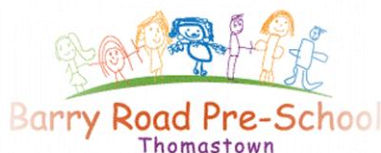


# Emergency Management Plan 2025

## BARRY RD PRE SCHOOL



*In an emergency dial **000**  
for **police, ambulance or fire services***

Physical Address	32 Barry Road Thomastown VIC 3074
Phone Number	03 94650043
Email Address	barry.rd.kin@kindergarten.vic.gov.au
Department of Education Region/ QARD Area	Northern Metropolitan Area PO Box 2141, Footscray VIC 3011 PH: (03) 70051989 Email: nmr.qar@education.vic.gov.au
Bureau of Meteorology/Fire District	CENTRAL
Is the Service on the Bushfire- At-Risk Register or Category 4?	NO
Service SE Number	SE- 00003913
Provider PR Number	PR- 00001346
Approved Provider or Person with Management or Control (PMC) Approving Plan	Aveleen Gomes
Nominated Supervisor	Steph Young / Angela Carli
Date Plan Approved	
Next Review Date	02/2026

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## 1. Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how Barry Rd Pre School will prepare for and respond to emergency situations.

## 2. Scope

This EMP applies to all staff, children, visitors, contractors, and volunteers at Barry Rd Pre School.

# PART 1– EMERGENCY RESPONSE

### 3. Emergency Contacts

#### 4.1 Emergency services

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

#### 4.3 Key organisational and Department of Education (DE) contacts

Organisation	Name	Contact number
<b>DE Quality Assessment and Regulation Division (QARD) Area/Regional Team</b> <i>*(See note at the end of this section regarding reporting requirements)</i>	<b>North Western Victoria Region</b> <ul style="list-style-type: none"><li>Northern Metropolitan Area</li></ul>	7005 1989
<b>Department of Education Region</b> <ul style="list-style-type: none"><li>Manager, Operations and Emergency Management;</li><li>Emergency Management Support Officer</li></ul>	South Western Victoria Region	1300 333 232
	North Western Victoria Region	1300 338 691
	North Eastern Victoria Region	1300 333 231
	South Eastern Victoria Region	1300 338 738

#### 4.4 Local/other organisations contacts

Organisation	Contact Number
Police Station	000
Northern Hospital	8405 8000
Gas Energy (Australia)	132 083
Electricity (SP Ausnet)	131 799
Water Corporation (Yarra Valley Water)	132 2762
Facility Plumber (Whittlesea Council)	9217 2170 select #5
Facility Electrician (Whittlesea Council)	9217 2170 select #5
Local Government (Whittlesea Council)	9217 2170 select #5
SES (flood, storm and earthquake)	13 25 00
WorkSafe Victoria	1800 136 089
Notify of water and fire services cut off/bridge and road closure	1800 668 511

#### 4.6 Reporting requirements

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

Service agreements also require approved providers to notify DE 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 \(NQA ITS\)](#)

- 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](#)

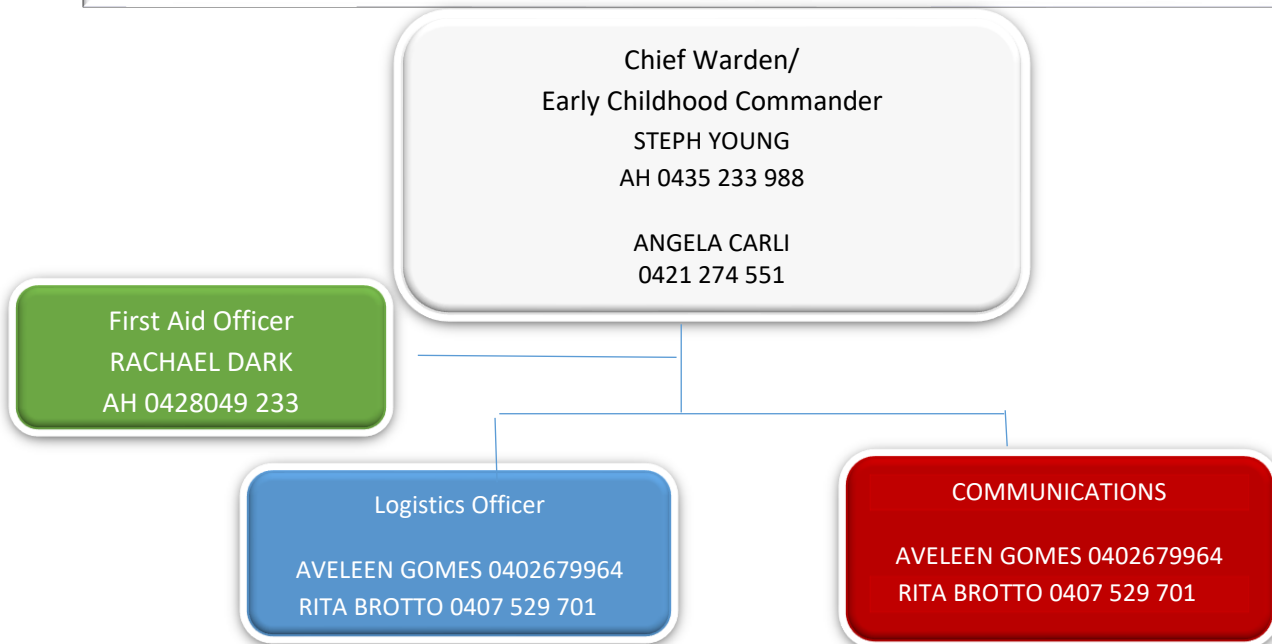
For [children's services](#) operating under the Children's Services Act 1996 (Children's Services Act) limited hours services and occasional care services (for detailed service types, see [here](#)) notifications of serious incidents, incidents and complaints must be notified in writing within the specified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

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

## 4. Incident Management Team

### 5.1 Incident Management Team (IMT) structure

#### IMT STRUCTURE: BARRY RD PRE SCHOOL



### 5.2 Incident Management Team contact details

IMT Role/Activities	Primary Contact		Back-Up Contact	
<b>Chief Warden/ Early Childhood Commander</b>	Name	Steph Young	Name	Angela Carli
	Phone/Mobile		Phone/Mobile	
<b>Planning tasks will be performed by:</b>	Name	Rita Brotto	Name	Steph Young
	Phone/Mobile		Phone/Mobile	
<b>Operations (Area Warden) tasks will be performed by:</b>	Name	Steph Young	Name	Angela Carli
	Phone/Mobile		Phone/Mobile	
<b>Communications tasks will be performed by:</b>	Name	Rita Brotto	Name	Steph Young
	Phone/Mobile		Phone/Mobile	
<b>Logistics (Warden) tasks will be performed by:</b>	Name	Aveleen Gomes	Name	Rita Brotto
	Phone/Mobile		Phone/Mobile	
<b>First Aid tasks will be performed by:</b>	Name	Rachael Dark	Name	Tayla Cali
	Phone/Mobile		Phone/Mobile	



## 5.3 Incident Management Team (IMT) responsibilities

### Chief Warden/Early Childhood Commander

#### Pre-emergency

- Maintain current contact details of IMT members.
- Ensure 'Children and staff with additional needs' list and 'Staff trained in first aid' list are up to date.
- Ensure strategy to evacuate non-ambulate children is in place.
- Ensure ready access to an operating telephone or other similar means of communication to enable immediate communication 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 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 DE QARD Area Team in accordance with relevant regulatory requirements. Service agreements also require approved providers to notify DE 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.

#### Post- emergency

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

## Operations

### 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 Logistics /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 Logistics (Warden/s) during an emergency.
- Confirm that the Logistics and 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 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/carers 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/carers as required.
- At the direction of the Chief Warden/Education 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.

### 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 /Warden will carry out activities as set out in the emergency response procedures and as directed by Operations /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 in accordance with 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 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 Operations / Area Warden on their completion.
- Act as directed by the Chief Warden/Early Childhood Commander.

### Post- emergency

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

## 5. 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
Steph Young	First Aid, Anaphylaxis, Asthma, CPR	9/02/2026
Angela Carli	First Aid, Anaphylaxis, Asthma, CPR	9/02/2026
Rachael Dark	First Aid, Anaphylaxis, Asthma, CPR	9/02/2026
Tayla Cali	First Aid, Anaphylaxis, Asthma, CPR	9/02/2026
Aleeha Maroudas	First Aid, Anaphylaxis, Asthma, CPR	9/02/2026

## 6. Core Emergency Response Procedures

During an emergency it may be necessary to activate one or a combination of the following five core emergency procedures:

- On-site evacuation (relocation)
- Off-site evacuation
- Lock-down
- Lock-out
- Shelter-in-place

Use the core procedures as a basis to develop new specific emergency procedures for threats/ hazards you have identified in your risk assessment.

**Please note that under regulation 168(2)(e) of the National Regulations, services operating under the NQF, and under regulation 66(2) services operating under the Children's Services Act, must have emergency procedures that are based on a risk assessment identifying potential emergencies that are relevant to the service. As such, ensure you complete the risk assessment before updating emergency response procedures.**

Remember to adapt these pre-populated procedures to ensure relevance to your facility and services.

## 8.1 On-site evacuation/relocation procedure

When it is unsafe for children, 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, staff and visitors at your nominated on-site  
**TO EITHER THE PRIMARY ASSEMBLY POINT AT THE THEATRE NEAR THE GREEN SLIDE NEAR THE SINGLE GATE OR THE SECONDARY ASSEMBLY POINT OUTSIDE THE FOYER EXIT IF THIS IS THE EVACUATION OPTION**
- 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. 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 DE 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, educators, staff and visitors to.

- Assemble children, staff and visitors at your nominated on-site **the primary (COMMUNITY CENTRE) or secondary off-site assembly points (Local milk bar corner of Barry Rd and Gillwell Rd )**.
- Take the child attendance list,
- Take your emergency kit/first aid kit (including your children, educator and staff attendance lists and 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 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 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. 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (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 classroom, sit below window level, or move into corridors.
- Ensure any children, staff or visitors with medical or other needs 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 educators/staff to be posted at locked doors to allow children, educators, 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 public address system free.
- Keep 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 an educator/staff member wait at the main entry 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 and 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. 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 (see Appendix 1).
- Report serious incidents to the relevant DE 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 and including those that are non-ambulant are supported and have access to any required medications.
- Assemble children, staff and visitors at your nominated on-site. **the primary (COMMUNITY CENTRE) or secondary off-site assembly points (Local milk bar corner of Barry Rd and Gillwell Rd ).**
- 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 educators, staff, children and visitors need to know (e.g. 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 (see Appendix 1).
- Report serious incidents to the relevant DE 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, educators 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 your pre-determined shelter-in-place location **PLAYROOM (PRIMARY) STORE ROOM** (refer to Guide)
- Take your emergency kit/first aid kit (including your children and staff attendance lists and 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 any children, staff or visitors with medical or other needs and including those that are non-ambulant are supported and have access to any required medications.
- 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
- 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 educators, staff, children and visitors need to know (e.g. 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## 9. Specific Emergency and Critical Incident Response Procedure

### 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.
- If the service is on a shared site, notify building management/owner.
- Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

### 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/principal 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 and staff are not directed past the object
  - alert any other services co-located at the 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.

##### *Communication*

- Provide police with details of the situation, including 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 and/or seek advice from your PMC or DE 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

**If a bomb/substance threat is received by telephone** (see checklist at Appendix 2):

- **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 if possible to:
  - call 000 for police on a separate phone
  - notify the Chief Warden
- Fill out the *Bomb Threat Checklist* 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.
- 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.
- 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 children e.g. under sturdy tables or cots 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 children 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.

# • TELEPHONE BOMB THREAT CHECKLIST

## STAY CALM

DATE CALL RECEIVED: / /

TIME OF CALL:

TIME CALL ENDED:

EXACT WORDING OF THREAT

.....

.....

.....

Could you identify the caller's phone number? .....

**DON'T HANG UP**

**KEEP THE CALLER TALKING**

**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!)

**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
<b>TELEPHONE</b>	<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:** .....

**FACILITY:** .....

## 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 **to either the primary assembly point at the blue slide near the single gate or the secondary assembly point outside the foyer exit if this is the evacuation option** 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Contact parents as required.

## 9.4 Bushfire/Grassfire

### Triggers for Action:

The need for action by the facility is triggered when there is a bushfire or grassfire that:

- is observable, or
- identified via Vic Emergency App within 10 km from the facility, or
- there is an Advice, Watch and Act, Emergency Warning or Evacuation message that includes your Facility.

### Immediate Actions:

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

Name	Role	Mobile number
	QARD Area Team	<a href="tel:1300338691">1300 338 691</a>

- 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.

### Other sources of Information:

- 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
<b>Advice Warning</b>	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.
<b>Watch and Act Warning</b>	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
<b>Emergency Warning</b>	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.
<b>Prepare to Evacuate</b>	<b>Prepare to Evacuate –</b> 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.
<b>Evacuate Now</b>	<b>Evacuate Now –</b> 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.

### Sheltering in Place:

If sheltering-in-place is required, move all children, staff and visitors to the Shelter in Place if possible, provided it is safe to do so.

- Take your emergency kit, a first aid kit, your EMP and child and staff attendance lists.
- Check fire equipment including: torches, water, batteries, radio, water, mops, buckets, facility portable phone, P2 smoke masks, personal protective equipment and mobile phone are in the shelter in place.
- Check that all children, staff and visitors are accounted for.
- Ensure communications with emergency services are 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 the shelter in place are closed (but doors are not locked).
- Turn off gas supply.
- Any sprinkler system around the facility 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 *Shelter in Place* and the evacuation path between the shelter in place and Onsite Bushfire Evacuation location and Offsite Bushfire Evacuation Location (if appropriate).
- 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, should wear full length, fire resistant natural fibre clothing (e.g. wool or cotton) and other personal protective equipment including; goggles, leather gloves and P2 smoke masks, 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Shelter in place is either the storeroom/playroom.

#### **Pre-emptive Actions:**

This facility:

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

A sample Closure Checklist is provided at Appendix 3.

## 9.5 School Bus Emergency

The following procedure relates to services participating in the DE 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 DE 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).
- Insert any additional steps, including mitigation steps that you have identified in your risk assessment

## 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 [Family support - DHHS Services \(dffh.vic.gov.au\)](#) and [Making a report to child protection - DFFH Service Providers \(dffh.vic.gov.au\)](#)

### **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 children to:

- Stay outside and move away from buildings, street lights 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 and including those that are non-ambulant are supported.

### **If Inside:**

Instruct staff and children 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 and 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 children, 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 service's property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
- Report serious incidents to the relevant DE 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 DE 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, services 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 approved alternative venues to modify and relocate activities during extreme hot weather (e.g. sports programs moved to indoor area).
- Reschedule/move children from rooms with direct sunlight/no cooling.
- In extreme weather conditions, consider adjusting dismissal time accordingly.
- Ensure children 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
- Where possible, ensure sufficient shelter is available for children awaiting pick-up by parents/carers.

### **Hydration:**

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

### **Notification/Information:**

- Seek advice from your PMC if required.
- Notify parents/carers about facility heat conditions
- Brief staff to be extra vigilant during periods of prolonged heat
- Report serious incidents to the relevant DE 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, children, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
- Check staff, children and visitors are accounted for.
- Check staff, children and visitors with respiratory/relevant illnesses or conditions that may make the 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 early childhood service.
- Notify and/or seek advice from your PMC or DE regional emergency management staff if required.
- Monitor the VicEmergency website at [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au), or the VicEmergency App on your mobile device, for any warnings and advice.
- Contact families and advise them that children are safe and not to come to the facility until further notice (or the end of the service day).
- Await advice from emergency services or from the Department before resuming normal activities outdoors.
- Follow-up communications with parents/carers as required.

### Specific actions prior to the start of operations:

- Monitor the situation and if it is determined to pose an unacceptable risk to staff and children based on local assessment of risk, consider contacting families and advising them that children are not to come to the service until further notice

### 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 and not to come to the facility for collection until the 'all clear' has been given
- Report serious incidents to the relevant DE 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 your IT specialist technician for advice and support
- If the incident involves sensitive and/or personal information that may identify an individual without their consent contact your PMC.
- If the information security breach is considered malicious contact local police.
- Offer impacted staff the option of support.
- Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## 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 only should be considered if safe to do so.
- Notify and/or seek advice from your PMC or the DE regional emergency management staff if required.
- Contact parents/carers as required.
- Report serious incidents to the relevant DE 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 children 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 the facility.
- 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## 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 children 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 required.
- Notify and/or seek advice from your PMC or DE regional emergency management staff if required if required.
- Contact parents/carers as required.
- Consider notification to WorkSafe 13 23 60.
- Report serious incidents to the relevant DE 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 the facility site or on an excursion:

- Call '000' if immediate/life threatening .
- Administer first aid.
- Ensure any children, 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 child.
- Record evidence (if applicable).
- Keep other children away from the emergency/incident.
- Provide support for children who may have witnessed early stage of emergency
- Report serious incidents to the relevant DE 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.
- Administer first aid (if appropriate) – keep physically and emotionally safe.
- See [child safety measures](#) and consider what other supports are needed and appropriate, including:
  - Pre-school field officer (PSFO)
  - Kids Helpline - 1800 55 1800
  - Bravehearts counselling and support for survivors of child sexual abuse on 1800 272 831 or [www.bravehearts.org.au](http://www.bravehearts.org.au) Lifeline - 13 11 14
  - Suicide prevention resources from Beyond Blue and/or Headspace
  - Child and Adolescent Mental Health Team – acute mental health triage
  - Children and Young People with Disability Australia on 1800 222 660 or [www.cyda.org.au](http://www.cyda.org.au)
  - For additional helplines and counselling services for children, young people and parents/carers, Australia-wide and by state and territory, see this [resource sheet](#) developed by the Australian Institute of Family Studies.
- Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## 9.17 Missing child

If 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 '000' for police to report child missing.
- Contact the parent/carer.
- Report serious incidents to the relevant DE 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 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 education and care services](#) and include:

#### 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 DE 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](mailto: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 DE 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 DE 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 DE 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 DE 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 children, staff and visitors to the Chief Warden.
- 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.
- Report serious incidents to the relevant DE 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 children and staff.
- Children 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 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 DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section)

## 9.21 Snakes

- Treat all snakes as venomous – almost all snakes occurring on or entering properties in Victoria are venomous.
- Remain calm and alert children 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, homes 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 room 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 facility grounds, call the local licensed snake catcher
- Call Mark Pelley The Snake Hunter on 0403875409
- Report serious incidents to the relevant DE 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 the service's site (that impacts or risks impacting the health, safety and wellbeing of children or staff):

- Contact '000' for police/ambulance attendance
- Monitor the wellbeing of staff
- Contact parents/carers as appropriate
- Actively implement self-care strategies
- If the incident occurs on service premises/excursion
  - Preserve the evidence
  - Consider a Worksafe Notification 13 23 60
- Report serious incidents to the relevant DE QARD Area Team as soon as practicable and 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

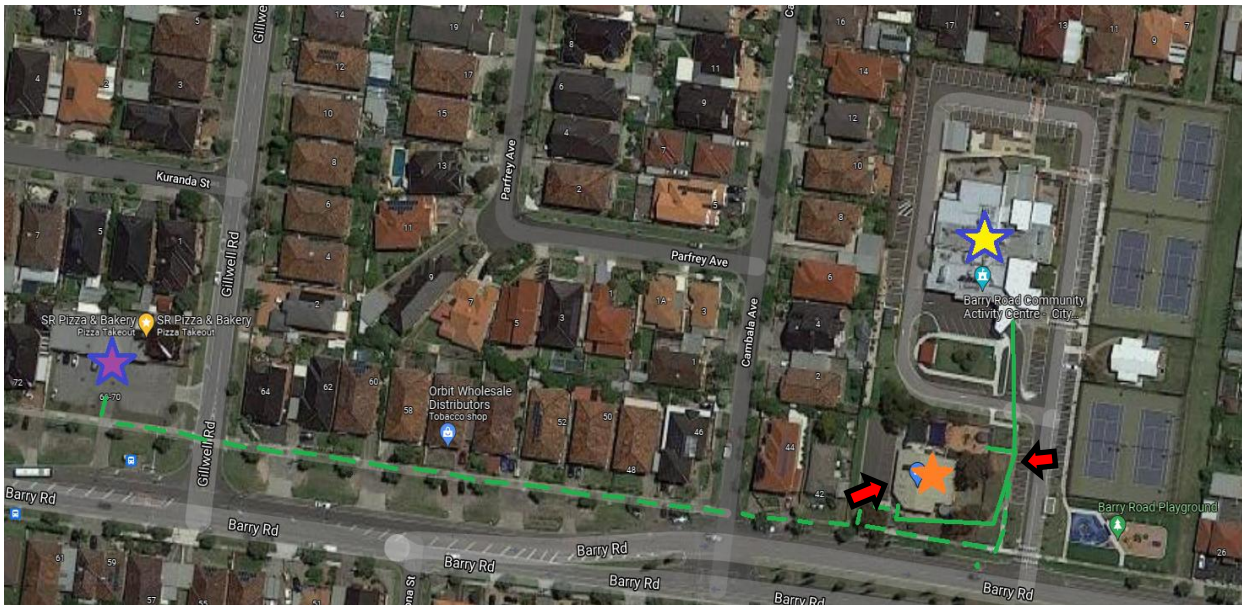
### **9.23 Violence, aggression and/or harassment**

- 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 children impacted.
- Record evidence (if applicable).
- If multiple children 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.
- Report serious incidents to the relevant DE QARD Area Team in accordance with relevant regulatory requirements and service agreement (see Reporting requirements in the Emergency contacts section).

## 10. Area Map

Date Area map  
validated:

07/02/2025



Distance to Primary off-site assembly point:

Approx. time to reach Primary off-site assembly point:

150m

2mins

Distance to Secondary off-site assembly point:

App

ox. time to reach Secondary off-site assembly point:

300m

10min

### Legend

Barry Road PreSchool



Primary off-site assembly point



Route to Primary off-site assembly point



Secondary off-site assembly point



Route to Secondary off-site assembly point

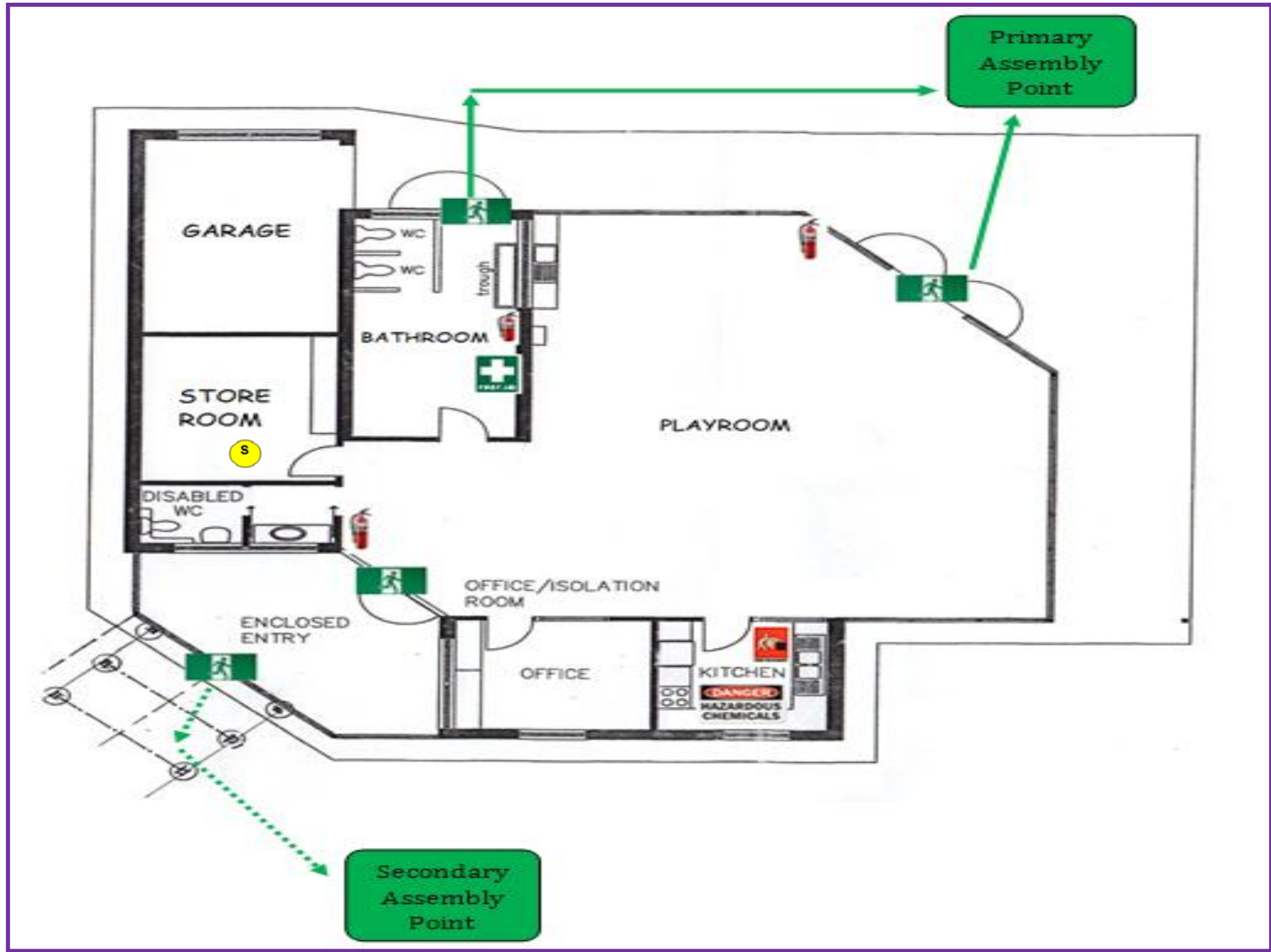


Emergency services access point



# 11. Evacuation Diagram





Date Evacuation diagram validated: 05/02/2025



## Evacuation Procedure

- 1. Call 000
- 2. Inform emergency services of the nature of the emergency
- 3. If the decision to evacuate onsite is made, evacuate children, staff and visitors out of the building; to the primary assembly point at the theatre near the green slide, near the single gate or the secondary assembly point outside the foyer exit if this is the evacuation option.
- 4. Take the childrens attendance list, ipad with enrolment information, mobile phone, staff roster, childrens medications and emergency kit/first aid kit.
- 5. Once at the assembly area, check all children, staff and visitors are accounted for.
- 6. Wait for emergency services to arrive or provide further instructions.

## In Case of Fire

-  **R**emove persons from immediate danger.
-  **A**lert nearby personnel and the Chief Warden, call 000.
-  **C**onfine fire and smoke. Close windows and doors (if safe). Keep low, under the smoke.
-  **E**xtinguish or control the fire (if safe to do so).

## Legend

 Fire Blanket

 Hazardous Chemicals

 Exit Point

 Fire Extinguisher

 First Aid Kit

 Evacuation Route

 Evacuation Route To secondary Assembly point

 Fire Hose Reel

 Shelter-in-place Area



STAFF			
NAME	CONDITION	MEDICATION	ASSISTANCE NEEDED DURING AN EMERGENCY
ANGELA CARLI	Anaphylaxis to penicillin/Keflex & Chia Seeds	EPI PEN	NO
STEPH YOUNG	Asthma	Asmol	NO
TAYLA CALI	Allergy to penicillin	N/A	NO
ALEEHA MAROUDAS	Allergy to penicillin	N/A	NO

Additional Needs Summary		
Additional needs category	Number of children	Number of staff
ASTHMA	2	1
ALLERGIES	0	2
ANAPHYLAXIS	1	1
ASD	1	0



## **PART 2 – EMERGENCY PREPAREDNESS**



## 12. Service Facility Profile

### 14.1 General Information

<b>Operating Days</b>	Monday-Friday
<b>Operating Hours</b>	Mon-Fri 8.00-3:30pm
<b>Phone</b>	03 9465 0043
<b>Email</b>	<a href="mailto:barry.rd.kin@kindergarten.vic.gov.au">barry.rd.kin@kindergarten.vic.gov.au</a>
<b>Website</b>	<a href="http://www.barryrdpreschool.org.au">www.barryrdpreschool.org.au</a>
<b>Number of buildings</b>	1
<b>Is the facility a designated Neighbourhood Safer Place?</b>	YES
<b>Shelter-In-Place Location</b>	YES
<b>Number of children/ approved places)</b>	75 Children enrolled 30 Approved places per session
<b>Total number of educators/staff</b>	6
<b>Methods for communicating with our community</b>	SMS, KINDERLOOP APP, PHONE, MOBILE PHONE

### 14.2 Other services/users of site

<b>Service / User name</b>	
<b>Location on site</b>	
<b>Children/Visitor numbers</b>	
<b>Operating hours/days</b>	
<b>Emergency contact name</b>	
<b>Phone number</b>	
<b>Mobile number</b>	

### 14.3 Building information summary

<b>Telephones (Landlines)</b>			
<b>Location</b>	<b>Number</b>	<b>Location</b>	<b>Number</b>
Office	03 9465 0043	Office/Mobile Phone	0429 916 093
Playroom	As Above		
<b>Alarms</b>			

	Location	Monitoring Company	Location of Shut-off Instructions
<b>Fire:</b>	2 X PLAYROOM 1 X CHILDRENS BATHROOM		
<b>Intrusion:</b>	Foyer	Proforce SN Group Alarm	Key in relevant code
<b>Other:</b>	Office	As above	Call Council 9217 2170
<b>Utilities</b>			
	Location	Service provider	Location of shut-off instructions
<b>Gas / Propane:</b>	NIL GAS		
<b>Water:</b>	Front of Bulding	Yarra Valley Water	NO ACCESS
<b>Electricity:</b>	Front of Building	Energy Australia	NO ACCESS
<b>Sprinkler system</b>			
<b>Location of control valve:</b>			
<b>Location of shut-off instructions:</b>			
<b>Building and site hazards</b>			
Hazard description		Location	
Chemical Storage		Kitchen Locked Cabinet	
		Garage locked cupboard	

## 13. Risk Assessment

1.	2.	3.	4.			5.	6.		
Identified Hazard or Threat	Description of Risk	Current Risk Control Measures at our Service	Risk Rating			Treatments to be Implemented	Revised Risk Rating After implementing Treatments		
			Consequence	Likelihood	Risk Level		Consequence	Likelihood	Risk Level
<b>Grassfires</b>	-Risk of death/injury from burns or smoke inhalation.  -Risk of psychological injury.	-Annual Council Maintenance Audit to identify potential hazards -Bring any issues up immediately with Council -Working bees to clear risk areas	MODERATE	LIKELY	HIGH	-Prior to bushfire season revise EMP -Practice evacuation drills and lockdown drills	MODERATE	POSSIBLE	MEDIUM
<b>Building Fire</b>	-Risk of injury from burns or smoke inhalation.  -Risk of property damage or property loss.	- Ensure fire services equipment (fire hose reels, fire extinguishers, fire blankets, hydrants) is tested and tagged as per Australian Standards. -Test communication systems (PA system) on a regular basis. - Ensure there is a fire blanket (tested and tagged to Australian Standards) available in all kitchen areas. - Ensure all electrical equipment is tested and tagged as per Australian Standards and that frayed leads, damaged equipment ect are disposed of in an appropriate manner.	Minor	Rare	Low				

<b>Severe weather and storms</b>	<ul style="list-style-type: none"> <li>-There is a risk of injury due to severe weather event.</li> <li>-Flying debris</li> <li>-Flooding</li> <li>-Falling objects</li> <li>-Falling power lines</li> </ul>	<ul style="list-style-type: none"> <li>-Monitor weather events</li> <li>-Ensure regular and ongoing maintenance of grounds and buildings</li> <li>-Review lockdown procedures as per EMP</li> <li>-Ensure roof gutters, drains are clear</li> <li>-Test communications</li> </ul>	Severe	Unlikely	High				
<b>Intruders/Personal threat</b>	<p>Angry parent:</p> <ul style="list-style-type: none"> <li>-Emotional distress</li> <li>-Risk of physical/psychological harm</li> </ul>	<ul style="list-style-type: none"> <li>-Ensure reception is secure</li> <li>-ID yourself</li> <li>-lock gates/restricted access</li> <li>-staff have key chains with id's on them</li> <li>-sign in procedures</li> <li>-duress alarm in office</li> </ul>	Major	Rare	Medium	-staff to agree on a command/signal known as "I am at risk"	Major	Likely	Medium
<b>Bomb Threat</b>	Physical or psychological injury could occur to staff, visitors or contractors.	<ul style="list-style-type: none"> <li>- Ensure each phone has a Bomb Threat Checklist available.</li> <li>- Schedule and practice emergency evacuation drills on a regular basis.</li> <li>- Implement and follow Bomb Threat response procedure (located in EMP).</li> </ul>	Severe	Rare	Medium				
<b>Vehicle Incident</b>	<ul style="list-style-type: none"> <li>-Car park incidents</li> <li>-cars running off the road or car park area</li> </ul>	<ul style="list-style-type: none"> <li>-Fencing</li> <li>-Rocks/ trees</li> <li>-Car park sign to watch for children</li> <li>-Foyer prior to playroom</li> </ul>	Severe	Rare	Medium				

<b>Pandemic</b>	-Risk of health and possible death (in extreme cases).	<ul style="list-style-type: none"> <li>- Ensure basic hygiene measures are in place and posters are displayed at the beginning of flu season (April)</li> <li>- Ensure there is convenient access to water and liquid soap and/or alcohol-based sanitiser</li> <li>- Ensure staff and children are educated about covering their cough to prevent the spread of germs.</li> </ul>	Severe	Rare	Medium				
<b>Hazardous Substance Release: Inside and Outside Facility Grounds</b>	<ul style="list-style-type: none"> <li>-Exposure to certain liquids or gases may be hazardous to health.</li> <li>-Gas Leak</li> </ul>	<ul style="list-style-type: none"> <li>- Develop and implement safe work procedures for handling chemicals.</li> <li>- Schedule and practice emergency evacuation drills on a regular basis</li> <li>-obtain material safety data sheets (MSDS) for all dangerous goods on site.</li> </ul>	Severe	Rare	Medium				
<b>Off-site emergencies</b>	Risk of injury to staff and students in the event that an emergency occurs offsite at an excursion.	<ul style="list-style-type: none"> <li>-Excursion risk assessment completed prior to excursion</li> <li>-Bus with seatbelts</li> </ul>	Major	Rare	Medium				
<b>Industrial fire/chemical emissions incident at a nearby location'</b>	Exposure to Industrial fire or chemical emissions incident in the local community	Monitor on Vic emergency app	Major	Likely	High				
<b>Medical Emergency</b>	Children experiencing medical episode.	<ul style="list-style-type: none"> <li>-Children's medical conditions identified and known to staff / relievers</li> <li>-Parents aware of allergies within the centre and certain foods are excluded from the service.</li> <li>-Individual risk assessments and</li> </ul>	Moderate	Possible	Medium	<ul style="list-style-type: none"> <li>-Ensure all staff and relievers are aware of Childrens medical conditions.</li> <li>-Individual risk assessments and communication plans developed.</li> </ul>	Moderate	Possible	Medium

		<p>communication plans are developed for children identified with a medical condition.</p> <p>-Children's medications are kept onsite and accessible at all times.</p> <p>-First aid kits and medication checked termly to ensure it is in date.</p>				<p>-Children's individual medications kept onsite</p> <p>-Centre EpiPen &amp; Ventolin onsite</p> <p><b>-All staff first aid trained.</b></p>			
<b>Missing Child</b>	Child missing	<p>-Gates and fencing inspected prior to children arriving each day to ensure there are no gaps in fencing and gates are secure.</p> <p>-Staff constantly aware of number of children in attendance, and head count frequently.</p> <p>- Staff constantly monitoring the door at drop off and pick up.</p> <p>-Door handles are out of children's reach and external doors are locked at all times.</p>	Major	Possible	High				
<b>Smoke</b>	Smoke inhalation or smoke triggering medical episode (eg. Asthma)	Monitor VIC Emergency app for fires in the area. Staff aware of weather conditions.	Minor	Possible	Medium				
<b>Snakes</b>	Snake bite	Daily inspections of the building and yard.	Major	Rare	Medium				
<b>Child Abuse</b>	Children showing signs of abuse, or in immediate risk of harm.	Staff complete Mandatory reporting training, and keep up to date with information regarding, signs of abuse and how to respond. Staff aware of Reportable Conduct scheme, Child Safe Standards and their obligations as Mandatory Reporters.	Severe	Possible	Medium				

### KOALAS GROUP C

	Type of drill	Person Responsible	Date drill performed	Observer's Record completed
TERM 1				
TERM 2				
TERM 3				
TERM 4				

### JOEYS GROUP

	Type of drill	Person Responsible	Date drill performed	Observer's Record completed
TERM 1				
TERM 2				
TERM 3				

TERM 4				
--------	--	--	--	--

## 14. Emergency Kit Checklist

<b>The Emergency Kit Contains:</b>		✓
Children's data and parent contact information (contained in EMP)		
Children, education and 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		
Standard portable First Aid Kit. Refer to <u>First Aid Kits Contents Checklist</u>		
A charged mobile phone and charger/s (batteries checked and charged)		
Torch with replacement batteries or wind up torch (batteries checked and charged)		
Whistle		
Copy of facility site plan and EMP including evacuation routes		
Bottled water (use by date checked)		
Portable non-perishable snacks such as sultanas, dried fruits and energy bars (use by date checked)		
Water		
Sunscreen and spare sunhats		
Plastic garbage bags and ties		
Toiletry supplies		
Other		
<b>Date Emergency Kit checked:</b>		
<b>Check completed by:</b>		



Next check date:	
------------------	--

## POST EMERGENCY RECORD TEMPLATE

Early childhood services must report serious incidents to the relevant Department of Education (DE) QARD Area Team in accordance with relevant regulatory requirements. Services with a funding and service agreement will need to contact their regional Early Childhood Improvement Branch and/or your Early Childhood Performance and Planning Advisor

<b>Facility Name</b>	
<b>Emergency Event</b>	
<b>Date and Time of Emergency</b>	

<b>Description/Details of Emergency</b>	
---	--

<b>Immediate Actions Taken</b>	Chief Warden Notified: YES / NO Time _____	IMT Convened: YES / NO Time _____  PMC Notified: YES / NO Time _____
	Other staff Notified: YES / NO Time _____	
	Emergency Services Notified: YES / NO Time _____	
<b>Key Actions Taken</b>	Parent/Carer notified	
<b>Issues</b>	Operational Debriefing Required: YES / NO Date/Time _____	
	Person Responsible to Organise:	
	Confirmation of Operational Debriefing: Date/Time:	
	Issues for Follow Up Action:	

<b>This Record Completed By:</b>	
<b>Position Title:</b>	
<b>Telephone Number:</b>	
<b>Signature and Date:</b>	

# SAMPLE TELEPHONE BOMB THREAT CHECKLIST

## STAY CALM

DATE CALL RECEIVED:    /    /  
ENDED:

TIME OF CALL:

TIME CALL

EXACT WORDING OF THREAT

.....

.....

.....

Could you identify the caller's phone number? .....

## DON'T HANG UP KEEP THE CALLER TALKING

### 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!)

**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 (tick appropriate characteristics):

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

Phone number call received on: ..... Service Phone system (e.g. menu): .....

Who did you report the threatening call to? ..... Date:    /    /                      Time: .....

Your Name: .....

Service Name: .....

## SAMPLE EMERGENCY KIT CHECKLIST

<b>The Emergency Kit Contains:</b>		
Parent/carer contact information (This list is located.....)		<input type="checkbox"/>
Children/staff with additional needs including medications (These are located.....)		<input type="checkbox"/>
Attendance list		<input type="checkbox"/>
Educators/staff contact information (The list is located .....		<input type="checkbox"/>
Authorisations for child pick-up		<input type="checkbox"/>
Traffic/emergency safety vest and tabards		<input type="checkbox"/>
Facility keys		<input type="checkbox"/>
Portable First Aid Kit (contents checked)		<input type="checkbox"/>
A charged mobile phone/chargers/power bank (batteries checked)		<input type="checkbox"/>
Torch with replacement batteries or wind up torch (batteries checked)		<input type="checkbox"/>
Portable battery powered radio (batteries checked)		<input type="checkbox"/>
Whistle		<input type="checkbox"/>
Copy of facility site plan and EMP including evacuation routes		<input type="checkbox"/>
Bottled water (expiry dates checked)		<input type="checkbox"/>
Portable non-perishable snacks - dried fruits, energy bars (expiry dates checked)		<input type="checkbox"/>
Water bottles (expiry dates checked)		<input type="checkbox"/>
Nappies		<input type="checkbox"/>
Sunscreen and spare sunhats		<input type="checkbox"/>
Plastic garbage bags and ties		<input type="checkbox"/>
Toiletry supplies, Wet disposable cloths, sanitiser		<input type="checkbox"/>
<b>Date Emergency Kit checked:</b>		
<b>Checked by:</b>		
<b>Next check date:</b>		

# QUALITY ASSESSMENT AND REGULATION DIVISION CONTACTS

[Click here to see QARD contacts on the DE website](#)

## Quality Assessment and Regulation Division

GPO Box 4367  
Melbourne, Vic 3001  
1300 307 415 | email: [licensed.childrens.services@education.vic.gov.au](mailto:licensed.childrens.services@education.vic.gov.au)

<b>North-Western Victoria Region</b> <b>Loddon Mallee Area</b> 7-15 McLaren Street Bendigo Vic 3550 (PO Box 442 Bendigo Vic 3550) (03) 4433 7502 email: <a href="mailto:lmr.qar@education.vic.gov.au">lmr.qar@education.vic.gov.au</a> <b>Northern Metropolitan Area</b> Level 9, 1 McNab Avenue Footscray Vic 3011 (PO Box 2141, Footscray Vic 3011) (03) 7005 1989 email: <a href="mailto:nmr.qar@education.vic.gov.au">nmr.qar@education.vic.gov.au</a>	<b>South-Eastern Victoria Region</b> <b>Gippsland Area</b> Corner of Kirk and Haigh Streets Moe Vic 3825 (PO Box 381 Moe Vic 3825) (03) 5194 4101 email: <a href="mailto:gippsland.qar@education.vic.gov.au">gippsland.qar@education.vic.gov.au</a> <b>Southern Metropolitan Area</b> Level 6, 165 - 169 Thomas Street Dandenong Vic 3175 (PO Box 5 Dandenong Vic 3175) (03) 8904 2500 email: <a href="mailto:smr.qar@education.vic.gov.au">smr.qar@education.vic.gov.au</a>
<b>North-Eastern Victoria Region</b> <b>Eastern Metropolitan Area</b> Level 4, 295 Springvale Road Glen Waverley Vic 3150 1300 651 940 email: <a href="mailto:emr.qar@education.vic.gov.au">emr.qar@education.vic.gov.au</a> <b>Hume Area</b> 150 Bridge Street East Benalla Vic 3671 (PO Box 403 Benalla Vic 3671) (03) 5771 4471 email: <a href="mailto:hume.qar@education.vic.gov.au">hume.qar@education.vic.gov.au</a>	<b>South-Western Victoria Region</b> <b>Barwon South West Area</b> 75 High Street Belmont VIC 3216 (PO Box 2086 Geelong Vic 3220) (03) 5215 5136 email: <a href="mailto:bsw.qar@education.vic.gov.au">bsw.qar@education.vic.gov.au</a> <b>Western Metropolitan Area</b> Level 9, 1 McNab Avenue Footscray Vic 3011 (PO Box 2141, Footscray Vic 3011) (03) 7005 1801 email: <a href="mailto:wmr.qar@education.vic.gov.au">wmr.qar@education.vic.gov.au</a> <b>Grampians Area</b> 109 Armstrong Street North Ballarat Vic 3350 (03) 4334 0589 email: <a href="mailto:grampians.qar@education.vic.gov.au">grampians.qar@education.vic.gov.au</a>

## Enquiries and support

For more information and assistance about the processes for transitioning services to the new requirements, contact our Enquiries and Support Team at:

- Phone: 1300 307 415
- Email: [licensed.childrens.services@education.vic.gov.au](mailto:licensed.childrens.services@education.vic.gov.au)