office and the emergency script will be asked **1. are you in trouble? 2. Is there a violent person there? 3. Do you want me to call the Police?** If you do not answer we will know you are in trouble and we will call 000.

REMEMBER YOUR SAFETY IS OUR HIGHEST PRIORITY.

TAKE CARE OUT THERE



EMERGENCY EVACUATION & FIRE DRILL EVALUATION FORM

Please Identify: Real Emergency / Practice Drill

Details Of Emergency	
Date of Emergency:	Time:
Nature of Emergency:	
Location of Emergency on the Premises:	
Emergency Procedures Followed: Fire Drill / Lockdown / Evacuation	
Name of individual alerting staff to emergency:	
Emergency Services Notified? <input type="checkbox"/> YES <input type="checkbox"/> NO	
If YES.....Name of Service Notified:	
By Whom:	Time Of Notification:
Amount of time taken to evacuate the premises:	
Staff Present:	
Other adults present:	
Were all staff/visitors accounted for? <input type="checkbox"/> YES <input type="checkbox"/> NO	
If NO, please specify who was missing, their location and the reason for not being notified of the emergency:	
No. Of Children present:	
Were all children accounted for? <input type="checkbox"/> YES <input type="checkbox"/> NO	
If NO, please specify who was missing, their location and the reason for not being notified of the emergency:	
ISSUES that need to be improved for next time :	