EMERGENCY MANAGEMENT AND EVACUATION POLICY

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1 NQIS

| QA2 | 2.2.2 | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented. |

2 National Regulations

<table>
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<tr>
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<th>168(2)(e)</th>
<th>Policies and procedures in relation to emergency and evacuation</th>
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</table>

3 EYLF

| LO3  | | Children become strong in their social and emotional wellbeing. |

4 Purpose

The purpose of the Emergency Management and Evacuation Policy is to ensure that Kids Uni has a coordinated response to the management of emergencies. As it is impossible to plan in detail for every emergency situation, the Emergency Management and Evacuation Policy establishes a framework for the effective planning and response to emergencies.

5 Related Policies

The Kids’ Uni Policies and Procedures apply to Kids’ Uni North, Kids’ Uni South, Kids Uni CBD, Kids Uni iC – Preschool, Kids Uni iC – OOSH.

- Incident, Injury, Trauma and Illness Policy (CHI-ADM-POL-034)
- Administration of Authorised Medication Policy (CHI-ADM-POL-004)
- Death of a Child Policy (CHI-ADM-POL-014)
- Medical Conditions Policy (CHI-ADM-POL-038)
- Emergency Evacuation Procedure (CH-ADM-PRO-011)
- WHS Information Management System Modules 1-6

6 Aim

6.1 In the event that the service needs to be evacuated, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service.

6.2 The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

6.3 An evacuation may be necessary in the event of a fire, bush fire, environment spill, severe storm, bomb scare, earthquake, siege or flood.

6.4 The Lockdown process aims to ensure the safety of all children, educators, families and other visitors to the service in the event of a threat. The service aims to minimise the risk of harm or the exposure to danger on the premises through the implementation of the lockdown procedure.
7 Responsibilities

Manager Children’s Services
- Assume overall management responsibility for the implementation of emergency response procedures for major emergencies.
- Identify events that could reasonably produce emergency situation and ensure that resources are provided to enable the development and implementation of emergency plans.
- Ensure all Kids Uni services are well rehearsed in emergency procedures.

Director KU/ Nominated Supervisor
- Coordinate administrative functions as required including briefing and debriefing for emergency and exercises.
- Organise emergency evacuation drills every three months.
- Conduct regular inspections in the workplace for prevention of incidents and emergency preparedness.
- Ensuring that emergency plan is readily identifiable and available to the appropriate persons.
- Attend training and exercises as required.

Educators
- Adhere to the Emergency Management and Evacuation Policy.
- In an emergency situation follow all instructions of management and emergency services.
- Attend training and exercises.
- Engage in rehearsal drills every three months.

8 Contacting Emergency Services

9.1 Stay calm and call triple zero (000) for Kids Uni CBD or (0 000) For Kids Uni North, South and OOSH from a safe place.

9.2 For Kids Uni North, South and OOSH contact UoW Security immediately to notify them that you have contacted emergency services. All ambulances are to be referred to the security building in the first instance – (Building 72, 58 Northfields Ave, Keiraville).

9.2 When your call is answered you will be asked if you need police, fire or ambulance.

9.3 Provide your location: - suburb, include street number, street name and nearest cross street (refer ambulances to UoW Security building as above in 9.2).

9.4 Speak clearly answer the questions and provide the details of the emergency situation. Stay on the line and do not hang up until the operator tells you to do so.

9 Lockdown Procedure

In some emergency situations a building may be required to be “locked down” to prevent unauthorised access and protect occupants in one or more buildings.
10.1 In the event that a lock down is determined necessary, the person who identifies the emergency must inform all persons within the service. They may make the following announcement.

“**This is a LOCKDOWN**”  
“**This is not a fire drill**”  
“**Everyone move to designated lockdown areas and await further instruction**”

10.2 All educators must ensure all children are moved to designated and/or safe and secure lock down areas with ipads, sign in sheets, emergency evacuation bags and emergency medication. If possible, educators will make efforts to seal and lock doors and windows, turn the lights off etc.

10.3 The Nominated Supervisor or Responsible Person is to stay in contact with emergency services (and University Security for Kids Uni North, South and OOSH) and follow their instructions. Educators not involved in the lockdown or without children to supervise are to liaise with emergency services if safe to do so.

10.4 Educators must check the sign-in sheet and check all signed-in children are present. Any absences must be reported to the Nominated Supervisor as soon as it is safe.

10.5 All educators, children and anyone else present will remain in the lock down areas until the “All Clear Signal” is given. The Nominated Supervisor or the Responsible Person in charge will say :-

“**The Lock Down has now ended. You are safe to leave the lockdown area**”.
10 Emergency Evacuation Procedures and Drills

11.1 Emergency evacuation procedures (CHI-ADM-PRO-011) that are based on the service’s floor plans will be prominently displayed near each emergency exit. The Emergency Evacuation Procedure details the steps to be taken in the event of an evacuation including specific roles that need to be carried out by staff.

11.2 The service will maintain an up-to-date and compact register of emergency telephone numbers or utilise Hubworks from an iPad that must be taken in an emergency or evacuation.

11.3 Emergency telephone numbers will be displayed prominently throughout the service near all telephones.

11.4 The service will ensure educators are provided with training on how to use emergency equipment.

11.5 Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities. All tests must be documented.

11.6 Emergency and evacuation procedures will be discussed with families and regular information will be provided to families.

11.7 The Nominated Supervisor is responsible for ensuring that all educators, including relief educators and staff members, are aware of the service’s policies and procedures relating to Emergency Management and Evacuation.

11.8 Informal games and discussions will be used to familiarise children with the service’s evacuation and emergency procedures.

11 Rehearsal Evacuation Drill (Every 3 Months)

12.1 The service will add to each child’s sense of security, predictability and safety by conducting rehearsal evacuation drills every three months.

12.2 The drills will take place at various times of the day and week to ensure all children and staff members get the opportunity to rehearse. All persons present at the service during the evacuation drill must participate accordingly.

12.3 Rehearsal evacuation drills must be documented.

12 Emergency Communication Plan

13.1 At all times, the service will have access to a telephone (either a fixed-line telephone, service mobile phone or a personal mobile phone).

13.2 If there is a complete loss of electricity and the telephones at the service are not available, a mobile phone will be provided and ready to use at all times to ensure educators can use it to make emergency contact.
13 Maintenance of Fire Equipment

Chubb Fire and Security Company are employed to assist the service with this maintenance as no currently employed educators are qualified to complete the maintenance checks.

14 Emergency Evacuation Plans – Environmental Spill (Gas leak/ Chemical Spill)

15.1 If educators become aware of an Environmental Spill in the area:
   i. Move all children, educators and other staff inside the building.
   ii. Close all doors and windows.
   iii. Turn off air conditioning units.
   iv. Nominated Supervisor to contact NSW Fire Department on ph: 0 000 (Kids Uni North, South and Kids Uni OOSH), 000 (CBD).
   v. Primary educators to monitor children who suffer from asthma.
   vi. Room educators to place wet towels and cloths around doors and window areas.
   vii. Room educators to collect:
      a. Portable First Aid Kits
      b. Torches
      c. Children Attendance Roll Books
      d. Emergency Back Pack (located at Kids Uni North and South under Emergency Cot in Baby Cot Room and at CBD on hook in preschool and toddler room)
   viii. Nominated Supervisor to prepare for evacuation by collecting:
      a. Attendance Sheets for educators and children
      b. Contact details for educators and children
      c. As many bottles of drinking water as possible.
      d. Medication and medical emergency plans (located in staff room)

15.2 Nominated Supervisor or Responsible, in consultation with Emergency Services, decide when to evacuate. This decision is made based on:
   i. Nature of the spillage – flammable or toxic
   ii. Quantity of the spillage or leak
   iii. Wind direction
   iv. Land contours – will the spill run into the building? Consider the likelihood of chemicals entering the building

15.3 Once the decision is made between the Nominated Supervisor and Emergency Services to evacuate:
   i. Notify Emergency Services of our decision to leave.
   ii. Notify University Security of our decision to leave (for Kids Uni North, South and iC).
   iii. Evacuate the children using the safest emergency exit route (see Emergency Evacuation Plan in each room).

15.4 Once at Assembly Area:
   i. Primary educators check Attendance Sheets.
ii. Nominated Supervisor checks Staff Attendance Sheets.

iii. Primary educators will begin to contact families to inform them of the evacuation and to collect their children if it is possible and safe to do so.

iv. Nominated Supervisor to remain in contact with NSW Fire Brigade

v. Primary educators to monitor children who suffer from asthma.

vi. All educators and other staff are to follow the directions of Emergency Services and Security.

15.5 If at any time during this procedure a child / educator or staff member / visitor is exposed to the environmental spill then the educators will administer first aid in consultation with the Poisons Information Line (ph: 13 11 26) and contact an Ambulance ph: 0 000 (Kids Uni North, South and OOSH) 000 (Kids Uni CBD) if needed.

15.6 If the service’s phone is not working, the educators will access phone lines from the following sources:

i. Nortel Multi-storey Building opposite Kids Uni North & South / Campus East canteen and mess hall for Kids Uni OOSH / City Diggers Club – Burelli Street for CBD.

ii. Service’s mobile emergency phones

iii. Manager’s Mobile

iv. OOSH Mobile bus phones

v. Personal Mobiles

15 Fire on Premises

16.1 Fire alarm activates in response to smoke detectors. Kids Uni North, South and OOSH - two sirens sounded, the first a short series of beeps, the second siren sound is a long protracted beep. CBD – one siren sounds continuously.

This indicates that everyone must evacuate the premises

Note: If a person discovers a fire and the alarm hasn’t sounded, then they must immediately raise the alarm by blowing whistle in each room, and in the hallway. (if applicable:- this person should also ensure that an educator or staff member from the other adjacent child care services know about the incident (Kids Uni North and South only). Whistles located in each room, the kitchen and Director’s office.

16.2 Evacuate the children using the safest emergency exit route to Assembly Area (see Emergency Evacuation Plan).

16.3 Responsibilities of educators and staff during evacuation:

| Call Fire Brigade on 0 000 (for Kids Uni North and South) / 000 (for CBD and Kids Uni OOSH). | Nominated Supervisor |
| Collect Children’s Attendance Roll Books | Primary Educators |
| Collect Emergency Back Pack | 0-2 year Room Educators (Kids Uni North and Kids Uni South)  
2-5 year Room Educators (CBD) |
<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect Portable First Aid Kits</td>
<td>Room Educators</td>
</tr>
<tr>
<td>Collect Torches</td>
<td>Room Educators</td>
</tr>
<tr>
<td>Collect Phone</td>
<td>Nominated Supervisor or responsible person in charge.</td>
</tr>
<tr>
<td>Collect Staff Attendance Sheet (To include students/volunteers/relief educators)</td>
<td>Nominated Supervisor or responsible person in charge.</td>
</tr>
<tr>
<td>Collect Children’s Attendance Sheets</td>
<td>Nominated Supervisor (Room Educators at Kids Uni North and South)</td>
</tr>
<tr>
<td>Collect Children’s Emergency Contact Details</td>
<td>Nominated Supervisor or responsible person in charge.</td>
</tr>
<tr>
<td>Close Windows and Doors</td>
<td>All Educator and other Staff</td>
</tr>
<tr>
<td>Turn off Electrical power</td>
<td>All Educator and other Staff</td>
</tr>
</tbody>
</table>

**Note:** Any additional staff including Cooks, Administration Staff, Manager and Nominated Supervisor are to assist the 0-2 year room. Babies can be placed in the Emergency Evacuation Cot and wheeled to the gate of the service.

16.4 Once at Assembly Area:

i. Primary educators check Attendance Sheets.

ii. Nominated Supervisor checks Staff Attendance Sheet.

iii. Educators are to keep children calm and occupied.

iv. Families are contacted by primary educators.

v. All educators and other staff are to follow the directions of the Fire Brigade and Security.

vi. No educators or other staff are to re-enter the building until Emergency Personnel advise that it is safe to do so.

vii. Critical incident report to be written within 24 hours / Children’s Services Manager contacted immediately / Approved Provider contacted as soon as possible.

16.5 If service phone is not working educators will access phone lines from the following sources:

i. Service’s Mobile

ii. Manager’s Mobile

iii. OOSH bus Mobiles

iv. Personal Mobiles

16 Bomb Threat

17.1 A bomb threat could be either a prank or a genuine warning of an impending bomb attack. The uncertainty creates a risk which cannot be ignored.
17.2 Bomb threats may be in one of the following forms:
   i. written threat
   ii. telephone threat
   iii. suspect threat e.g. any object found on the premises and deemed a possible threat by
       virtue of its characteristics, location and circumstances.

17.3 A person answering a bomb threat telephone call, receiving a written threat or finding a
      suspicious item must immediately organise for the personnel identified in the table below to be
      notified about the threat. A person answering a bomb threat telephone call will also need to
      complete and follow the directions outlined in the UOW Phone Bomb Threat Checklist.

17.4 Receiving a threat over the telephone will complicate this process as it will be difficult for that
      person to communicate verbally with anyone else. The person may need to use an alternative
      means of communication such as sending an email to notify another colleague or building
      warden about the threat and to request that they take on the duty of notifying those listed
      below.
      i. Emergency Services on 000 (CBD) 0 000 (North, OOSH and South)
      ii. On Campus Services to contact security on extension 4500

17.5 Threat Assessment:
   Threats may be categorised as:
   i. Specific threat: Where the caller will provide more detailed information which
      could include statements describing the device, why it was placed, its location, the
      time of detonation and other details. Although less common the specific threat is
      the more credible.
   ii. Non–specific threat: A caller may make a simple statement to the effect that a
      device has been placed. Generally very little, if any, detail is provided before the
      caller terminates the call.

17.4 When it is advised by emergency services or UOW security evacuate the children using
      the safest emergency exit route to Assembly Area (see Emergency Evacuation Plan)
      Room educators to collect:
      a. Portable First Aid Kits
      b. Torches
      c. Children Attendance Roll Books
      d. Emergency Back Pack (located under Emergency Cot in Baby Cot Room in Kids Uni
         North, on hooks in Preschool and Toddler rooms in CBD. Located on hooks in the
         babies bottle prep room in South).
      e. South – Emergency medication backpacks located in bottle prep areas in all
         rooms.

17.5 Nominated Supervisor to collect:
   i. Attendance Sheets for staff and children
   ii. Contact details for staff and children
   iii. As many bottles of drinking water as possible.
   iv. Medication and Medical emergency plans (located in staff room)
17.6 Once at Assembly Area:
   i. Primary educators check Attendance Sheets.
   ii. Nominated Supervisor checks Staff Attendance Sheet.
   iii. Educators to keep children calm and occupied.
   iv. Primary educators will begin to contact families to inform them of the evacuation and to collect their children if it is possible and safe to do so.
   vii. Primary educators to ensure children have plenty of drinking water available.
   x. Primary educators to monitor children who suffer from asthma.
   xiii. All educators and other staff are to follow the directions of Emergency Services and Security.

17 Bush Fire
The Wollongong Campus is in close proximity to bush land to the western boundary at the base of Mt Keira, and the surrounding bush land on the escarpment and Mt Ousley. This bush land may expose the Kids Uni Services on Campus to the threat of bushfires. The threat of a bush fires is less prevalent at Kids Uni OOSH and Kids Uni CBD as there is little proximity to bush land.

18.1 If educators or other staff become aware of a bush fire in the area:
   i. Move all children and educators inside the building.
   ii. Close all doors and windows.
   iii. Turn off air conditioning units.
   iv. Administrative staff to listen to radio broadcasts to warn of imminent danger, this should be tuned ABC 97.3 FM ABC Illawarra
   v. Nominated Supervisor to contact NSW Fire Brigade on 000 (Kids Uni North, South and OOSH) or 000 (for CBD).
   vi. Primary educators to ensure children have plenty of drinking water available.
   vii. Primary educators to monitor children who suffer from asthma.
   viii. Prepare for possible evacuation by dressing children in protective long sleeved clothing and hats when possible.
   ix. Prepare a wet face washer for each child, educator and other staff to cover their mouth and nose if possible.
   x. If possible, one educator to hose down building, shade cloths and yard.
   xi. Room educators to place wet towels and cloths around doors and window areas.
   xii. Room educators to collect:
      a. Portable First Aid Kits
      b. Torches
      c. Children Attendance Roll Books
      d. Emergency Back Pack (located under Emergency Cot in Baby Cot Room in Kids Uni North, on hooks in Preschool and Toddler rooms in CBD. Located on hooks in the babies bottle prep room in South).
e. South – Emergency medication backpacks located in bottle prep areas in all rooms.

18.2 Nominated Supervisor to collect:

i. Attendance Sheets for staff and children

ii. Contact details for staff and children

iii. As many bottles of drinking water as possible.

iv. Asthma Medication and plans (located in staff room)

18.3 Nominated Supervisor, or Responsible person, in consultation with Emergency Services, decide when to evacuate. Once decision is made to evacuate:

i. Notify Emergency Services of our decision to leave.

ii. Educators and other staff to turn off all electrical power in the building before leaving if possible.

iii. Notify University Security of our decision to leave (Kids Uni North, South and OOSH) and Emergency Services (CBD).

iv. For children who cannot be collected by families, the Assembly Point for the evacuation will be at the Kids Uni OOSH facility on the Innovation Campus.

v. Children will be transported using:

a. the OOSH bus

b. the Campus East bus (Contact: Nicole Mitchell ph: 0417410559 or ext. 5587 or 24 hour ext. 3351)

c. the International House Bus ( ph: 0438783873 or ext.5658 or 24 hour ext. 3351)

d. buses provided by the Community under the Local Emergency Management Plan (Contact : ph: 4228 7222)

vi. All children, educators and other staff must stay inside the building until the transport arrives

vii. Children will travel on the bus with their primary educators when possible.

Note: Any additional staff including Cooks, Administration Staff, Manager and Nominated Supervisor are to assist the 0-2 year room.

Once at Assembly Area:

i. Primary educators check Attendance Sheets.

ii. Nominated Supervisor checks Staff Attendance Sheet.

iii. Educators to keep children calm and occupied.

iv. Primary educators will begin to contact families to inform them of the evacuation and to collect their children if it is possible and safe to do so.

v. Close all doors and windows.

vi. Turn off air conditioning units.

vii. Administrative staff to listen to radio broadcasts to warn of imminent danger, this should be tuned ABC 97.3 FM ABC Illawarra

viii. Nominated Supervisor to remain in contact with Wollongong NSW Fire Brigade 0 000 (Kids Uni North and South and OOSH) or 000 (for CBD).
ix. Primary educators to ensure children have plenty of drinking water available.
x. Primary educators to monitor children who suffer from asthma.
xi. One educator to hose down building, shade cloths and yard.
 xii. Educators to place wet towels and cloths around doors and window areas.
 xiii. All educators and other staff are to follow the directions of Emergency Services and Security.

18.5 If service phone is not working educators will access phone lines from the following sources:
i. An accessible building at the Assembly Area
ii. Service’s Mobiles
iii. Manager’s Mobile
iv. OOSH bus Mobile
v. Personal Mobile

18.6 Critical incident report to be written within 24 hours / Children’s Services Manager to be notified immediately / Approved Provider to be notified as soon as possible.

18 Flood
The flooding of the Wollongong Region in 1998 demonstrated the impact of storm and flash flooding as the damage was significant across the University Campus and Wollongong.

19.1 If water begins to enter the building:
i. Move all children and educators inside the building.
ii. Close all doors and windows.
iii. Nominated Supervisor to remain in contact with Wollongong SES (ph: 13 25 00 for CBD) and (0 13 25 00 for North, South and OOSH)
iv. Administrative staff to listen to radio broadcasts to warn of imminent danger, this should be tuned to ABC 97.3 FM
v. Primary educators to move children to ‘Dry Zone’ within the building if possible.
vi. Educators to place towels in plastic bags and pack around doors and windows.
vii. Room educators to collect:
   a. Portable First Aid Kits
   b. Torches
   c. Children Attendance Roll Books
   d. Emergency Back Pack (located under Emergency Cot in Baby Cot Room in Kids Uni North and South, on hook in preschool and toddler room in CBD).

viii. Nominated Supervisor to prepare for possible evacuation by collecting:
a. Attendance Sheets for educators and children
b. Contact details for educators and children
c. Medication and medical emergency plans
19.2 If a Dry Zone cannot be maintained within the building:

If the flow of water becomes greater inside or outside of the building, or if advised to do so by Emergency Services, a Dry Zone will be sought in the **Nortel Multi-storey Building opposite Kids Uni North and South / Campus East canteen and mess hall for Kids Uni iC / City Diggers Club – Burelli Street for CBD.**

i. Notify Emergency Services of the situation.

ii. Notify University Security (Kids Uni North, South and OOSH) / Emergency Services (CBD) of our decision to leave.

iii. Assembly Point for the evacuation will be the Nortel Building for Kids Uni North and South / Campus East Mess Hall for Kids Uni OOSH / City Diggers Club for CBD.

iv. Children will be transported to the Building with the assistance and advice of the Emergency Services. If possible children will walk or be carried by primary educators.

v. Educators to turn off all electrical power in the building before leaving if possible.

**Note:** Any additional staff including Cooks, Administration Staff, Manager and Nominated Supervisor are to assist the 0-2 year rooms.

19.3 Once at Assembly Area:

i. Primary educators check Attendance Sheets.

ii. Nominated Supervisor checks Staff Attendance Sheet.

iii. Educators to keep children calm and busy by singing songs, finger plays etc.

iv. Primary educators will begin to contact families to inform them of the evacuation and to collect their children if it is possible and safe to do so.

v. Administrative staff to listen to radio broadcasts to warn of imminent danger.

vi. Nominated Supervisor to remain in contact with Wollongong SES (ph: 13 25 00 for CBD) and (0 13 25 00 for North, South and OOSH)

vii. All educators and other staff are to follow the directions of Emergency Services and Security.

viii. Critical incident report to be completed within 24 hours; Children’s Services Manager contacted immediately; Approved Provider as soon as possible.

ix. Counselling will be offered to children, parents, educators and other staff.

19.4 If service phone is not working educators will access phone lines from the following sources:

i. An accessible phone at the Assembly Area.

ii. Service’s Mobiles

iii. Manager’s Mobile

iv. OOSH bus Mobiles

v. Personal Mobiles
19 Severe Storm

20.1 Be Prepared:
   i. Maintain trees around the service and ensure that there are no dangerous trees
      overhanging.
   ii. Keep in stock:
       a. portable radio (located in administrative office)
       b. torch with fresh batteries (located in each room and in emergency backpack)
       c. masking tape (to X windows in case of shattering)
       d. garbage bags for emergency rain protection (located in kitchen at Kids Uni North
          and South and in disabled toilet for CBD).

20.2 If educators become aware of an approaching storm:
   i. Pack away outdoor equipment to reduce flying objects that may hit the centre.
   ii. Move all children and educators indoors.
   iii. Close and lock all doors and windows.
   iv. Administrative staff to listen to radio broadcasts to warn of imminent danger.
   v. Nominated Supervisor to remain in contact with Wollongong SES (ph: 13 25 00 for CBD)
      and (0 13 25 00 for North, South and OOSH).
   vi. Room educators to tape (cross style X) across large windows with masking tape.
   vii. Prepare tables and foam mats in case they are needed for shelter.
   viii. Disconnect all electrical equipment
   ix. Room educators to collect:
       a. Portable First Aid Kits
       b. Torches
       c. Children’s Attendance Roll Books
       d. Emergency Back Pack (located under Emergency Cot in Baby Cot Room in Kids Uni
          North and South and on the hook in preschool and toddler room in CBD) Located
          on hooks in the babies bottle prep room in South).
       e. Emergency medical plans and medication
   x. Nominated Supervisor to collect:
       a. Attendance Sheets for educators and children.
       b. Contact details for educators and children.
       c. Asthma Medication and plans (located in staff room)

20.3 When storm strikes:
   i. All educators and children to remain indoors and shelter clear of windows. The centre of
      the building would offer most protection.
ii. Use tables and foam mats to shelter under if necessary.
iii. Stay calm and comfort any children who are distressed. Sing songs and play games.
iv. If possible, Nominated Supervisor to remain in contact with Wollongong SES (ph: 13 25 00 for CBD) and (0 13 25 00 for North, South and OOSH).
v. All educators and other staff are to follow the directions of Emergency Services and UoW Security (ph 4221 4900) / Emergency Services for CBD ph (000).

Note: Do not use the telephones during storms.

20.4 Following the storm if the service phone is not working educators will access phone lines from the following sources:
   i. Service’s mobile
   ii. Manager’s Mobile
   iii. OOSH Mobile
   iv. Personal Mobile

20 Emergency Response Plan – Hostage Situation/Armed Intrusion

An armed intruder may involve one or more individual’s intent on causing physical harm to educators, children or visitors by the use of a firearm, knife, syringe containing contaminated blood or other object which could cause physical harm where force is used.

It is important for the educators to be aware that Emergency Services and UOW Security may not immediately attend an armed intruder emergency, as this is not considered an appropriate or safe response. Educators need to remain calm and follow the directions of the intruder/s.

21.1 If a person threatens or is aggressive towards educators or children:
   i. Educators should remain calm.
   ii. Educators should follow the directions of this person.
   iii. Educators should remove children from the area immediately if possible.
   iv. One educator should notify other educators in the service of the incident immediately if possible.
   v. Nominated Supervisor to contact police (Kids Uni North, South and OOSH ph: 0 000, CBD 000) to advise them of the situation.
   vi. Nominated Supervisor to contact University Security (KU North, South, OOSH ph: 0 4221 4900) / Emergency Services CBD ph: (000) to advise them of the situation.
   vii. All children and educators not directly involved in the incident should evacuate the service immediately using the emergency exit furthest from the incident to the Assembly Area (see emergency evacuation plan).
   viii. Room educators to collect (if time permits):
         a. Portable First Aid Kits
         b. Torches
         c. Children’s Attendance Roll Books
d. Emergency Back Pack (located under Emergency Cot in Baby Cot Room in Kids Uni North and South, on hook in preschool and toddler rooms in CBD)

ix. Nominated Supervisor to collect:
   a. Attendance Sheets for educators and children
   b. Contact details for educators and children
   c. Asthma Medication and plans (located in staff room)

Note: Any additional staff including Cooks, Administration Staff, Manager and Nominated Supervisor are to assist the 0-2 year room.

21.2 Once at Assembly Area:
   i. Nominated Supervisor to check that the designated assembly area is suitable for the situation unfolding at the service (i.e. is it far enough away from the service if guns or explosives may be involved).
   ii. Primary educators check Attendance Sheets.
   iii. Nominated Supervisor checks Staff Attendance Sheet.
   iv. Educators to keep children calm and occupied.
   v. Primary educators will begin to contact families to inform them of the evacuation and to collect their children if it is possible and safe to do so. Police will advise.
   vi. Nominated Supervisor to remain in contact with Police at all times.
   vii. All educators and other staff are to follow the directions of Police and Security.
   viii. Critical incident report to be written within 24 hours / Children’s Services Manager to be notified immediately / Approved Provider to be notified as soon as possible.
   ix. Counselling to be offered to all children, parents, educators and other staff.

21 Unauthorised Collection of Children

22.1 If an unauthorised person arrives to collect a child:
   i. Educators should explain:
      a. our policy on ‘Collection of Children’
      b. our legal obligation to follow court orders.
      c. our duty of care to protect all children in our care.
   ii. Educators should remove the child from the room immediately if possible.
   iii. Educators should remove all other children from the area immediately if possible.
   iv. One educator should notify other educators in the service of the incident immediately if possible.
   v. Educators should refer this person to the Nominated Supervisor.

22.2 If the person becomes irate or aggressive towards educators or children:
   i. If educators believe that the child, other children or they themselves are in danger they are to release the child to the unauthorised person.
   ii. Nominated Supervisor to contact police 0 000 (Kids Uni North, South and OOSH) or 000 (for CBD) to advise them of the situation.
iii. Nominated Supervisor to contact security (ph: 4221 4900 for Kids Uni North, South and OOSH, Emergency Services for CBD ph (000) to advise them of the situation.

iv. If the person leaves the service all children and educators are to remain inside with doors and windows locked until the police arrive.

22.3 If the person does not leave the service and continues to act in an aggressive or threatening manner:

i. All children and educators not directly involved in the incident should evacuate the service immediately using the emergency exit furthest from the incident (see Emergency Evacuation Plan in each room).

ii. Room educators to collect:
   a. Portable First Aid Kits
   b. Torches
   c. Children Attendance Roll Books

iii. Emergency Back Pack (located under Emergency Cot in Baby Cot Room in Kids Uni North and South, on hooks in preschool and toddler rooms in CBD, Kids Uni iC Preschool and OOSH in Kitchen cupboard) Located on hooks in the babies bottle prep room in South).

South – Emergency medication backpacks located in bottle prep areas in all rooms.

iv. Nominated Supervisor to collect:
   a. Attendance Sheets for educators and children
   b. Contact details for educators and children
   c. Asthma Medication and plans (located in staff room)

Note Any additional staff including Cooks, Administration Staff, Manager and Nominated Supervisor are to assist the 0-2 year room.

22.4 Once at Assembly Area:

i. Primary educators check Attendance Sheets.

ii. Nominated Supervisor checks Staff Attendance Sheets.

iii. Primary educators will begin to contact families to inform them of the evacuation and to collect their children if it is possible and safe to do so.

iv. Nominated Supervisor to remain in contact with Police via emergency mobile phones.

v. All educators and other staff are to follow the directions of Police and Security.

22 Unauthorised Person on Premises/Prowler

23.1 Security is of the upmost importance of all children, families, educators and other staff at the service. The following strategies will be used to keep all children, families, educators and other staff as safe as possible in the event of an intruder entering the premises:

i. All children will be adequately supervised by educators at all times.

ii. All children educators and other staff must be signed in and out every day.

iii. Sign displayed at entrance door (on glass window) requesting all visitors to sign in / out.

iv. Entrance sign must also indicate all visitors to report to Administration immediately upon arrival.
v. Parents can only enter the building by using an individual confidential access code or by buzzing the outside intercom and then identifying themselves before being allowed to enter.

vi. Educators and other staff must not allow unidentified persons into the building.

vii. Educators and other staff must immediately question all unknown adults and persons to the purpose of their visit.

viii. Persons unable to explain a reasonable purpose as to visit will be requested to leave immediately.

ix. Parents must be reminded to not allow other people into the building at the same time they are entering.

x. The Nominated Supervisor must advise administration staff immediately of child enrolments being cancelled. This will ensure access codes are promptly deleted and educators are also aware to not “buzz in” ex families.

23.2 In the event of an unauthorised person on the premises:

i. An educator/staff to escort unauthorised persons from the premises immediately.

ii. A second educator/staff to advise other staff of what is happening.

iii. If unauthorised person refuses to leave or become violent, the Nominated Supervisor (or 2nd in charge in his/ her absence) is to immediately contact: - for Kids Uni North, South and OOSH - UoW Security (extension x4900 or mobile 0408 474 528). UoW Security are on Campus grounds and able to respond very quickly. University Security will also contact Police. For CBD - Police on 000

iv. If University Security haven’t responded quickly or are unable to be contacted then ring Police on 000 (CBD) or 0 000 (North, OOSH and South) and advise critical incident taking place.

v. 2nd in charge (or next most senior educator) to move all children, educators and other staff into a playroom (depending upon location of intruder). Mobile phone and / or hands free phone to be taken inside.

vi. Educators to reassure children.

vii. Educators to use hands free or mobile phone to continue to call police.

viii. Educators must NOT approach a violent person under any circumstances.

ix. After unauthorised person has been removed by police, or left of own volition, the Nominated Supervisor must immediately contact the Children’s Services Manager as well as the Approved Provider.

x. All parents of children present must be advised ASAP of incident.

xi. Counselling to be offered to all children, parents, educators and other staff.

xii. Written report of incident must be completed within 24 hours of occurrence.

Note: No educators or other staff are to remain on the premises outside licensing/operational hours without prior approval from the Nominated Supervisor or Manager. If educators or other staff are on the premises outside these times (due to meetings, training sessions etc) and feel concerned about their security or safety then they must contact the UoW Security, or Police. Educators and other staff must always walk to their cars together upon leaving the service.
23 Sources

David Anderson – UOW Manager of Security ph: 42214556
Chubb Fire and Security Services ph: 131598 (379 Old Five islands Rd, Unanderra)
Education and Care Services National Regulations 2011
National Quality Standard
Children’s Services Amendment Regulations 2010
Work Health and Safety Act 2011
Work Health and Safety Regulations 2011
Australian Standards 1851-2005 “Maintenance of Fire Protection Systems and Equipment”
Australian Standard 3745 -2010 “Planning for emergencies in facilities”
Early Years Learning Framework
Station Officer – Wollongong Fire Station ph: 4224 2020
Emergency Services Fire Control Room ph: 4228 7222
Bernadette Barry – Community Child Care Training: Legal Issues for Children’s Services 2007
Dianne Gordan – Wollongong SES ph: 4227 1200
Chief Inspector Michael Tranby- Wollongong Police Station ph: 4226 7751
www.bushfire.nsw.gov.au – NSW Rural Fire Service Website

24 Review

The policy will be reviewed annually. The review will be conducted by:
• Management, Employees, Families, Interested Parties

25 Version Control Table

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Released</th>
<th>Next Review</th>
<th>Approved By</th>
<th>Amendment</th>
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<tr>
<td>1</td>
<td>March 2012</td>
<td>March 2013</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Paragraph inserted re application of policies across all centres. Migrated into new QA format. This policy replaces the Emergency Evacuation Plans for Bush Fire, Environmental Spills, Fire on Premises and Flood as well as replacing the Emergency Response Plan for Hostage, Severe Storm and Unauthorised Collection of Children. It also replaces the Non Custodial Parents policy.</td>
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<tr>
<td>2</td>
<td>March 2013</td>
<td>March 2014</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Section 9.2 added a comment regarding drills to be conducted at different times and days of the week. Changes made to the lock down procedure. Changes made to the location of emergency backpacks at Kids Uni South.</td>
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<tr>
<td>3</td>
<td>September 2013</td>
<td>September 2014</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Reviewed and no changes required</td>
</tr>
<tr>
<td>4</td>
<td>Sept 2014</td>
<td>Sept 2015</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Service names amended to include Kids Uni iC – Preschool and OOSH to the policy.</td>
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<td>5</td>
<td>February 2016</td>
<td>February 2017</td>
<td>K.Grose – Children’s Services Manager</td>
<td>Input and feedback sought from UoW Pulse People and Culture Business Partner, Christian Byrne (Diploma in WHS) Updated NQS references</td>
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<tr>
<td>6</td>
<td>Jul 2018</td>
<td>Jul 2019</td>
<td>K.Grose – Children’s Services Manager</td>
<td>Updated in line with UOW Ambulance Response Plan</td>
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<tr>
<td>7</td>
<td>Oct 2018</td>
<td>Oct 2019</td>
<td>K.Grose – Children’s Services Manager</td>
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