

EMERGENCY MANAGEMENT PLAN



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Emergency Management Plan 2022-2023



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DET Region	North-Eastern Melbourne
QARD Area	Northern Metropolitan
Bureau of Meteorology/Fire District	North Central
Is the service on the Bushfire At-Risk Register (BARR)?	No
Service SE Number	SE-40009873
Provider Number	PR-40010731
Approved Provider/Licensee Approving Plan	Plenty Valley Education Limited
Nominated Supervisor	Samantha Greenwood
Date Plan Approved	??/05/2023
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EMERGENCY MANAGEMENT PLAN

CONTENTS

1. Purpose	4
2. Scope.....	4
3. Distribution	4
PART 1– EMERGENCY RESPONSE	4
4. Emergency contacts	4
4.1 Emergency services	4
4.2 Our early childhood service contacts	4
4.3 Key organisational and Department of Education and Training (DET) contacts	5
4.4 Local/other organisations contacts	5
4.5 School bus emergency contacts	5
4.6 Reporting Requirements	5
5 Incident Management Team.....	6
5.1 Incident Management Team (IMT) structure	6
5.2 Incident Management Team contact details.....	6
6 Communication tree	9
7 Staff trained in First Aid	10
8 Emergency response procedures.....	10
8.1 On-site evacuation/relocation procedure	10
8.2 Off-site evacuation procedure.....	11
8.3 Lock-down procedure.....	12
8.4 Lock-out procedure	13
8.5 Shelter-in-place procedure.....	14
9 Response procedures for specific emergencies.....	15
9.1 Asbestos.....	15
9.2 Bomb/substance threat.....	15
9.3 Building Fire	17
9.4 Bushfire/Grassfire.....	17
9.5 School Bus Emergency.....	20
9.6 Child Abuse	20
9.7 Earthquake	22
9.8 Flood	23
9.9 Heat (extreme)	23

EMERGENCY MANAGEMENT PLAN

9.10	Industrial/factory fire	24
9.11	Information security	25
9.12	Intruder	25
9.13	Loss of essential services	25
9.14	Major external emissions/spill (includes gas leaks)	26
9.15	Medical emergency	26
9.16	Mental stress	26
9.17	Missing child/student	27
9.18	Pandemics and Communicable Diseases (COVID-19 and Influenza).....	27
9.19	Severe weather event.....	29
9.20	Smoke	29
9.21	Snakes.....	30
9.22	Traumatic death/injury/grief.....	30
9.23	Violence, aggression and/or harassment	31
10	Area map.....	32
11	Evacuation diagram.....	33
12	Parent / family contact information	34
13	Children, educators and staff with additional needs.....	34
PART 2– EMERGENCY PREPAREDNESS.....		34
14	Early childhood service facility profile	34
14.1	General Information	34
14.2	Other services/users of site	34
14.3	Building information summary.....	35
15	Appendices.....	36
15.1	Appendix 1 - Risk Assessment	366
15.2	Appendix 2 - Telephone Bomb Threat Checklist	432
15.3	Appendix 3 - Emergency Response Drill Schedule	444
15.4	Appendix 4 - Drill Observation Record	455
15.5	Appendix 5 - Emergency Kit Checklist	477
15.6	Appendix 6 - Business Continuity Management Plan (BCMP)	488
15.7	Appendix 7 - Post Emergency Record	511
15.8	Appendix 8 – DET Regions.....	522
15.9	Appendix 9 – QARD Areas	522

EMERGENCY MANAGEMENT PLAN

1. Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how **Plenty Kids Early Learning Centre** will prepare for and respond to emergencies.

2. Scope

This EMP applies to all educators, staff, children, visitors, contractors, and volunteers at Plenty Kids Early Learning Centre.

3. Distribution

A copy of our plan has been distributed to:

Name	Position Title and Organisation Name	Date Sent	Email Address or Postal Address
John Metcalfe	Principal, PVCC	23/05/2023	john.metcalfe@pvcc.vic.edu.au
Lily McDonald	Vice Principal, PVCC	23/05/2023	lily.mcdonald@pvcc.vic.edu.au
Peter Bain	Business Manager, PVCC	23/05/2023	peter.bain@pvcc.vic.edu.au
Samantha Greenwood	Director, Plenty Kids Early Learning Centre	23/05/2023	samantha.greenwood@pvcc.vic.edu.au

PART 1– EMERGENCY RESPONSE

4. Emergency contacts

4.1 Emergency services

In an emergency requiring **POLICE, AMBULANCE AND FIRE SERVICES** attendance call **000**

4.2 Our early childhood service contacts

Key Roles	Name	Phone
Approved Provider/Licensee or Person with Management or Control/Licensee Representative	Samantha Greenwood	03 9717 7400
Responsible Person/Primary Nominee	Jessica O'Sullivan	03 9717 7400
First Aid Officer	Louise Hunter	03 9717 7400
OHS Representative	Susan Taggart	03 9717 7400
Bulk Messaging System Operator (e.g. SMS)	Hannelie Page	03 9717 7400

4.3 Key organisational and Department of Education and Training (DET) contacts

Name	Branch	Phone
Quality Assessment and Regulation Division (QARD) Area Team	Northern Metropolitan Area	03 7005 1989
Regional Department of Education and Training (DET) Manager, Operations and Emergency Management	North Eastern Melbourne (Greensborough Office)	1300 338 691

4.4 Local/other organisations contacts

Name		Phone
Police Station	Mernda Police Station	03 9216 1200
Hospital/s	Austin & Repatriation Medical Centre - Studley Road, Heidelberg	03 9496 5000
	Northern Hospital - Cooper Street, Epping	03 9219 8000
	Royal Children's Hospital	03 9345 5522
Gas		133 466
Electricity		133 466
Water	Melbourne Water	131 693
Facility Plumber	PVCC Maintenance	03 97177400
Facility Electrician	PVCC Maintenance	03 97177400
Local Government	Nillumbik Council	03 9433 3111
SES	Flood, storm and earthquake	13 25 00
WorkSafe Victoria		1800 136 089

4.5 School bus emergency contacts

Bus Company	Coordinating School Contact Name	Phone
Panorama Coaches	Lee	03 9438 3666
PVCC Bus Coordinator	Sarah Reilly	03 9717 7400

4.6 Reporting Requirements

Early childhood services are reminded that they must report serious incidents to the relevant **DET QARD Area Team** in accordance with relevant regulatory requirements.

Service agreements also require approved providers to notify DET in the event of a serious incident.

For [Education and care services](#) operating under the National Quality Framework (NQF), which include kindergartens (pre-school), long day care services, outside school hours care services and family day care services, notifications of serious incidents, incidents and complaints must be submitted online via the [National Quality Agenda IT System \(NQA ITS\)](#)

EMERGENCY MANAGEMENT PLAN

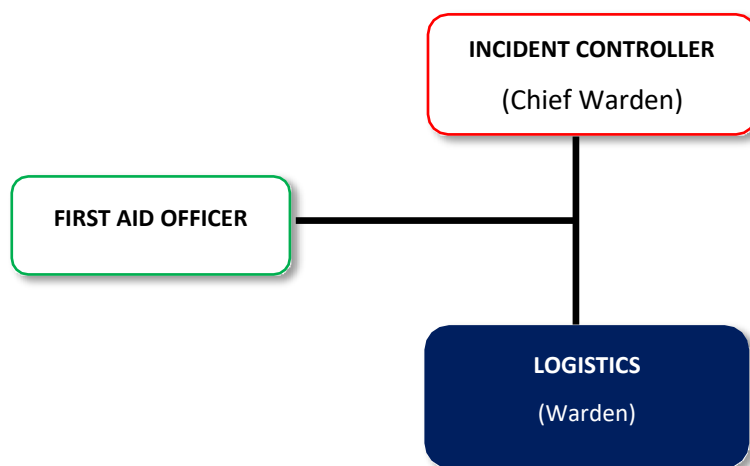
- To make notifications, see: [Notification types and timeframes | ACECQA, The National Quality Agenda IT System \(NQA ITS\)](#) or call: 1300 307 415.
- For more information, see [Regulation and Quality Assessment](#)

For [children's services](#) operating under the Children's Services Act 1996 (Children's Services Act) limited hours services and occasional care services (for detailed service types, see [here](#)) notifications of serious incidents, incidents and complaints must be notified in writing within the specified timeframe.

To make notifications refer to page 6, Serious incidents available at: [New regulatory requirements for Children's Services – Fact sheet](#)

5 Incident Management Team

5.1 Incident Management Team (IMT) structure



5.2 Incident Management Team contact details

IMT Role Activities	Primary Contact		Backup Contact	
Chief Warden/ Early Childhood Commander	Name	Samantha Greenwood	Name	Jessicah O'Sullivan
	Phone/Mobile	03 9717 7400	Phone/Mobile	03 9717 7400
Planning tasks will be performed by:	Name	Samantha Greenwood	Name	Jessicah O'Sullivan
	Phone/Mobile	03 9717 7400	Phone/Mobile	03 9717 7400
Operations (Area Warden) tasks will be performed by:	Name	Samantha Greenwood	Name	Jessicah O'Sullivan
	Phone/Mobile	03 9717 7400	Phone/Mobile	03 9717 7400
Communications tasks will be performed by:	Name	Samantha Greenwood	Name	Jessicah O'Sullivan
	Phone/Mobile	03 9717 7400	Phone/Mobile	03 9717 7400
Logistics (Warden) tasks will be performed by:	Name	Samantha Greenwood	Name	Jessicah O'Sullivan
	Phone/Mobile	03 9717 7400	Phone/Mobile	03 9717 7400
First Aid tasks will be performed by	Name	Samantha Greenwood	Name	Jessicah O'Sullivan
	Phone/Mobile	03 9717 7400	Phone/Mobile	03 9717 7400

5.3 Incident Management Team (IMT) Responsibilities

Chief Warden/Early Childhood Commander

Pre-emergency

- Maintain current contact details of IMT members.
- Ensure 'Children/educators/staff with additional needs' list and 'Staff trained in first aid' list are up to date.
- Ensure strategy to evacuate non-ambulant children is in place.
- Ensure ready access to an operating telephone or other similar means of communication to enable immediate communications to and from parents/carers and emergency services.
- Conduct regular exercises/drills in line with regulatory requirements.
- Ensure our emergency response and recovery procedures are kept up to date.
- Ensure staff on the IMT are aware of their responsibilities.

During emergency

- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Ensure that the emergency services have been notified.
- Ensure the appropriate response has been actioned.
- Convene our IMT as required.
- Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required.
- Brief the incoming emergency services and respond to their requests.

Post- emergency

- When the incident is rendered safe, or the emergency services return control, notify the IMT members to have staff and children return to normal operations.
- Organise a debrief with the IMT and, where appropriate, with any attending emergency service.
- Ensure recovery activities are considered and implemented as required.
- Complete the Post Emergency Record (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team following applicable regulatory requirements. This can be submitted online via the NQA IT portal. Service agreements also require approved providers or licensees to notify DET in the event of a serious incident (see Reporting requirements in the Emergency contacts section).

Planning

Pre-emergency

- Assist the Chief Warden/Early Childhood Commander.
- Identify resources required.
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency

- Attend the emergency control point.
- Ascertain the nature and scope of the emergency.
- Report any changes in the situation to the Chief Warden/Early Childhood Commander.
- Act as directed by the Chief Warden/Early Childhood Commander.
- Plan for contingencies.

EMERGENCY MANAGEMENT PLAN

Post- emergency

- Collect and evaluate information relating to the emergency.
- Identify recovery needs and develop a recovery plan (if required).

Operations (Area Warden)

Pre-emergency

- Regularly check and report on deficiencies of emergency equipment and kits.
- Coordinate safety practices (for example, clear egress paths, access to first attack equipment such as fire extinguishers and disposal of rubbish) by Wardens throughout their areas.
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency

- Attend the emergency control point.
- Communicate with the Chief Warden/Early Childhood Commander by whatever means available and act on instructions.
- Implement the emergency response procedure relevant to the floor or area and ensure that the Chief Warden/Early Childhood Commander is notified.
- Direct the Logistics Officer/Wardens to check the floor or area for any abnormal situation.
- Commence evacuation if the circumstances on the floor or area warrant this.
- Control the movement of people.
- Co-opt persons as required to assist the Logistics Officer (Warden/s) during an emergency.
- Confirm that the Logistics Officer's/Warden's activities have been completed and report this to the Chief Warden/Early Childhood Commander or a senior officer of the attending emergency services if the Chief Warden/Early Childhood Commander is not contactable.

Post emergency

- Compile a report of the actions taken during the emergency for the debrief.

Communications

Pre-emergency

- Assist the Chief Warden/Early Childhood Commander.
- Attend training in the use of the service's communication system as appropriate.
- Maintain records and logbooks and make them available for emergency response.
- Ensure emergency and parent contact details are up to date.
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency

- Attend the emergency control point.
- Ascertain the nature and location of the emergency. Maintain up to date information.
- Confirm that emergency services have been notified.
- Notify appropriate IMT members.
- At the direction of the Chief Warden/Early Childhood Commander, provide instruction and information to staff, children and parents as required.
- At the direction of the Chief Warden/Early Childhood Commander, provide instruction and information to the staff member responsible for bulk messaging as required.
- Keep a log of events that occurred during the emergency.
- Act as directed by the Chief Warden/Early Childhood Commander.

EMERGENCY MANAGEMENT PLAN

Post- emergency

- Contact parents/carers as required.
- Collate logs of events completed by all IMT members during the emergency for the debrief and ensure they are secured for future reference.

Logistics

Pre-emergency

- Ensure staff are aware of the emergency response procedures.
- Carry out safety practices (e.g. clear egress paths, access to first attack equipment, for example, fire extinguishers and disposal of rubbish).
- Participate in emergency exercises/drills in line with regulatory requirements.

During emergency

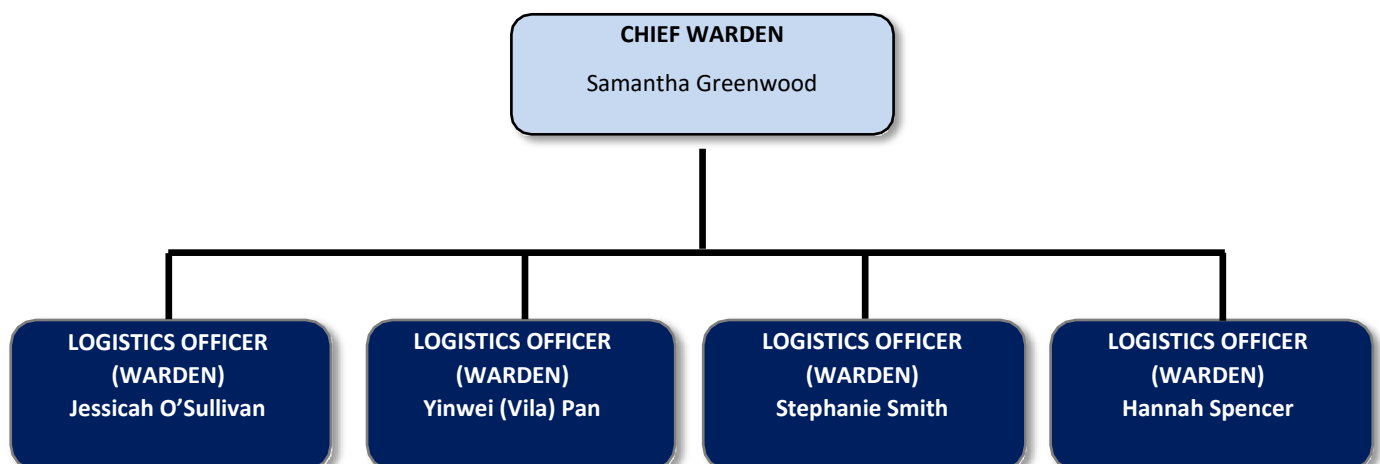
Persons selected to perform as Logistics Officer/Warden will carry out activities as set out in the emergency response procedures and as directed by the Operations Officer/Area Warden. Activities may include the following:

- Attend the emergency control point.
- Operate the communication system in place.
- Check that any fire doors and smoke doors are properly closed.
- Close or open other doors following the emergency response procedures.
- Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated.
- Ensure orderly flow of people into a protected area.
- Assist non-ambulant occupants and those with disabilities.
- Act as lead of groups moving to nominated assembly areas.
- Report status of required activities to the Operations Officer/ Area Warden on their completion.
- Act as directed by the Chief Warden/Early Childhood Commander.

Post- emergency

Compile a report of the actions taken during the emergency for the debrief.

6 Communication tree



7 Staff trained in First Aid

Note: Education and care services must comply with the requirements set out in regulation 136 (first aid qualifications) of the Education and Care Services National Regulations 2011 (National Regulations), and children's services must comply with the requirements set out in regulation 95 (Staff members to have first aid and anaphylaxis management training) of the Children's Services Regulations 2020.

Staff Member	Training	Date qualified to
Samantha Greenwood	First Aid - HLTAID001, HLTAID002, HLTAID003, HLTAID004, HLTAID009, HLTAID011, HLTAID012	14/01/2024 CPR Annual Update in December each year
Yinwei (Vila) Pan	First Aid – HLTAID009, HLTAID010, HLTAID011, HLTAID0012	20/12/2025 CPR Annual Update in December each year
Hyojung (Joy) Kim	First Aid – HLTAID009, HLTAID010, HLTAID011, HLTAID0012	24/02/2025 CPR Annual Update in December each year
Hannah Spencer	First Aid – HLTAID009, HLTAID011	16/01/2024 CPR Annual Update in December each year
Bhakti Thakkar	First Aid – HLTAID009, HLTAID012	15/01/2025 CPR Annual Update in December each year
Stephanie Smith	First Aid – HLTAID009, HLTAID010, HLTAID011	21/05/2025 CPR Annual Update in December each year
Jessicah O'Sullivan	First Aid - HLTAID001, HLTAID002, HLTAID003, HLTAID004	11/01/2024 CPR Annual Update in December each year

8 Emergency response procedures

8.1 On-site evacuation/relocation procedure

When it is unsafe for children, educators, staff and visitors to remain inside the facility, the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** and inform emergency services of the nature of the emergency.
- Determine which of your facility's pre-identified on-site evacuation points is most appropriate to use.
- Assemble children, educators, staff and visitors at Plenty Kids ELC Primary Evacuation Area (PVCC Oval) or Plenty Kids ELC secondary Evacuation Area (Primary School Basketball Courts) refer to evacuation diagram.
- Take the child attendance list and staff attendance list, your Emergency Kit/First Aid Kit, a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services.
- Once at the assembly point, check all children, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after on-site evacuation/relocation procedure

- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children, and visitors need to know (e.g. parent reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters as appropriate.
- Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required.
- Complete your Post Emergency Record form.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

8.2 Off-site evacuation procedure

If it is unsafe for children, staff and visitors to remain on the facility's grounds, the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Determine which off-site assembly point you will evacuate children, staff, and visitors to.
- Assemble children, educators, staff and visitors at the Primary Off-Site Evacuation Point, 880 Yan Yean Road, Doreen 3754 (refer to Evacuation Diagram).
- Take your emergency kit/first aid kit (including your children and staff attendance lists, a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communications to and from parents/carers and emergency services).
- Once at the assembly point, check all children, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents as required or as per service policy.

Actions after off-site evacuation procedure

- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children and visitors need to know (e.g. parent/carer reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with staff and IMT to identify any off-site and procedural changes that may be required
 - Complete your Post Emergency Record form (see Appendix 1).
 - Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreements (see Reporting requirements in the Emergency contacts section).

8.3 Lock-down procedure

When an external and immediate danger is identified, and it is determined that the children should be kept securely inside the building, the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, remain in the classroom, sit below window level, or move into corridors.
- Ensure any children, staff or visitors with medical or other need and including those that are non-ambulant are supported and have access to any required medications.
- Check that all external doors (and windows, if appropriate) are locked.
- If available, allocate staff to be posted at locked doors to allow children, staff and visitors to enter if locked out.
- Divert parents/carers and returning groups from the facility if required.
- Ensure a telephone line is kept free.
- Keep the public address system free.
- Keep the main entrance as the only entry point. It must be constantly monitored, and no unauthorised people allowed access.
- As appropriate, ascertain that all children, staff and visitors are accounted for.
- If it is safe to do so, have a staff member wait at the main entrance to the facility to guide emergency services personnel.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after lock-down procedure

- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children, and visitors need to know (e.g. parent/carer reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with educators and staff and IMT to identify any lock-down and procedural changes that may be required.
- Complete your Post Emergency Record form (refer to Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

8.4 Lock-out procedure

When an internal immediate danger is identified, and it is determined that children should be excluded from buildings for their safety, the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Announce lock-out with instructions about what is required. Instructions may include nominating staff to:
 - lock doors to prevent entry
 - check the premises for anyone left inside
 - obtain Emergency Kit
- Determine which of your facility's pre-identified on-site evacuation point/s is most appropriate to use.
- Ensure any children, staff or visitors with medical or other needs, including those that are non-ambulant, are supported and have access to any required medications.
- Assemble children, staff and visitors at *Plenty Kids ELC Primary Evacuation Area (PVCC Oval)* or *Plenty Kids ELC secondary Evacuation Area (Primary School Basketball Courts)* refer to evacuation diagram.
- Check that children, staff and visitors are all accounted for.
- Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Seek advice from your PMC if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact parents/carers as required or as per service policy.

Actions after lock-out procedure

- Ensure any children, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children, and visitors need to know (e.g. parent/carer reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with staff and IMT to identify any lock-out and procedural changes that may be required.
- Complete your Post Emergency Record form (refer to Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

8.5 Shelter-in-place procedure

When an incident occurs outside the early childhood service and emergency services or the Chief Warden/Early Childhood Commander determines the safest course of action is to keep children and staff inside a designated building in the facility (as evacuation might reasonably expose people to a greater level of danger), the Chief Warden/Early Childhood Commander on-site will take charge and activate the IMT if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Move all children, staff and visitors to the pre-determined shelter-in-place location – Early Years Building.
- Take your emergency kit/first aid kit (including your children and staff attendance lists, a copy of this EMP and an operating telephone or other similar means of communication to enable immediate communication to and from parents/carers and emergency services).
- Check that all children, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
- Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times.
- Seek advice from your PMC if required.
- Contact parents/carers as required or as per service policy.

Actions after shelter-in-place procedure

- Ensure any children, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent/carer reunification process.
- Determine if there is any specific information staff, children and visitors need to know (e.g. parent/carer reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent/carer letters as appropriate.
- Undertake operational debrief with staff and IMT to identify any shelter-in-place and procedural changes that may be required.
- Complete your Post Emergency Record form (see Appendix 1).
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreements (see Reporting requirements in the Emergency contacts section).

9 Response procedures for specific emergencies

9.1 Asbestos

- Isolate the area:
 - vacate everyone from the affected area
 - restrict entry to the identified area by i.e. locking a room; erecting temporary fencing and/or placing tape around the area
- Erect signage at entrances to affected area indicating unauthorised personnel must not enter.
- Notify and/or seek advice from your PMC if required.
- Notify PVCC Maintenance department and OHS officer on 03 9717 7400.
- Report the incident to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Seek advice from the VSBA Asbestos Reform Unit pf asbestos.reform@edumail.vic.gov.au

9.2 Bomb/substance threat

If a suspicious object is found (or the threat identifies the location of a bomb)

Immediate response

- Immediately clear and cordon off the area in the vicinity of the object.
- Call 000 for police and seek and follow advice.
- Report the threat to the Chief Warden/Early Childhood Commander who will coordinate the emergency response until police arrive.
- Do not approach, touch, tilt or tamper with the object.

Evacuation

- Evacuate the facility and:
 - ensure children, educators and staff are not directed past the object
 - alert any other services co-located at the facility site
 - check that all children, staff and visitors are accounted for
 - restrict all access to the site and ensure there are no barriers inhibiting access by police or emergency services.

Communication

- Provide police with details of the situation and actions you have taken and intend to take. Follow any advice provided by police.
- Contact parents/carers when evacuation is complete and it is safe to do so.
- Notify your and/or seek advice from your PMC or DET regional emergency management staff if required.
- Await 'all clear' advice from police before returning to buildings to resume normal activities.
- Report serious incidents to the relevant DET QARD Area Team in accordance with the relevant regulatory requirements. and service agreement (see Reporting requirements in the Emergency contacts section).

EMERGENCY MANAGEMENT PLAN

If a bomb/substance threat is received by telephone:

- **DO NOT HANG UP**
- Keep the person talking for as long as possible and obtain as much information as possible.
- Without alerting the caller, signal a co-worker to:
 - Call 000 for police on a separate phoneNotify the Chief Warden
- Fill out the **PKELC Telephone Bomb Threat Checklist** provided on the next page and record the details while you are on the phone to the caller if possible (the checklist should be located with staff who normally answer in-coming phone calls).

If a bomb/substance threat is received by letter:

- Place the letter in a clear bag or sleeve and store in a secure place.
- Avoid any further handling of the letter or envelope.
- Call 000 for police and seek and follow advice.
- Notify the Chief Warden/Principal.
- If the letter identifies the location of a device, immediately clear and cordon off the nominated area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above.

If a bomb/substance threat is received electronically e.g. by email

- **DO NOT DELETE THE MESSAGE**
- Call 000 for police and seek and follow advice.
- Notify the Chief Warden/principal.
- If the email identifies the location of a device, immediately clear and cordon off the area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above.

If you are at the site of an explosion:

- Direct staff to shelter students under sturdy tables or desks if objects are falling around you.
- Implement evacuation and communication procedures as indicated in section "**If a suspicious object is found**" above. Do not retrieve personal belongings or make phone calls when evacuating.
- Help others to leave the area. Use stairs instead of elevators.
- Be aware of weakened floors and stairways and watch for falling debris.
- Once out of the affected building:
 - Move students away from windows and glass doors or other potentially hazardous areas.
 - Use caution to avoid debris that could be hot or sharp.
 - Call 000 for emergency services and seek and follow advice.
 - Be aware of any potential secondary explosions.
 - Limit use of phones as communications systems may become congested.

9.3 Building Fire

- Activate the fire alarm.
- If appropriate, follow the procedure for **on-site evacuation**.
- Report the emergency immediately to the Chief Warden who will convene your IMT if necessary.
- Extinguish the fire (**only if safe to do so**).
- Evacuate to the safest evacuation assembly point as per the Emergency Evacuation Diagram, closing all doors and windows if safe to do so.
- Check that all areas have been cleared and notify the Chief Warden.
- Check that all children, staff, visitors and contractors are accounted for.
- Notify and/or seek advice from your PMC if required.
- Contact parents/carers as required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.4 Bushfire/Grassfire

Triggers for Action

The need for action by Plenty Kids Early Learning Centre staff is triggered when there is a bushfire or grassfire that:

- Is observable, or
- identified via Vic Emergency App within 30 km from the facility, or
- there is an Advice, Watch and Act, Emergency Warning or Evacuation message that includes Plenty Kids Early Learning Centre.

Immediate Actions

- If immediate emergency services assistance is required **Call 000**.
- Seek advice from your DET regional emergency management team or your local QARD Area Team. They can gain additional information and advise from emergency services for you.

Name	Branch	Phone
Quality Assessment and Regulation Division (QARD) Area Team	Northern Metropolitan Area	03 7005 1989
Regional Department of Education and Training (DET) Manager, Operations and Emergency Management	North Eastern Melbourne (Greensborough Office)	1300 338 691

- Convene your Incident Management Team (IMT)
- Continue to monitor conditions such as wind change, size of fire, direction of travel.
- Continue to monitor warnings and advice messages through the VicEmergency App or website. If there is a bushfire or grassfire in your watch zone with an associated warning area that does not cover the facility site, seek further advice to determine if any actions are necessary.

EMERGENCY MANAGEMENT PLAN

Other sources of information

- Call Vic Emergency Hotline on 1800 226 226 for any information on the incidents and warnings in your area.
- ABC local radio – use a battery powered radio if necessary due to the possibility of power outages.

Actions for the Facility when it is within a VicEmergency warning area:

VicEmergency Warning	What it means	Facility Actions
Advice Warning	Issued to notify the community that an incident/event has occurred that may escalate to impact on life or property. Actions may be recommended for preparedness or vulnerable groups.	If your facility is in an Advice Warning area, then seek advice and monitor conditions as they may change.
Watch and Act Warning	Issued when an incident/event is likely to or is directly impacting the community. They need to take action now.	If your facility is in a Watch and Act Warning area, seek advice and then decide whether to: remain on site, shelter in place (if required) and monitor the situation call parents/carers to pick up their children
Emergency Warning	Issued when the community is in imminent danger of an incident/event and need to take action now.	If your facility is in an Emergency Warning area and the warning states that it is too late to leave, then shelter in place and seek advice. Advise parents/carers that they should not travel at the facility to pick up their children. If parents/carers do arrive, then advise them to also shelter in place with staff and children at the facility.
Prepare to Evacuate	Prepare to Evacuate – Issued when it is recommended to that the community should quickly prepare to leave the area. This may include undertaking actions to prepare their family, gather critical items and protect their property.	If your facility is in an Evacuation area; comply with evacuation instructions provided and seek advice.
Evacuate Now	Evacuate Now – Issued when the community is recommended to immediately leave or processes are in place to evacuate communities.	If your facility is in an Evacuation area; comply with evacuation instructions provided and seek advice.

EMERGENCY MANAGEMENT PLAN

Sheltering in Place:

If sheltering-in-place is required, move all students, staff and visitors to the Early Years Building (EYB) following the identified egress route, if possible, provided it is safe to do so.

- Take your emergency kit, a first aid kit, your EMP and student and staff attendance lists.
- Check fire equipment including: torches, batteries, radio, water, facility portable phone, personal protective equipment and mobile phone are in the shelter in place.
- Check that all students, staff and visitors are accounted for
- Ensure communications with emergency services is maintained.
- Advise parents/carers that the facility is sheltering in place and they should not come to pick their children up.
- If parents/carers arrive, encourage them to stay with their children at the facility.
- Check all windows and doors in Shelter in Place are closed (but doors are not locked).
- Turn off Gas.
- Any sprinkler system around the school grounds to be turned on (if this does not compromise other water based defence systems).
- If safe to do so, relocate cars and any other movable combustible objects to greater than 20m from the Early Years Building and the evacuation path between the Shelter in Place and Onsite Bushfire Evacuation location and Offsite Bushfire Evacuation location (if appropriate).
- Staff to check that students have their shoes on and drink bottles with them.
- Staff will endeavour to keep students as calm and hydrated as possible.
- Staff should attend to children who show signs of or are known to be susceptible to smoke.
- The Communications Officer or a nominated person is to monitor the phones and/or radios to ensure that communication is maintained.
- Wait for emergency services to arrive or provide further information.
- Any decision to leave the Shelter in Place should only occur on advice of Emergency Services.
- Continually monitor Shelter in Place for embers or building ignitions and immediately put them out, when safe to do so. Staff, where possible, staff should wear full length, fire resistant natural fibre clothing (e.g. wool or cotton) and other personal protective equipment including; for patrolling the Shelter in Place for embers and building ignitions.
- If the Shelter in Place has ignited and is not safe to extinguish – evacuate to the Onsite Evacuation Location or Offsite Bushfire Evacuation Location (if appropriate), via the defined route.
- Maintain a record of actions/decisions undertaken and times.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

Pre-emptive Actions

This facility:

- As specified in our service condition certificate, will close on a Catastrophic Fire Danger Rated day.

9.5 School Bus Emergency

The following procedure relates to services participating in the DET School bus program. Services operating facility owned buses will need to develop a separate emergency response procedure and comply with relevant national regulatory requirements.

- **Call 000** to request emergency assistance if required.
- Monitor the VicEmergency website, app, emergency broadcast information on television or radio for ongoing emergency information and warnings
- Have a map of school bus route document
- Convene an Incident Emergency Management Team (IMT) as required
- Notify and/or seek advice from your PMC and/or DET regional emergency management staff as required.
- Notify parents/carers of children of the affect to the bus service (as advised by the coordinating school principal), including communication with families regarding need to pick up and/or different drop arrangements
- Contact the bus coordinating school principal or PMC as appropriate to confirm that parents/carers of children have been notified.
- If bus is stopped at the service when children are at the facility:
 - liaise with the coordinating school principal, including to determine whether the bus is allowed to leave the facility
 - hold all children on affected services at the facility until the all clear is given
 - instruct the bus driver not to leave the facility until the all clear is given.
 - communication with families regarding need to pick up and/or different drop arrangements
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.6 Child Abuse

Follow the four critical actions (of the [Child protection in early childhood \(PROTECT\)](#) protocol) to respond to incidents, disclosures and suspicions of child abuse:

1. Responding to an emergency

Ensure immediate safety. If a child has just been abused, or is at immediate risk of harm you **must** take reasonable steps to protect them. These include:

- separating the alleged victim and others involved, ensuring all parties are supervised by a service staff member
- arranging and providing urgent medical assistance where necessary by:
 - administering first aid assistance
 - **calling 000 for an ambulance or urgent police assistance**
 - preserve evidence.

2. Reporting to authorities

If the source of suspected abuse comes from within the service you must comply with legislative requirements (including [Reportable Conduct Scheme](#) and [Child Safe Standards](#)):

- you must contact Victoria Police via your local police station
- you must report internally to management (approved provider)
- you must notify QARD
- you must identify a contact person at the service.

If the source of suspected abuse comes from within the family or community:

- you must report to [DFFH Child Protection](#) if a child is considered to be:
 - in need of protection due to child abuse
 - at risk of being, harmed (or has been harmed), and the harm has had, or is likely to have, a serious impact on the child's safety, stability or development.
- you must also report suspected sexual abuse (including grooming) to Victoria Police
- you must also report internally to management (your approved provider in all instances)
- you must notify QARD of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service (see Reporting requirements in the Emergency contacts section).

If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing, see [Making a report to child protection - DFFH Service Providers](#).

3. Contact parents/carers

- Before contacting parent/carer, you must contact Victoria Police or DFFH Child Protection (depending on who the report has been made to). They will advise your service about whether it is appropriate to contact parents/carers at this stage.
- Where advised to be appropriate, your service should make sensitive and professional contact with parents/carers as soon as possible on the day of the incident, disclosure or suspicion.
- For advice on what information can be shared, see [Privacy and information sharing](#).

4. Providing ongoing support

Where appropriate, services should consider:

- establishing regular communication with the child's parent/carer to plan support strategies and discuss a child's progress, and the success of any support strategies
- engage allied health professionals with expertise in addressing child abuse and trauma to support the service to design and implement support strategies.
- establish a safety plan, in instances where the abuse has been led by a person within the service, and/or visiting the service to mitigate risk of further abuse.

As appropriate, refer children and their families to a wide range of support services, specialising in providing tailored support and advice for children impacted by abuse and their families e.g. the Centre Against Sexual Assault (CASA), Australian Childhood Foundation, Safe Steps, the Domestic Violence Resource Centre, [Family support - DFFH Services \(dffh.vic.gov.au\)](#)

9.7 Earthquake

- Call 000 if emergency services are needed and seek and follow advice.
- The Chief Warden will convene the IMT if necessary.
- Notify and/or seek advice from your PMC if required.

If Outside

Instruct staff and students to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
 - DROP to the ground
 - Take COVER by covering your head and neck with their arms and hands
 - HOLD on until the shaking stops.
- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.

If Inside

Instruct staff and students to:

- Move away from windows, heavy objects, shelves and any other potential hazards.
- DROP, COVER and HOLD
 - DROP to the ground
 - Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms
 - HOLD on until the shaking stops.
- Ensure any children, staff or visitors with medical or other needs including those that are non-ambulant are supported.

After the earthquake

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.
- Report any matter concerning the safety and wellbeing of students, staff and visitors to the Chief Warden.
- Contact parents/carers as required.
- Tune in to ABC radio if you can and follow any emergency instructions.
- If the school property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.8 Flood

- **Call 000** if immediate/life threatening
- Monitor the VicEmergency website and/or VicEmergency App
- Contact the VicEmergency hotline on 1800 226 226 for information
- Monitor the Bureau of Meteorology website for weather updates and weather warnings and follow the advice
- Report emergency to the Incident Support and Operations Centre on 1800 126 126
- Notify and/or seek advice from your PMC if required
- Listen to local radio or TV on battery-powered sets for weather warnings and advice
- Do not drive, ride or walk through floodwater
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.9 Heat (extreme)

To minimise the risks associated with extreme hot weather, schools must develop appropriate strategies and measures. Actions may include the following:

- **Call 000** if immediate medical assistance is required

Scheduling/Activities

- Restrict outdoor time.
- Cancel or re-schedule any outdoor activities by duration and intensity i.e. to start earlier or later in the day when the heat is less intense, and to include more rest breaks.
- Consider using alternative venues to modify and relocate activities during extreme hot weather (e.g. indoor recess and lunch, sports programs moved to gym/indoor area).
- Reschedule/move classes from classrooms with direct sunlight/no cooling.
- In extreme weather conditions, consider adjusting dismissal time accordingly.
- Reduce midday recess to no less than thirty minutes
- Ensure students make use of extra shade from both man-made structures (e.g. sails and umbrellas) and natural features such as trees to provide cooler environments for outdoor activities.
- Implement sun and UV protection policy as per School Policy and Advisory Guide (SPAG) as well as the SunSmart program.
- Where possible, ensure sufficient shelter is available for students awaiting pick-up by parents.

Hydration

- Ensure students and staff continue to hydrate and monitor the hydration of children with additional needs.
- Remind parents to provide their child with water and modified uniform.
- Ensure staff monitor students for early signs of heat stress/dehydration.

Notification/Information

- Seek advice from your PMC if required.
- Notify parents/carers about school heat conditions.
- Brief staff to be extra vigilant during periods of prolonged heat.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.10 Industrial/factory fire

In the event of an industrial fire or chemical emissions incident at a nearby location:

- **Call 000** for emergency services and seek and follow any advice from Emergency Services.
- Report the emergency immediately to the Chief Warden.
- If you can detect smoke or fumes, move all staff, students, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
- Check staff, students and visitors are accounted for.
- Check staff, students and visitors with respiratory/relevant illnesses or conditions that may make them particularly vulnerable to smoke or fumes. If at any time you determine the situation poses an unacceptable risk to these individuals, consider arranging for their evacuation from the school.
- Notify and/or seek advice from your PMC or DET regional emergency management staff if required.
- Monitor the VicEmergency website at www.emergency.vic.gov.au, or the VicEmergency App on your mobile device, for any warnings and advice.
- Contact families and advise them that students are safe and not to come to the school until further notice (or the end of the school day).
- Await advice from emergency services or from the Department before resuming normal school activities outdoors.
- Follow-up communications with parents/carers as required.

Specific actions prior to the start of school

- Monitor the situation and if it is determined to pose an unacceptable risk to staff and students based on local assessment of risk, consider contacting families and advising them that students are not to come to the school until further notice.
- Follow relevant steps in the School Bus Program Emergency Management Guidelines:
 - For bus coordinating schools, enact the Rapid Onset Emergencies – Actions for Coordinating Principals as part of the 2018/19 Emergency Response Procedures and notify client schools
 - For bus client schools, contact the coordinating bus school to alert them to the incident and any necessary route cancellations or shortenings that should be enacted.

Specific actions at the end of the day

- Await advice from emergency services or further advice before resuming normal end of day procedures.
- Consider contacting families and advising them not to come to the school for collection until the 'all clear' has been given.
- If the situation is determined to pose an unacceptable risk to student transportation routes ensure parents are informed and organise alternative arrangements and follow the relevant steps in the School Bus Program Emergency Management Guidelines:
 - For bus coordinating schools, enact the Rapid Onset Emergencies – Actions for Coordinating Principals as part of the 2018/19 Emergency Response Procedures for School Bus Coordinating Schools and notify client schools
 - For bus client schools, contact the coordinating bus school to alert them to the incident and any necessary route cancellations or shortenings that should be enacted.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.11 Information security

- Contact PCVV ICT Services on Ext# 605 or via email at helpdesk@pvcc.vid.edu.au for advice and support
- If the incident involves sensitive and/or personal information that may identify an individual without their consent, contact your PMC.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- If the information security breach is considered malicious contact local police.
- Offer impacted staff option to access EAP (as applicable).
- Offer Student Support Services support to impacted students (as applicable).

9.12 Intruder

- **Call 000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine whether **evacuation, lock-down or shelter-in-place** is required. Do this in consultation with the Police where possible.
- Evacuation should only be considered if safe to do so.
- Notify and/or seek advice from your PMC or the DET regional emergency management staff if required.
- Contact parents/carers as required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.13 Loss of essential services

When there is a loss of essential services (power, water, communications):

- Determine which services are affected and the extent of the impact.
- Respond to any immediate threat to student and staff safety and isolate/secure buildings/areas if necessary.
- **Call 000** if emergency services are required to respond e.g. power lines down in front of school.
- Contact the relevant provider/s to report outage and ascertain when restoration will occur.
- Consider consequential impacts, e.g. power outage will impact on phone lines and IT systems.
- Notify and/or seek advice from your PMC if required.
- Contact parents/carers as required.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Refer to the school's Business Continuity Management Plan

9.14 Major external emissions/spill (includes gas leaks)

- Contact the relevant utility faults/emergency line and follow advice.
- **Call 000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden who will convene your IMT if necessary.
- Move staff and students away from the spill to a safe area and isolate the affected area.
- Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure.
- Notify and/or seek advice from your PMC or DET regional emergency management staff if required.
- Contact parents/carers as required.
- Consider notification to WorkSafe 13 23 60.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.15 Medical emergency

If a medical emergency occurs on a school site or on a camp/excursion:

- **Call 000** if immediate/life threatening
- Administer first aid.
- Ensure any students, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
- Contact parent/carer of affected student
- Record evidence (if applicable).
- Keep other students away from the emergency/incident.
- Provide support for students who may have witnessed early stage of emergency.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.16 Mental stress

- If there is immediate and/or life threatening concern for an individual's health or wellbeing **contact 000**
- Notify parents/carers.
- See 'Child Safety Measures' and consider what other supports are needed and appropriate including:
 - School's student wellbeing officers
 - Kids Helpline - 1800 55 1800
 - Bravehearts counselling and support for survivors of child sexual abuse on 1800 272 831 or www.bravehearts.org.au
 - Lifeline - 13 11 14
 - Suicide prevention resources from Beyond Blue and/or Headspace
 - Headspace in schools 0458 559 736.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.17 Missing child/student

If student/child is missing and/or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent:

- Search the immediate area and ensure on-going monitoring, supervision and safety of other children.
- Contact the parent/carer.
- **Contact 000** for police to report child missing
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.18 Pandemics and Communicable Diseases (COVID-19 and Influenza)

Covid-19

Advice is available about safely managing early childhood services and day to day operations during COVID-19 on the COVID-19 pages of the Department of Education and Training Victoria website.

Key steps to respond to a confirmed COVID-19 case are outlined in the Managing a confirmed case of COVID-19 in early childhood

Process for closing

- On receipt of notification from DoH – follow advice provided
- On becoming aware directly from parents/carers or staff – notify QARD via NQAITS or call 1300 307415.
- Inform families – download the [communications pack](#).
- Lodge a notification through the [National Quality Agenda IT System \(NQA ITS\)](#) or call [1300 307 415](#). (CSA services advised to email in bullet point further down)
- Arrange a deep clean (see [factsheet](#)).
- Update your emergency contact details on NQAITS - these details will be used if DET or DoH need to contact the service after hours. CSA services cannot access to action changes.
- Report a closure – on NQAITS within 24 hours of closure.
- Services operating under the *Children's Services Act 1996* email licensed.childrens.services@edumail.vic.gov.au within 48 hours of closure.

For more information about early childhood services operating during COVID-19 see:

- [Advice about safely managing a service during COVID-19](#)
- [Operating guidelines for early childhood education and care services](#)
- [Managing illness in schools and early childhood education and care services](#)
- [Managing an unwell child or staff member](#)

Kindergarten providers having staffing difficulties for unavoidable reasons (such as staff on medical absence) should call the dedicated COVID-19 phone advice line on [1800 338 663](#) to discuss your situation.

Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

Influenza Pandemic

Appendix C of the DET Pandemic Influenza Incident Response Plan provides details of the [Key Actions](#) for early childhood services to implement at each of the preparedness and response stages of a pandemic influenza event.

Incident response

In April, (or at the time of the overseas detection if earlier), prepare to enact pandemic response section of your EMP with stakeholders and prepare to activate IMT.

Hygiene measures

Reinforce basic hygiene measures including:

- provide children and staff with information about the importance of hand hygiene (more information is available at [Better Health](#)).
- provide convenient access to water and liquid soap and alcohol-based hand sanitiser
- educate staff and children about covering their cough with tissue or inner elbow to prevent the spread of germs.
- careful disposal of used tissues.
- Ensure germicidal wipes are available in stationary supplies for staff to clean staff administrative area, telephones etc.

Communications

- In May, (or at the time of the overseas detection, if earlier), ensure hygiene information/posters are communicated/ displayed.
- In late May, (or at the time of the overseas detection, if earlier), consider providing information sessions for staff and parents/carers to communicate:
 - the status of the situation
 - the risk of influenza and how to identify pandemic influenza symptoms and cases of possible influenza based on the current, up-to-date case definition by the Chief Health Officer, DoH
 - best practice hygiene measures
 - measures for vulnerable children.
- Access and follow Chief Health Officer, DoH/Principal Health Advisor advice provided by DET and distribute consistent messaging to staff, children and parents/carers.
- Encourage staff and parents/carers to obtain seasonal flu vaccination as appropriate (especially those people/families at a greater risk of infection).
- Prepare sample letters for parents/carers for the next stage (if required).

Travel advisories

- Encourage staff and parents/carers to access the smartraveller website prior to international travel.

Business continuity

- Ensure currency of business continuity plan which:
 - identifies minimum requirements and key staff for continued operations (including planning for the absence of the PMC)
 - considers workforce strategies to enable continued operations, if pandemic affects a portion of the workforce.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.19 Severe weather event

- **Call 000** if emergency services are needed and seek and follow advice.
- Before the storm:
 - Consider notifying parents/carers, especially those with children with additional needs
 - store or secure loose items external to the building, such as outdoor furniture and rubbish bins.
 - Disconnect/cover/move electrical equipment away from windows
 - Secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Monitor the VicEmergency website and/or VicEmergency App
- Monitor the Bureau of Meteorology website for weather updates and weather warnings
- During a severe storm:
 - Remain in the building and keep away from windows.
 - Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
- Report any matter concerning the safety and wellbeing of students, staff and visitors to the Chief Warden.
- Notify and/or seek advice from your PMC is required.
- Listen to local radio or TV on battery-powered sets for weather warnings and advice.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.20 Smoke

This procedure may be used if you are not under direct threat from a fire and are remaining in smoky conditions.

Medical

- **Call 000** if anyone is experiencing wheezing, chest tightness and difficulty breathing.
- Closely monitor for adverse effects of smoke on students and staff.
- Students and staff with existing heart or lung conditions (including asthma) should follow the treatment plan advised by their doctor.
- Asthmatics must follow their personal asthma action plan and keep a reliever or inhaler on hand.
- Notify parents/carers about school conditions and to ensure they cater for their child's needs e.g. extra inhaler.

Activities/Indoors

- Restrict outdoor activities or as appropriate, cancel, re-schedule or use alternative venues for any outdoor activities.
- Close windows and doors.
- Switch air conditioners to 're-circulate' or 'reuse air' (turn it off if it doesn't have this function)
- Limit prolonged or heavy physical activity relative to the conditions.

Notification/Information

As appropriate:

- notify and/or seek advice from your PMC if required
- For health information about smoke go to: [betterhealth bushfiresmoke](#) or
- For information about planned burns in your area call 1800 226 226, download the VicEmergency app. Detailed information about the time, location and status of planned burns for the next 10 days can be found at [Planned Burns Victoria](#)
- Tune in to your ABC Radio station and keep listening for advice and warnings. You can find your local station on the ABC Radio frequency finder as well as listen online or via the ABC Radio app.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.21 Snakes

- Treat the snake as venomous – almost all snakes occurring on or entering school properties in Victoria are venomous.
- Remain calm and alert students and staff - advise them to stay calm, move away slowly and keep away.
- If the snake is very close to you (around 1.5 metres or less) remain motionless until the snake moves away.
- If the snake is not agitated or defensive, calmly and slowly move to a safe distance away from the snake observing its position at all times.
- If the snake is located around buildings and playgrounds consider the need to activate a Lock Down procedure.
- If the snake is located inside a building, consider the need to evacuate the classroom or building.
- Leave the snake alone and give it the opportunity to escape. If possible, monitor the snake from a safe distance (at least 5 metres away) in order to see where it goes and to direct a snake catcher to the snake (or its shelter site) if one is called.
- If the snake remains on school grounds, call the local licensed **Snake Catcher Hunter on 0403 975 409**.
- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

9.22 Traumatic death/injury/grief

If death or injury occurs on a school site (that impacts or risks impacting the health, safety and wellbeing of students or staff):

- **Contact 000** for police/ambulance attendance
- Monitor the wellbeing of staff
- Contact parents/carers as appropriate
- Actively implement self-care strategies
- Seek Student Support Services support
- If the incident occurs on school premises/camp/excursion:
 - Preserve the evidence
 - Consider a Worksafe Notification 13 23 60

- Report serious incidents to the relevant DET QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- For general guidance, refer to the [Managing Trauma Guide](#) to support, plan for, and lead an effective recovery including:
 - Develop a Communications Plan – check what information can be released
 - Notification (as appropriate) to the service community – letter, newsletters, emails, phone calls, text messages or SMS alert
 - Limit exposure to ongoing trauma, distressing sights, sounds and smells
 - Continue to identify those most at risk and triage for support
 - Consider tribute, memorial, ritual

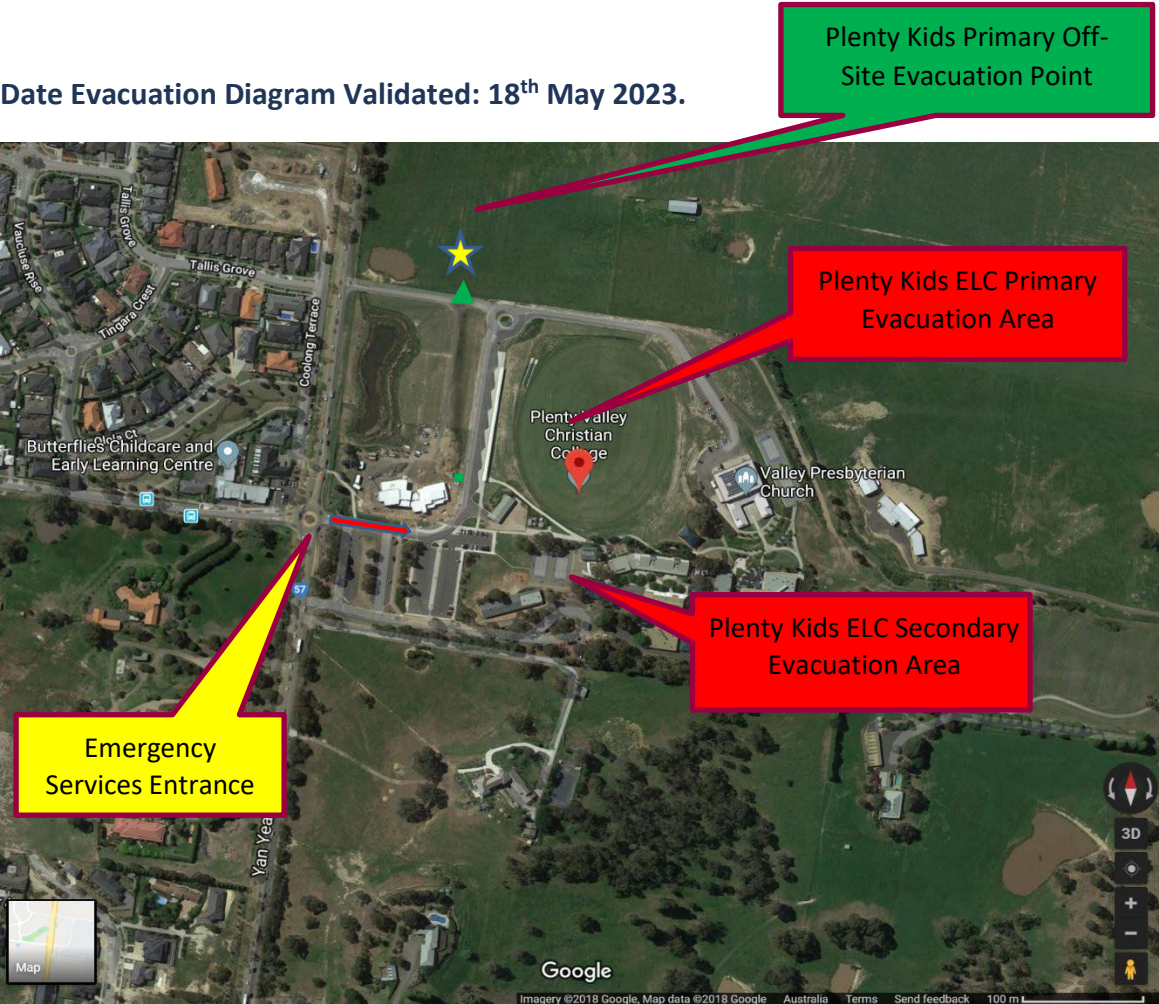
9.23 Violence, aggression and/or harassment




On school site:

- Intervene only if safe to do so
- **Contact 000** if immediate/life threatening and require police/ambulance attendance
- Initiate action to confine or isolate the aggressor
- Determine whether evacuation, lock-down or Shelter in Place is required
- Administer first aid if required and safe to do so
- Contact parent/carer of student(s) impacted
- Seek Student Support Services or School Wellbeing Officer support to develop a behaviour management plan
- Record evidence (if applicable)
- If multiple students involved and/or witness incident, isolate to preserve the integrity of the evidence until interviews etc can take place
- If staff are directly impacted:
 - Consider whether a report to WorkSafe is required
 - Contact Employee Assistance Program for support

10 Area map

Date Evacuation Diagram Validated: 18th May 2023.



Legend	
Primary off-site assembly point	
Route to Primary off-site assembly point	
Emergency services access point	
Distance to Primary off-site assembly point:	
700 metres	
Approx. time to reach off-site assembly point:	
3 minutes	

EMERGENCY MANAGEMENT PLAN

11 Evacuation diagram

Emergency Evacuation Route



EMERGENCY MANAGEMENT PLAN

12 Parent / family contact information

This list is stapled to the back, inside cover of each group's daily attendance book, in a sealed envelope.

13 Children, educators and staff with additional needs

As of the 17th May 2023, there are no children with diagnosed additional needs.

PART 2– EMERGENCY PREPAREDNESS

14 Early childhood service facility profile

14.1 General Information

Name	Details
Early Childhood Service Name	Plenty kids Early Learning Centre
Physical Address	840 Yan Yean Road, Doreen VIC 3754
Operating Days	Monday to Friday
Operating Hours	08:15am to 4:00pm
Phone	03 9717 7400
Email	samantha.greenwood@pvcc.vic.edu.au
Fax	03 9717 7475
Website	www.pvcc.vic.edu.au
Number of buildings	One
Is the facility a designated Neighbourhood Safer Place?	N/A
Shelter-In-Place Location	Early Years Building
Number of Children (or approved places)	44
Total Number of Educators/Staff	7
Methods used for communications to our service's community	Phone, SMS, EdSmart, email

14.2 Other services/users of site

Name	Details
Service / User Name	N/A
Location	N/A
Children/Visitor Numbers	N/A
Operating Hours/Days	N/A
Emergency Contact Name	N/A
Phone Number	N/A
Mobile Number	N/A

EMERGENCY MANAGEMENT PLAN

14.3 Building information summary

Telephone Landlines			
Location	Number		
Reception	03 9717 7400		
Alarms			
Name	Location	Monitoring Company	Location of shut-off instructions
Fire	PA System in all rooms	N/A	N/A
Intrusion	PA System in all rooms	N/A	N/A
Other	N/A	N/A	N/A
Utilities			
Name	Location	Service Provider	Location of shut-off instructions
Gas / Propane:	N/A	N/A	N/A
Water:	N/A	Yarra Valley Water	N/A
Electricity:	N/A	Energy Australia	N/A
Sprinkler System			
Location of Control Valve:		None	
Location of Shut-off Instructions:		None	
Building and site hazards			
Hazard description		Location	
N/A		N/A	
N/A		N/A	

EMERGENCY MANAGEMENT PLAN

15 Appendices

15.1 Appendix 1 - Risk Assessment

This table lists the identified hazards and threats to our early childhood service, assessment of the risks associated with those hazards and how we reduce their impact.

*Please note that under regulation 168(2)(e) of the National Regulations, services operating under the NQF must have emergency procedures that are based on a risk assessment that is conducted to identify potential emergencies that are relevant to the service.

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
Potential Bushfire	<ol style="list-style-type: none"> 1. Risk of injury from burns or smoke inhalation 2. Risk of property damage or loss 	<ol style="list-style-type: none"> 1. Liaise with local fire services to determine potential controls e.g. clearing trees, building safety etc. 2. Ensure Emergency Management Plan is up-to-date including identification of shelter-in-place and evacuation points. 3. Check CFA website, alerts during the bushfire season. 4. Schedule and practice emergency evacuation drills on a regular basis. 5. Ensure there is a business continuity plan in place. 	Severe	Possible	Extreme	<ol style="list-style-type: none"> 1. Fire extinguishers located in each room at the school. 2. Extreme weather warning communicated to staff at school and Plenty Kids Early Learning Centre program 3. Liaise with local fire authorities if fire warning has occurred 4. Evacuation procedure practice each term 5. Evacuation procedure on display at the service. 6. EMP is updated annually

EMERGENCY MANAGEMENT PLAN

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
Grassfires	<ol style="list-style-type: none"> 1. Risk of death/injury from burns or smoke inhalation 2. Risk of property damage or property loss. 3. Risk of psychological injury. 	<ol style="list-style-type: none"> 1. Liaise with local fire services to determine potential controls e.g. clearing trees, building safety etc. 2. Ensure Emergency Management Plan is up-to-date including identification of shelter-in-place and evacuation points. 3. Check CFA website, alerts during the bushfire season. 4. Schedule and practice emergency evacuation drills on a regular basis. Ensure there is a business continuity plan in place. 	Major	Possible	Extreme	<ol style="list-style-type: none"> 1. Fire extinguishers located in each room at the school. 2. Extreme weather warning communicated to staff at school and Plenty Kids Early Learning Centre program 3. Liaise with local fire authorities if fire warning has occurred 4. Evacuation procedure practice each term 5. Evacuation procedure on display at the service. 6. EMP is updated annually

EMERGENCY MANAGEMENT PLAN

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
Fire	<ol style="list-style-type: none"> 1. Risk of death/injury from burns or smoke inhalation. 2. Risk of property damage or property loss. 3. Risk of psychological injury. 	<ol style="list-style-type: none"> 1. Ensure fire services equipment (fire hose reels, fire extinguishers, fire blankets, hydrants) is tested and tagged as per Australian Standards. 2. Ensure there is a fire blanket (tested and tagged to Australian Standards) available in all kitchen areas. 3. Ensure all electrical equipment is tested and tagged as per Australian Standards and that frayed leads, damaged equipment etc are disposed of in an appropriate manner. 4. Ensure there is a business continuity plan in place. 	Major	Unlikely	Medium	<ol style="list-style-type: none"> 1. Fire extinguishers located in each room at the school. 2. Liaise with local fire authorities if fire warning has occurred 3. Evacuation procedure practice each term 4. Evacuation procedure on display at the service.
Severe Weather and Storms	<ol style="list-style-type: none"> 1. Risk of roof down flooding 2. Risk of injury. 3. Risk of property damage. 	<ol style="list-style-type: none"> 1. Ensure roofs/gutters/drains are clear. 2. Liaise with SES/local government to identify potential risks. 3. Develop contingency for storage of equipment/materials if necessary. 4. Test communications 5. Ensure there is a business continuity plan in place. 	Major	Possible	High	<ol style="list-style-type: none"> 1. Liaise with PVCC Executives if school is closed due to severe weather 2. Evacuation procedure practice each term 3. Evacuation procedure on display at the service.

EMERGENCY MANAGEMENT PLAN

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
Flooding	<ol style="list-style-type: none"> 1. Risk of injury 2. Risk of property Damage 	<ol style="list-style-type: none"> 1. Ensure EMP includes planning and response procedures for floods. 2. Liaise with SES/local government to identify potential risks. 3. Develop contingency for storage of equipment/materials if possible. 4. Ensure there is a business. 	Major	Possible	High	<ol style="list-style-type: none"> 1. Evacuation procedure practice each term 2. Evacuation procedure on display at the service. 3. EMP is updated annually
Intruders/ personal threat	<ol style="list-style-type: none"> 1. Physical or psychological injury could occur to staff, children, visitors or contractors if threatened or physically assaulted by an intruder. 2. There is a risk that property could be damaged. 	<ol style="list-style-type: none"> 1. Ensure reception is a secure area and that no-one can enter the office area unless they have a pass/key. 2. Ensure any visitors/contractors sign in through the office area when they first arrive on site. 	Major	Possible	Medium	<ol style="list-style-type: none"> 1. Evacuation procedure practice each term 2. Evacuation procedure on display at the service.

EMERGENCY MANAGEMENT PLAN

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
Earthquake	<ol style="list-style-type: none"> 1. Risk of injury 2. Risk of property Damage 	<ol style="list-style-type: none"> 1. Ensure EMP is up-to-date. 2. Training to staff and children in emergency response procedures during an earthquake e.g. drop, cover and hold. 3. Ensure there is a business continuity plan in place. 	Major	Unlikely	Medium	<ol style="list-style-type: none"> 1. Evacuation procedure practice each term 2. Evacuation procedure on display at the service. 3. EMP is updated annually
Bomb Threat	<ol style="list-style-type: none"> 1. Physical or psychological injury could occur to staff or visitors. 	<ol style="list-style-type: none"> 1. Ensure each phone has a Bomb Threat Checklist available. 2. Schedule and practice emergency evacuation drills on a regular basis. 3. Implement and follow Bomb Threat response procedure (located in EMP). 	Major	Possible	High	<ol style="list-style-type: none"> 1. Evacuation procedure practice each term 2. Evacuation procedure on display at the service. 3. EMP is updated annually
Major Medical Emergency	<ol style="list-style-type: none"> 1. There is a risk to health and possibly death. 	<ol style="list-style-type: none"> 1. First Aid Officer is appointed and training is up-to-date. 2. First Aid Officers follow first aid and infection control processes. 3. Staff are aware of emergency procedures. 	Major	Possible	High	<ol style="list-style-type: none"> 1. Staff are fully trained in first aid, CPR, Anaphylaxis and Asthma 2. Staff update qualifications every 12 months or as required. 3. Serious incident procedure communicated to staff

EMERGENCY MANAGEMENT PLAN

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
Hazardous Substance Release: Inside and Outside Facility Grounds	1. Exposure to certain liquids or gas that may be hazardous to health	1. Develop and implement safe work procedures for handling chemicals. 2. Schedule and practice emergency evacuation drills on a regular basis. 3. Ensure EMP is up-to-date. 4. Obtain Material Safety Data Sheets (MSDS) for all Dangerous Goods and Hazardous Substances on-site from the supplier or manufacturer.	Major	Unlikely	Medium	1. School to communicate to Plenty Kids Early Learning Centre program if works are taking place on the grounds. 2. Evacuation procedure practice each term 3. Evacuation procedure on display at the service. 4. EMP is updated annually

EMERGENCY MANAGEMENT PLAN

Appendix 2 - Telephone Bomb Threat Checklist

TELEPHONE BOMB THREAT CHECKLIST



**Stay Calm
Keep the Caller Talking**

Date call received: _____ **Time of call:** _____ **Time call ended:** _____

Exact wording of threat

Could you identify the caller's phone number? _____

Ask the Caller

When is the bomb going to explode? _____

Where is the bomb? _____

What will make the bomb explode? _____

What kind of bomb is it? _____

What does the bomb look like? _____

Why did you place the bomb here? _____

Where are you now? _____

What is your name? _____

What is your address? _____

When was the bomb placed here? _____

Who placed the bomb? _____

DON'T HANG UP!

(The call may be traceable if the phone line is kept open, even if the caller hangs up!)

EMERGENCY MANAGEMENT PLAN

15.2 Appendix 2 - Telephone Bomb Threat Checklist

TELEPHONE BOMB THREAT CHECKLIST



Call Details (where possible to obtain)

Did you recognise the caller? _____ If so, who do you think it was? _____

Was the call: ☐ Robotic/Automated ☐ In-Person ☐ Pre-Recorded

Estimated age of caller? _____ Did the caller seem familiar with the site? _____

Characteristics of the call:

Voice	Speech	Manner	Background Noises
<input type="checkbox"/> Man	<input type="checkbox"/> Fast	<input type="checkbox"/> Hesitant	<input type="checkbox"/> Music
<input type="checkbox"/> Woman	<input type="checkbox"/> Slow	<input type="checkbox"/> Calm	<input type="checkbox"/> Talk/voices
<input type="checkbox"/> Child	<input type="checkbox"/> Well spoken	<input type="checkbox"/> Angry	<input type="checkbox"/> Typing
<input type="checkbox"/> Muffled	<input type="checkbox"/> Impeded	<input type="checkbox"/> Emotional	<input type="checkbox"/> Children
<input type="checkbox"/> Unknown	<input type="checkbox"/> Stutter	<input type="checkbox"/> Loud	<input type="checkbox"/> Traffic/street
Accent:	<input type="checkbox"/> Nasal	<input type="checkbox"/> Soft	<input type="checkbox"/> Machinery
Telephone	<input type="checkbox"/> Uneducated	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Aircraft
<input type="checkbox"/> Mobile	<input type="checkbox"/> Lisp	<input type="checkbox"/> Raspy	<input type="checkbox"/> Trains
<input type="checkbox"/> Landline <input type="checkbox"/> Internal Ext	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Railway crossing
<input type="checkbox"/> Overseas	<input type="checkbox"/> Slurred:	<input type="checkbox"/> Irrational	<input type="checkbox"/> Construction
<input type="checkbox"/> Unknown	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

Phone number call received on: _____

School Phone system (e.g. menu): _____

Who did you report the threatening call to? _____

Date: _____

Time: _____

Your Name: _____

School/Campus: _____

EMERGENCY MANAGEMENT PLAN

15.3 Appendix 3 - Emergency Response Drill Schedule

EMERGENCY DRILL SCHEDULE

Year: _____ Group Name: _____

	Type of Drill	Person Responsible	Target Date	Date Drill Performed	Observer's Record Completed* ✓
Term 1	Emergency Evacuation Drill		Week 3		
			Week 6		
	Lockdown Drill		Week 3		
			Week 6		
Term 2	Emergency Evacuation Drill		Week 3		
			Week 6		
	Lockdown Drill		Week 3		
			Week 6		
Term 3	Emergency Evacuation Drill		Week 3		
			Week 6		
	Lockdown Drill		Week 3		
			Week 6		
Term 4	Emergency Evacuation Drill		Week 3		
			Week 6		
	Lockdown Drill		Week 3		
			Week 6		

Emergency Management Plans are required to be tested regularly.

VRQA minimum standards require facilities on the Bushfire At Risk Register (BARR) to practise evacuation drills at least once per term during the October-April bushfire season. Evacuation drills must involve all children and staff moving to either a nominated on-site 'shelter-in-place' or an off-site evacuation point as per the school's Emergency Management Plan. Early Childhood Services are encouraged to practice evacuation drills at least once per term during the October-April bushfire season.

EMERGENCY MANAGEMENT PLAN

15.4 Appendix 4 - Drill Observation Record

EMERGENCY RESPONSE DRILL OBSERVATION RECORD



Drill Conducted by:		Drill Date:	
Drill Address:	Plenty Kids Early Learning Centre		
Observer Name:			
Objective of Drill:			

Depending on the type of drill conducted, it is recommended you advise emergency services and members of the community who may be affected ahead of the exercise.

Item	Yes ✓	No ✓	N/A ✓
Did the designated or replacement Chief Warden take charge? (whistle blower)			
Was the (simulated) call to emergency services done promptly?			
Was the (simulated) call to the region done promptly?			
Was someone appointed to liaise with the emergency service/s?			
Was someone appointed to liaise with the parents/community?			
Were instructions given by the Chief Warden followed by children/students, staff, visitors and contractors?			
Were floor areas checked and isolated areas searched by Wardens?			
Was a roll call conducted for:			
• Students			
• Staff			
• Visitors, contractors and volunteers			
• People with special needs			
Was the Emergency Kit readily available?			
Did the Emergency Kit contain all the items listed in the EMP template checklist?			
Did anyone re-enter/leave the premises before the "all clear" was given?			
Did anyone refuse to leave the building/site?			
Was the relevant procedure in our EMP followed?			
Was the EMP communication tree followed?			

EMERGENCY MANAGEMENT PLAN

EMERGENCY RESPONSE DRILL OBSERVATION RECORD



Evacuation Drill Sequence Checklist	Yes ✓	No ✓
Alarm sounded Warden/s respond		
Warden/s respond		
Wardens check floor/area		
Evacuation commenced		
Wardens report floor/area clear		
All persons accounted for		
Arrive at assembly area/safe place		
Wardens check all present		
Evacuation completed		
Exercise terminated		

Comments/Issues for follow up by the EMP Planning Team:

Note: Incident Management Team (IMT) debriefing sessions should be held immediately after each drill; the session should go through the Emergency Drill Observer's Record and discuss actions to improve procedures, the EMP or address identified issues.

EMERGENCY MANAGEMENT PLAN

15.5 Appendix 5 - Emergency Kit Checklist

EMERGENCY KIT CHECKLIST

Our Emergency Kit Contains:	✓
Children's data and parent contact information (contained in EMP)	
Children/staff with additional needs list (contained in EMP) including any children's medications	
Enrolment records including authorisations and parent contact details	
Education/staff contact information	
Traffic/emergency safety vest and tabards	
Facility keys (staff wear fobs at all times)	
Portable First Aid Kit (Refer to First Aid Kits Contents Checklist)	
A charged mobile phone/chargers/power bank (batteries checked and charged) (Staff keep a charged, personal mobile phone on them at all times)	
Torch with replacement batteries or wind up torch (batteries checked and charged)	
Whistle	
Portable battery powered radio (batteries checked and charged)	
Copy of facility site plan and EMP including evacuation routes	
Water bottles (expiry dates checked)	
Portable non-perishable snacks - dried fruit, energy bars (expiry dates checked)	
Sunscreen and spare sunhats	
Plastic garbage bags and ties	
Toiletry supplies, wet disposable cloths, sanitiser	

Date Emergency Kit checked:	
Checked by	
Next check date:	

EMERGENCY MANAGEMENT PLAN

15.6 Appendix 6 - Business Continuity Management Plan (BCMP)

BUSINESS CONTINUITY MANAGEMENT PLAN



Business continuity planning is intended to minimise any safety, financial, educational, operational, reputational and/or other damaging consequences of a disruptive event. This document is to be used in accordance with the *PVCC Business Continuity and Framework Policy*.

1. Arrangements to manage inability to access a building or the service's approved site

Details of arrangements	<p>Workaround</p> <p><i>Partial site unavailable:</i></p> <p><i>Consider</i></p> <ul style="list-style-type: none">• Determine if remaining areas of the site are suitable for operations based on service approval• Approved provider and nominated supervisor determine what changes to operations are required. <p><i>Notify</i></p> <ul style="list-style-type: none">• Contact Quality Assessment and Regulation Division (QARD) Area Team to notify of any operation changes• Admin staff may need to work remotely from a neighbouring service site or from home• Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter• If co-located, notify site users. E.g. School Principal, Allied Health, other children's services <p><i>Whole site unavailable:</i></p> <p><i>Consider</i></p> <ul style="list-style-type: none">• Approved provider to discuss issues and possible options for relocation once length of reinstatement program is confirmed• Approved provider determine what changes to operations are required. <p><i>Notify</i></p> <ul style="list-style-type: none">• Contact QARD Area Team to notify of any operation changes• Complete and submit any required service applications to QARD via the National Quality Agenda IT System (NQA ITS)• Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter• If co-located, notify site users. E.g. School Principal, Allied Health, other children's services• Redirect suppliers to alternate site. <p>IT Resources required</p> <ul style="list-style-type: none">• Access to wireless network. <p>Considerations</p> <ul style="list-style-type: none">• OH&S issues in relocating children's service equipment and resources• Transport arrangements for children in regional and remote areas• Children's access to early education and care• Demands placed on families and carers due to loss of access to early education and care, co-located services and resources, relocation, etc• Demands placed on staff due to loss of resources, relocation, etc <p><u>Key Contacts can be found in the Contacts section of the Emergency Management Plan.</u></p>
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EMERGENCY MANAGEMENT PLAN

BUSINESS CONTINUITY MANAGEMENT PLAN

2. Arrangements to manage a loss of technology / telephony / data / power / water

Details of arrangements	<p>Workarounds</p> <p><u>Data/technology:</u></p> <ul style="list-style-type: none">• Relocate admin and staff facilities to other networked space within the school if co-located• Admin staff may need to work remotely from this service to access network• Utilise laptops where available to provide access to network. <p><u>Telephones:</u></p> <ul style="list-style-type: none">• Ensure there is an up to date, printed, hard copy list of all child and staff contact details in an accessible, secure location• Utilise mobile phones to contact staff• Place message on answering machine, if possible, referring callers to an emergency contact number either on site or at alternative location. <p><u>Power:</u></p> <ul style="list-style-type: none">• Determine the requirement for the operation of the service. I.e. water pump for toilet operation• Battery back-up (UPS) is on servers. Determine time limit of UPS and back up servers as required• Restructure the program to account for the lack of power. <p><u>Water:</u></p> <ul style="list-style-type: none">• Purchase/have a supply of bottled water• Order bulk water delivery. <p>Considerations</p> <ul style="list-style-type: none">• Ensure OH&S issues are considered when using back up power and water pumps• Review and update staff contact details to include mobile phone numbers• Staff Communications Tree to include details of messaging systems. <p>Key contacts</p> <ul style="list-style-type: none">• QARD Area Team – Northern Metropolitan Area 03) 7005 1989• DET – North Eastern Melbourne 1300 338 691
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3. Arrangements to manage a loss or shortage of staff or skills

Details of arrangements	<p>Workarounds</p> <ul style="list-style-type: none">• Prioritise work allocations for remaining staff• Determine the number of Casual Relief Educators required• Casual Relief Educators to be sourced from:<ul style="list-style-type: none">○ Service's own pool of emergency educators• Delivery multi aged program where possible to make up full groups• Implement succession plan/back up for key roles within service. i.e. person in day-to-day charge, nominated supervisor• Inform service community of issues via social media, newsletter or via phone or face to face conversations where necessary. <p>Considerations</p> <ul style="list-style-type: none">• Workload of staff and emergency educators.
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EMERGENCY MANAGEMENT PLAN

BUSINESS CONTINUITY MANAGEMENT PLAN

Business Continuity Management Plan Checklist

Action	Actioned?	Comment
Activate the service's Incident Management Team (IMT)		
Evaluate the impact of the incident for: <ul style="list-style-type: none"> • Service operations • Impact over time • Manageability • Staffing levels • Resources for recovery 		
Identify actions to mitigate impact, including: <ul style="list-style-type: none"> • Suspension of non-critical operational functions • Mutual support arranged with other facilities/services • Distance/virtual learning Use of different areas within site • Off-site activities • Back-up of key service data • Using paper-based systems • Flexible educational program plans • Using generators, portable lighting 		
Produce an Action Plan for maintaining critical activities that includes: <ul style="list-style-type: none"> • Priorities • Communications • Resource deployment • Allocation of specific roles • Monitoring • Reporting • Stakeholder engagement 		
Establish a register to log all decisions and actions		
Establish a register to log all financial expenditure incurred		
Secure resources for continuity/recovery including: <ul style="list-style-type: none"> • Staffing • Premises • IT and equipment • Welfare 		
Deliver appropriate communications including to: <ul style="list-style-type: none"> • Staff • Parents/carers • Allied Health • Co-located services/faculties e.g. School Principal • Other users of site • QARD Area Team • Suppliers • Local Shire/Municipality (as appropriate) 		

EMERGENCY MANAGEMENT PLAN

15.7 Appendix 7 - Post Emergency Record

POST EMERGENCY RECORD



Early childhood services must report serious incidents to the relevant Department of Education and Training (DET) QARD Area Team in accordance with relevant regulatory requirements.

Plenty Kids Early Learning Centre QARD Area Team: **Northern Metropolitan Area 03) 7005 1989.**

Facility Name	Plenty Kids Early Learning Centre
Emergency Event	
Date and Time of Emergency	

Description/Details of Emergency	
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Immediate Actions Taken	Chief Warden Notified: YES / NO Time _____ Other staff Notified: YES / NO Time _____ Emergency Services Notified: YES / NO Time _____	IMT (Incident Management Team) Convened: YES / NO Time _____ PMC (Person with Management or Control) Notified: YES / NO Time _____
Key Actions Taken	Parent/Carer notified	
Issues	Operational Debriefing Required: YES / NO Date/Time: _____ Person Responsible to Organise: Operational Debriefing Date/Time: _____ Issues for Follow Up Action:	

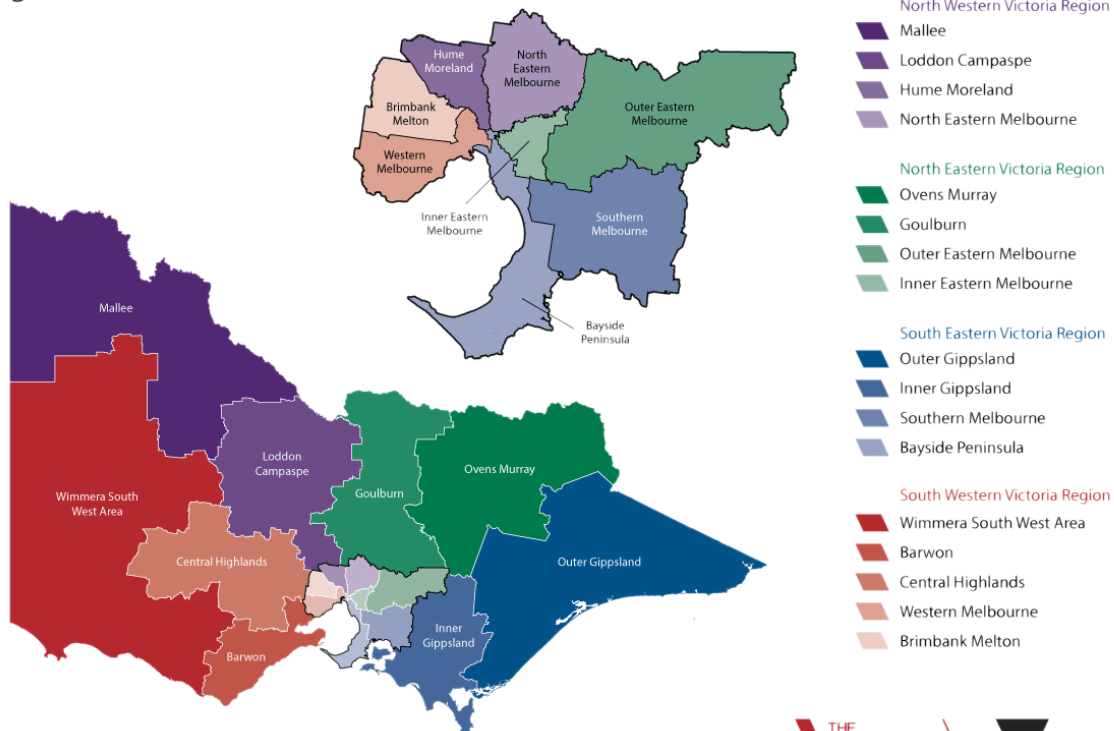
This Record Completed By:	
Position Title:	
Telephone Number:	
Signature and Date:	

EMERGENCY MANAGEMENT PLAN

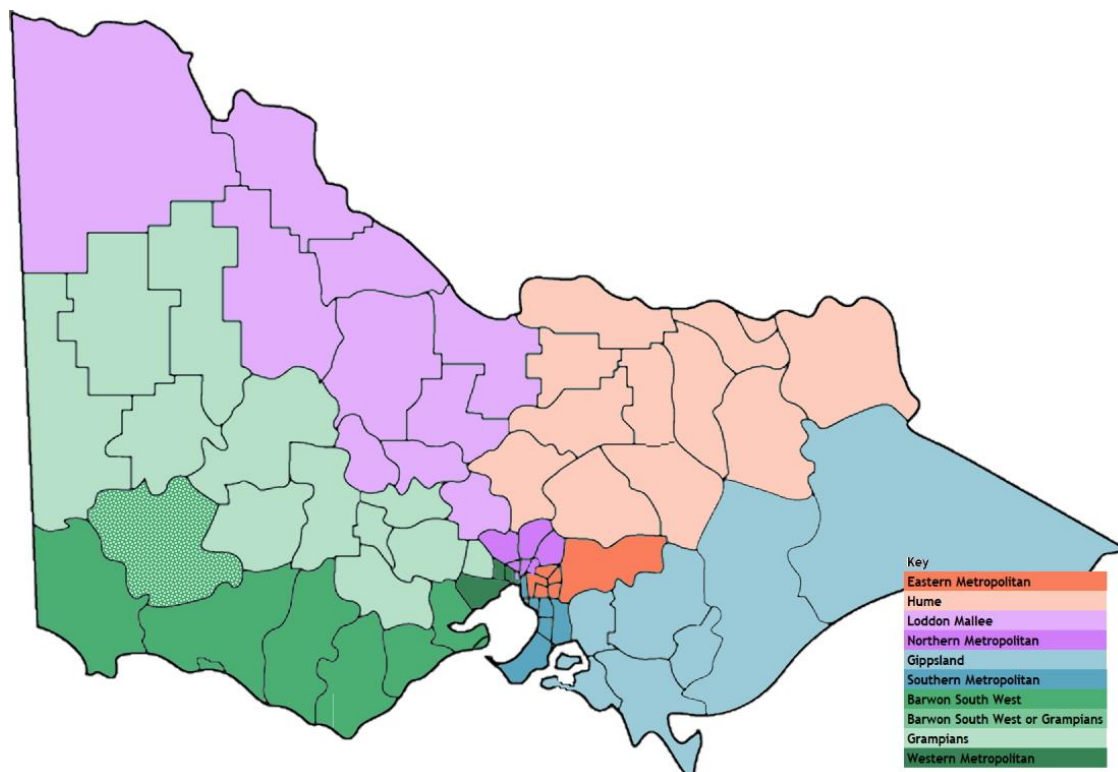
15.8

15.8 Appendix 8 – DET Regions

Department of Education and Training
Regions and Areas



15.9 Appendix 9 – QARD Areas (QUALITY ASSESSMENT AND REGULATION DIVISION)



EMERGENCY MANAGEMENT PLAN

DOCUMENT HISTORY AND VERSION CONTROL RECORD

Name of document:	PKELC Emergency Management Plan
Responsible officer:	Centre Director (Nominated Supervisor)
Approved by:	Principal (Approved Provider)
Assigned review period:	Annually
Date of next review:	December 2023
Category:	Staff & Parents

Version number	Version date	Responsible officer	Amendment details
0.1	04/12/2017	Centre Director	Initial issue as a controlled document
1.0	04/02/2019	Principal	Approved policy.
1.1	26/03/2020	Centre Director	Updated staff contact details. Formatting Changes
1.1	27/03/2020	Centre Director	Minor changes to wording and formatting
1.1	23/04/2020	Principal	Approved and signed.
1.2	26/11/2020	Centre Director	Updated details for 2021.
1.2	03/12/2020	Centre Director	Policy formatted in line with new style guide.
1.2	03/12/2020	Principal	Approved and signed.
1.3	25/11/2021	Centre Director	Reviewed and amended in line with ELAA recommendations.
1.4	12/05/2023	Centre Administrator	Reviewed and amended in line with ELAA recommendations.
1.5	23/05/20023	Centre Administrator	Reviewed and amended in line with ELAA recommendations.
1.6	24/05/2023	Principal	Approved and signed.

Approved By:



John Metcalfe
Principal

24/05/2023
Date