

**Wyndham Community and Education Centre Inc
Policy and Procedure**

Policy name	Critical Incident and Emergency Management Policy and Procedure
Responsible person	Board, Senior Management Team (CEO, COO, CFO)
Staff involved	OH&S Team, all staff
Review dates	2020
Related documents	<p>Legislation: Occupational Health & Safety Act 2004 (Vic), Occupational Health & Safety Regulations 2017, Education and Training Reform Act 2006 (Vic), Emergency Management Act 1986 (Vic), Charter of Human Rights and Responsibilities 2006 (Vic), Health records Act 2001 (Vic), Disability Act 2006 (Vic), Children, Youth and Families Act 2005 (Vic), Privacy Act 1988 (Com), Child Wellbeing & Safety Act 2005 (Vic).</p> <p>Policies: Risk Identification & Management Policy & Procedure, Accident and First Aid Policy & Procedure, Health Policy and Procedure, Cyberbullying Policy & Procedure, Harassment, Discrimination, Victimisation & Bullying Policy & Procedure, Student Well-being & Duty of Care in VCAL Policy & Procedure (includes students under-18), Mandatory Reporting Policy & Procedure, Child Safe Policy & Procedure, Excursions Policy & Procedure, Conflict Resolution Policy & Procedure, Privacy Policy & Procedure (Students/Clients), Privacy Policy & Procedure (Staff/Volunteers), Advertising and Marketing Policy & Procedure, Record Management and Record Keeping Policy & Procedure.</p> <p>Other: Evacuation Log Book, Sign in Books, Evacuation Checklist, DE&T Emergency Management Plan (includes special needs list), Victorian OHS Compliance Framework Handbook, Wyndham CEC OHS Inspection Checklist, Site Action Plan, Incident and Emergency Management Form and Action Plan, Risk Management Plan, Checklists for Telephones, DE&T Emergency Management Plan 2019-20, Bushfire At-Risk Register, Guide to incident notification from WorkSafe website - www.worksafe.vic.gov.au, Bomb/Chemical threat checklist, Emergency Practice Evacuation 'observer' record, Emergency Practice Lockdown 'observer' record, Post-emergency record, Influenza Pandemic Actions, DHHS Funding Agreement, OHS Structure: Incident Controllers, OHS Structure: OHS Site Reps & First Aid Officers, OHS Structure: Senior Management Team, OHS Structure: Your OH&S Team, SETS Critical Incident Reporting Guidelines for Service Providers.</p>

IN AN EMERGENCY - Call "000" immediately
to report any incident threatening life or property

This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 6/12/19 and supersedes all previous versions.

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Policy Context

Wyndham Community and Education Centre Inc. (Wyndham CEC) is committed to providing a safe workplace and environment for its employees, students, volunteers, members, Board of Governance (Board) and users of programs and services.

Wyndham CEC recognises that despite careful planning, organisational policies and procedures and systems in place, it is possible that a critical incident may take place within the organisation requiring critical incident or emergency management procedures to be implemented.

This document outlines Wyndham CEC's policy and procedures for managing a critical incident or an emergency situation and includes:

- initial response
- follow up
- reporting and review

Definition

A critical incident may include (but is not limited to):

- Illness, death or serious injury
- Criminal activity - assault, aggression, witnessing a serious accident or act of violence
- Natural disaster e.g. earthquake, hailstorm, flood, bushfire, grassfire, severe weather event
- Social issue such as drug or alcohol use or abuse
- Emergency evacuation of the building from fire, bomb threat, chemical hazard, explosion, spill
- Intruder
- Threat with a firearm or weapon
- Lockdown
- Lockout
- Shelter-in-place
- Off site facility emergency
- Outbreak of disease e.g. pandemics and communicable diseases
- Any event with major impact on Wyndham CEC

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Policy Purpose/ aims

The purpose and aims of this policy and accompanying procedures are to:

- provide key information as well as a practical guide for all staff in the event of a critical incident or an emergency
- to ensure timely and effective responses are taken to address immediate client/ student safety and well-being
- ensure due diligence and responsibilities to stakeholders are met
- support the provision of high quality services
- support organisational consistency
- ensure compulsory reporting of incidents occurs

Wyndham CEC has a risk assessment plan (Risk Plan) as part of its *Risk Identification & Management Policy & Procedure* which is reviewed annually with the Board and twice-yearly (minimum) by the senior management team. This Plan identifies potential threats or hazards which could lead to an emergency at Wyndham CEC and the consequences that may be triggered through such an event.

Senior Management Team (CEO, COO and CFO)

Wyndham CEC's Senior Management Team oversees the prevention and management of critical incidents or emergencies at Wyndham CEC.

The responsibilities of the Senior Management Team include:

- risk assessment and annual planning with the Board
- analysis of risks/threats that could lead to an emergency situation and requirements or solutions to address them
- development of the DE&T Emergency Management Plan
- completion of stages 2 and 3 of the Incident and Emergency Management Form and Action Plan
- establishment of liaison with relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital
- access to important medical information of staff, students and clients
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident via the Chief Financial Officer (CFO) please refer to Wyndham Community & Education Centre - Emergency Management Plan Schools
- Ensuring sufficient practice evacuations throughout the organisation by the OH&S Team

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- Ensuring staff are adequately trained to help minimise impact should a critical incident or emergency occur

Incident response

In the case of a critical incident occurring, every attempt will be made to respond appropriately and in a timely manner.

Responses may include (but are not limited to):

- Immediate response/ assistance to immediate needs of individual involved
- Re-establish a safe environment-following an incident
- Completing the incident and emergency management form and action plan (most senior person who was a witness)
- Reporting to police where required
- Reporting directly to WorkSafe
- Communicating with parents/guardians about an incident
- Thorough investigation to assist in preventing similar incidents from occurring
- Debriefing employees, students/clients, volunteers, members, Board or users as required. (*Debriefing may need to be undertaken by someone external from the organisation*)

In the event that a critical incident occurs, and the main office is not contactable, or it is outside normal working hours, the CFO should be contacted on **0408399106** and fully informed of the incident as soon as it is safe and practical to do so.

Backup contact information is also contained in each of Wyndham CEC's sign-in books, please refer to this information as needed.

Each Wyndham CEC site has an Incident Controller assigned as follows:

- 4 Synnot Street, Werribee – Teresa Vizintin
- 106 Duncans Road, Werribee – Anne Lee-Brown
- 20 Synnot Street, Werribee –Geraldine de Souza
- Corio Central Shopping Centre, Corio –Ruth Hill/ Peter Templeton
- Steampacket House, Moorabool and Brougham Streets, Geelong – Ruth Hill

Incident and Emergency Management Form and Action Plan

Wyndham CEC has implemented an Incident and Emergency Management Form and Action Plan for the following purposes:

- To keep a record of any critical incidents or emergency situations
- To help in planning of preventative recurrences

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- To ensure correct and timely follow-up is enacted

The most senior witness to an incident, or the most senior staff member to whom it was reported (if no witnesses), must complete all relevant parts of the Incident Report Form.

Any alleged criminal acts, including responding to physical or sexual assault must be reported to the CEO immediately.

DE&T Emergency Management Plan

As a non-school senior secondary provider of education programs for students under-18, Wyndham CEC completes a DE&T Emergency Management Plan annually and distributes to key staff and emergency services. A version of the plan (de-identified) is created for distribution outside of Wyndham CEC including to emergency services and DE&T. The DE&T Emergency Management Plan identifies responsibilities, procedures and actions to help minimise the impact of an emergency.

Wyndham CEC's DE&T Emergency Management Plan includes the following important information:

- Emergency Contact Lists
- Contact details for emergency services
- DE&T Regional and Central Office key contact numbers
- Wyndham CEC emergency key contact numbers
- A brief description of the facility(ies), including numbers of students aged under-18, number of buildings & rooms, and number of staff
- List of students and staff with special needs
- A **Risk Assessment Matrix** establishing the relative risks of the specific hazards and emergencies that may impact Wyndham CEC
- A detailed **Area Map** of the 4 Synnot St site including the site's surrounding area and required routes for external evacuation sites
- A detailed 4 Synnot St **Site Plan** including the site's surrounding area
- Response to specific hazards: Evacuation/Relocation Plans (Off-site Evacuations)

Site Evacuations

Wyndham CEC considers emergency evacuations to be of critical importance to the safety of its employees, students/clients, volunteers, members, Board and users of the service. Due to this criticality, emergency evacuation practice drills are performed on a regular basis organised by the OH&S Team annually during the first OH&S Team meeting.

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Each of Wyndham CEC's sites are very different in layout, and staff and clients can vary each day. To allow for the dynamic nature of Wyndham CEC's sites, individual evacuation procedures have been produced for each site which are detailed within this policy & procedure document.

Third party information

An Incident Report Form may include personal information from a third party to an incident. That is, someone who is not a Wyndham CEC client, student, staff or volunteer. The person should be notified that the information is being collected by Wyndham CEC for the purpose of reporting and / or an improvement to the service.

Incident report records management

The CEO will keep all copies of Incident Reports relating to an incident in a secure filing cabinet. An ongoing *Incident Register* will also be maintained by the CEO. Only a member of the senior management team have access to these hard copy and soft copy documents.

Sexual assault

Any incident of a sexual nature regarding a client or student must be responded to as per the *Child Safe* and /or *Mandatory Reporting* Policy and Procedures.

Media Spokesperson in the event of a critical incident

Wyndham CEC recognises that each critical incident is unique and the dynamics of each situation will need to be assessed when an incident occurs.

To protect the privacy of individuals and to ensure the provision of accurate information, Wyndham CEC has developed an agreed approach to media management.

The CEO will handle all media releases following a critical incident but may delegate media liaison to another senior member of staff if more appropriate.

See the *Advertising and Marketing Policy & Procedure* for more information on media liaison.

Reviewing and improving services from an incident

All service units across Wyndham CEC are expected to be aware of and comply with legislative requirements and funding body guidelines as required.

The key reason for reporting incidents is not only to maintain important reports but also to learn from incidents and where possible to prevent their recurrence.

Change will be implemented to prevent similar events from happening where practicable.

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Privacy

Wyndham CEC will respect the privacy of individuals who are involved in or who witness incidents, especially when dealing with reports which may contain personal details and sensitive information. See the *Privacy Policy & Procedure (Students/Clients)* and/or *Privacy Policy & Procedure (Staff/Volunteers)* for more information about privacy.

PROCEDURES

1. CRITICAL INCIDENTS

In the event of a critical incident, a member of the senior management team will ensure:

- the immediate safety of employees, students/clients, service users, members and visitors by checking sign in books to account for all those currently in a building / surrounds and by providing comfort if required and as appropriate
- the provision of first aid by contacting the First Aid Officer or one of the first aid trained staff listed in this document and on each site.
- emergency services are called as required
- family of those affected is contacted if required and when safe to do so
- debriefing for those affected by the incident is arranged or provide an opportunity to discuss issues relating to the incident
- details of any accident are recorded in the accident reporting book and an ***Incident and Emergency Management Form and Action Plan*** is completed. The records will be filed in the CEO's office and presented to the Board (as required)
- all 'notifiable' incidents are reported to WorkSafe Victoria on 132 360 and also in writing within 48 hours by facsimile to the Incident Notification Unit, Advisory Service, on Fax: 9641 1091 or by post to the Incident Notification Unit, Advisory Service, WorkSafe Victoria, 222 Exhibition Street, Melbourne 3000 or GPO Box 4306, Melbourne 3001. An Incident notification form can be downloaded from the website: www.worksafe.vic.gov.au
 - o the site is not disturbed until a WorkSafe Inspector has given permission to do so
- a copy of the report is kept for 5 years

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- a media spokesperson as outlined above is nominated
- a **Post-emergency record** is completed

2. SITE EVACUATION PROCEDURES

2.1 EVACUATION @ 4 SYNNOT ST, WERRIBEE

When it is unsafe for students/clients and staff to remain onsite, the Incident Controller will take charge and inform the senior Management Team if necessary.

Due to the dynamic nature of staff at Wyndham CEC's 4 Synnot St site, Wyndham CEC encourages all staff to have knowledge of the warden role and Wyndham CEC's evacuation procedures. This is promoted through regular staff PD where staff members practice as a warden during an evacuation practice drill.

Key persons at Wyndham CEC's 4 Synnot St site are:

Incident Controller: Teresa Vizintin

Warden: Staff member who finds/ identifies the emergency

First Aid Officers: Anthony Barrera, Jenelle Basiaco, Sam Boddeke, Jack Boddeke

CPR Only: Remo Pitisano

In the event of evacuation @ 4 Synnot St, please note the following:

- The Warden is the staff member who finds/ identifies the danger
- The Incident Controller informs the senior Management Team if necessary.
- Staff involved = All Staff

In the event of an emergency follow these steps

Warden to:

- Sound the alarm throughout the building
- Delegate **one** staff member to:
 - ✓ Call the appropriate emergency service – “000” Fire / Ambulance / Police (maintain communication with emergency services as necessary)
 - ✓ all rooms are evacuated, including toilets
 - ✓ timetable, checklist and sign in book are taken out to evacuation point
 - ✓ all classes and staff are accounted for
- Direct everyone safely across the road
- Meet emergency services on arrival
- Complete **Post-emergency record** once safe to do so

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Upon hearing the alarm, follow these steps

First Aid Officer to:

- Collect portable First Aid Kit from evacuation supplies drawer if safe to do so.

Staff to:

- Ensure all people under their responsibility are evacuated in an orderly manner
- Assist any person with a mobility problem
- Teachers take class roll
- Assist with evacuation of children if applicable

Evacuation Routes:

- Everyone to follow evacuation routes as per Evacuation Plan in each room.
- Assemble on the main Synnot Street side of Kelly Park near the bus stop if safe to do so
- In the event that the evacuation assembly point is unsafe, the warden is to decide and direct staff, students/clients and visitors to a suitable safe location

At Assembly Point:

- Warden to liaise with emergency services.
- Staff member allocated the sign in books to check all staff and visitors to the Centre are accounted for, once check is completed report status to warden.
- Teaching staff to use their class roll to check that everyone is accounted for at the designated assembly area.
- Staff to report to warden that all students are accounted for.
- All people involved must wait in the designated assembly area until given the all clear by Emergency Services.

Incident Controller:

- When safe to do so and time permits, ring the Main Office on **9742 4013** and the CFO on **0408399106**.
- If the Incident Controller is not present, the Warden should do this.

Actions after evacuation

- Ensure students or staff with medical needs are supported
- Determine if there is any specific information students, staff or others need to know such as places to avoid
- Determine if parents/ guardians need to be advised and prepare letter or phone if necessary
- Undertake an operational debrief with staff and senior management team to identify any procedural changes required
- Complete a Post-emergency record

Note: All Staff will receive training in this procedure.

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2.2 EVACUATION @ 106 DUNCANS RD, WERRIBEE

When it is unsafe for students and staff to remain onsite, the Incident Controller will take charge and inform the senior Management Team if necessary.

Due to the dynamic nature of staff at Wyndham CEC's 106 Duncans Rd site, Wyndham CEC encourages all staff to have knowledge of the warden roll and Wyndham CEC's evacuation procedures. Knowledge of Wyndham CEC's evacuation procedures is promoted through regular staff PD where staff members practice as a warden during an evacuation practice drill. PD is also provided by Wyndham City Council annually and Wyndham CEC staff are encouraged to attend this PD.

Key persons at Wyndham CEC's 106 Duncans Rd site are:

Incident Controller: Anne Lee Brown

Warden: Staff member who finds/ identifies the emergency

First Aid Officers: Joanna Weeku

First Aid Only: Jackie McGrath, Judy Holmes

CPR Only: Christine Morris

In the event of evacuation @ 106 Duncans Rd, please note the following:

- Warden is the staff member who finds/ identifies the danger
- The Incident Controller informs the senior Management Team if necessary.
- Staff involved = All Staff

In the event of an emergency follow these steps

Warden to:

- Sound the alarm throughout the building
- Delegate **one** staff member to ensure that:
 - ✓ the appropriate emergency service is called – “000” Fire, Ambulance, Police (maintain communication with emergency services as necessary)
 - ✓ all rooms are evacuated, including toilets
 - ✓ timetable, checklist and sign in book are taken out to evacuation point
 - ✓ all classes and staff are accounted for
- Direct everyone safely across the road
- Meet emergency services on arrival
- Complete **Post-emergency record** once safe to do so

Upon hearing the alarm, follow these steps

First Aid Officer to:

- Collect portable First Aid Kit from evacuation supplies cupboard if safe to do so.

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Staff to:

- Ensure all people under their responsibility are evacuated in an orderly manner
- Assist any person with a mobility problem
- Teachers take class roll
- Assist with evacuation of children if applicable

Evacuation Routes:

- Everyone to follow evacuation routes as per Evacuation Plan in each room
- Assemble on the nature strip in front of the car park at the point furthest from the building if safe to do so
- In the event that the evacuation assembly point is unsafe, the warden is to decide and direct staff, students, clients and visitors to a suitable safe location

At Assembly Point:

- Warden to liaise with emergency services
- Staff member allocated the sign in books to check all staff and visitors to the centre are accounted for, once check is completed report status to warden.
- Teaching staff to use their class roll to check that everyone is accounted for at the designated assembly area
- Staff to report to warden that all students are accounted for
- All people involved must wait in the designated assembly area until given the all clear by Emergency Services.

Incident Controller:

- When safe to do so and when time permits, ring the Main Office on **9742 4013** and the CFO on **0408399106**.
- If the Incident Controller is not present, the Warden should do this.

Actions after evacuation

- Ensure students or staff with medical needs are supported
- Determine if there is any specific information students, staff or others need to know such as places to avoid
- Determine if parents/ guardians need to be advised and prepare letter or phone if necessary
- Undertake an operational debrief with staff and senior management team to identify any procedural changes required
- Complete a Post-emergency record

Note: All Staff will receive training in this procedure.

2.3 EVACUATION@ 20 SYNNOT STREET, WERRIBEE

Staff make-up at Wyndham CEC's 20 Synnot Street, Werribee site is more consistent than Wyndham CEC's other sites. Knowledge of Wyndham CEC's evacuation procedures is still highly promoted through regular staff PD where staff members practice as a warden during an evacuation practice drill.

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Key persons at Wyndham CEC's 20 Synnot Street, site are:

Incident Controller: Geraldine de Souza

Warden: Staff member who finds/ identifies the emergency

First Aid Officers: Lesley Nallawalla, Ngun Bor Chin, Athena Georgiou, Laurence Gray, Katherine Braithwaite, Mary Poni, William Daw, Shiny Moo, Moses Ronyi, Jack Boddeke and Paul Hrasko

First Aid Only: Hsar Pweh Hsar, Paul Rawlinson

CPR Only: Suzanne McGlone, Tekya Atwel

In the event of evacuation @ 20 Synnot Street, please note the following:

- Warden is the staff member who finds/ identifies the danger
- The Incident Controller informs the senior Management Team if necessary.
- Carpark controller is a staff member on the ground floor at the rear of the building
- Kelly park controller is a staff member on the ground floor at the rear of the building
- Front office controller is a staff member on the ground floor at the front of the building
- Level 1 controller is a staff member on the first floor of the building
- Staff involved = All Staff

In the event of an emergency follow these steps

Warden to:

- Sound the alarm throughout the building
- Collect 1 walkie talkie from dock
- Collect orange vest to wear (near sign in book)
- Wait at side entrance (Duncans Rd) for emergency services
- Redirect persons attempting to enter the building via side entrance
- Meet emergency services on arrival
- Communicate all clear to Kelly Park controller once all clear is given by emergency services
- Complete **Post-emergency record** once safe to do so

Upon hearing the alarm, follow these steps

Carpark controller to:

- Collect orange vest to wear (near sign in book)
- Delegate a staff member to sweep toilets and back offices (includes Senior Manager's offices, TSU offices, kitchen and conference room)
- Proceed to above ground car parking area at back of building
- Redirect traffic attempting entry into parking area

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Assembly point controller to:

- Collect orange vest to wear (near sign in book)
- Collect staff and volunteer sign in books
- Collect Evacuation box (near sign in book)
- Collect a walkie talkie and proceed to Kelly Park
- at Kelly Park
 - assemble megaphone
 - check off staff, volunteer and visitor sign in books
 - communicate status of staff, volunteer and visitor sign in book check off to warden
- When given by the Warden, relay all clear to assembled staff, students/clients and visitors

Front office controller to:

- Collect orange vest to wear (in reception area)
- Delegate a staff member to call emergency services
- Delegate a staff member to set front door to open
- Delegate a staff member to sweep front offices (includes interview rooms, hub area, CSU offices, coordinator's office, Business Services Managers office, admin/reception and finance office)
- Delegate a staff member to take visitors sign in book to assembly point
- Proceed to front entrance outside building
- Redirect persons attempting to enter the building via front entrance

Level 1 Controller

- Collect orange vest to wear (outside teacher's office)
- Delegate a staff member to sweep 1st floor (includes computer rooms, kitchen, classrooms, toilets, IT office, 1st floor Manager's office, function room, prayer room, first aid room and teacher's office)
- Once 1st floor in clear proceed to evacuation assembly point

Staff to:

- Ensure all people under their responsibility are evacuated in an orderly manner
- Assist any person with a mobility problem
- Assist with evacuation of children if applicable

Evacuation Routes:

- Everyone to follow evacuation routes as per Evacuation Plan in each room.
- Assemble in Kelly Park if safe to do so
- In the event that the evacuation assembly point is unsafe, the assembly point controller is to decide and direct staff, students, clients and visitors to a suitable safe location

At Assembly Point:

- Assembly point controller to check all staff/volunteers and visitors to the Centre are accounted for
- Teachers to check all students are accounted for

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- Ground floor staff/volunteers and visitors to report to assembly controller for check off
- 1st floor staff to report to 1st floor controller for check off
- Assembly point controller to communicate status of staff, volunteer and visitor sign in book check off to warden via walkie talkie
- All persons involved must wait in the designated assembly area until given the all clear by Emergency Services

Incident Controller:

- When safe to do so and when time permits, ring the CFO on **0408399106** (if required).
- If the Incident Controller is not present, the Warden should do this.

Actions after evacuation

- Ensure students or staff with medical needs are supported
- Determine if there is any specific information students, staff or others need to know such as places to avoid
- Determine if parents/ guardians need to be advised and prepare **communication** if necessary
- Undertake an operational debrief with staff and senior management team to identify any procedural changes required
- Complete a Post-emergency record

Note: All Staff will receive training in this procedure.

2.4 EVACUATION@ CORIO SITES

When it is unsafe for students and staff to remain onsite, the Incident Controller will take charge and inform the senior Management Team if necessary.

Due to the dynamic nature of staff at Wyndham CEC's Corio sites, Wyndham CEC encourages all staff to have knowledge of the warden role and Wyndham CEC's evacuation procedures. This is promoted through regular staff PD where staff members practice as a warden during an evacuation practice drill.

Key persons at Wyndham CEC's Corio sites are:

Incident Controller: Annette Connors/ Peter Templeton

Warden: Staff member who finds/ identifies the emergency

First Aid Officers: Peter Templeton, Ruth Hill

First Aid Only: Annette Connors, Leonie Kervin

In the event of evacuation @ Corio sites, please note the following:

- The Warden is the staff member who finds/ identifies the danger
- The Incident Controller informs the senior Management Team if necessary.
- Staff involved = All Staff

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In the event of an emergency follow these steps

Warden to:

- Sound the alarm throughout the building
- Delegate **one** staff member to:
 - ✓ Call the appropriate emergency service – “000” Fire / Ambulance / Police (maintain communication with emergency services as necessary)
 - ✓ all rooms are evacuated, including toilets
 - ✓ timetable, checklist and sign in book are taken out to evacuation point
 - ✓ all classes and staff are accounted for
- Direct everyone safely across the road
- Meet emergency services on arrival
- Complete **Post-emergency record** once safe to do so

Upon hearing the alarm, follow these steps

First Aid Officer to:

- Collect portable First Aid Kit from evacuation supplies drawer if safe to do so.

Staff to:

- Ensure all people under their responsibility are evacuated in an orderly manner
- Assist any person with a mobility problem
- Teachers take class roll
- Assist with evacuation of children if applicable

Evacuation Routes:

- Everyone to follow evacuation routes as per Evacuation Plan in each room.
- Assemble in the site car park at the point furthest from the building if safe to do so
- In the event that the evacuation assembly point is unsafe, the warden is to decide and direct staff, students, clients and visitors to a suitable safe location

At Assembly Point:

- Warden to liaise with emergency services
- Staff member allocated the sign in books to check all staff and visitors to the Centre are accounted for
- Teaching staff to use their class roll to check that everyone is accounted for at the designated assembly area
- Staff to report to warden that all students are accounted for
- All people involved must wait in the designated assembly area until given the all clear by Emergency Services.

Incident Controller:

- When safe to do so and time permits, ring the Main Office on **9742 4013** and the CFO on **0408399106**.
- If the Incident Controller is not present, the Warden should do this.

This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 6/12/19 and supersedes all previous versions.

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Actions after evacuation

- Ensure students or staff with medical needs are supported
- Determine if there is any specific information students, staff or others need to know such as places to avoid
- Determine if parents/ guardians need to be advised and prepare letter or phone if necessary
- Undertake an operational debrief with staff and incident management team to identify any procedural changes required
- Complete a Post-emergency record

Note: All Staff will receive training in this procedure.

2.5 EVACUATION@ STEAMPACKET HOUSE, GEELONG

When it is unsafe for students and staff to remain onsite, the Incident Controller will take charge and inform the senior Management Team if necessary.

Due to the dynamic nature of staff at Wyndham CEC's Steampacket House site, Wyndham CEC encourages all staff to have knowledge of the warden role and Wyndham CEC's evacuation procedures. This is promoted through regular staff PD where staff members practice as a warden during an evacuation practice drill.

Key persons at Wyndham CEC's Steampacket House site are:

Incident Controller: Ruth Hill

Warden: Staff member who finds/ identifies the emergency

First Aid Officers: Ruth Hill

First Aid Only: Annette Connors, Leonie Kervin

In the event of evacuation @ Steampacket House, please note the following:

- The Warden is the staff member who finds/ identifies the danger
- The Incident Controller informs the senior Management Team if necessary.
- Staff involved = All Staff

In the event of an emergency follow these steps

Warden to:

- Sound the alarm throughout the building
- Delegate **one** staff member to:
 - ✓ Call the appropriate emergency service – “000” Fire / Ambulance / Police (maintain communication with emergency services as necessary)
 - ✓ all rooms are evacuated, including toilets
 - ✓ timetable, checklist and sign in book are taken out to evacuation point
 - ✓ all classes and staff are accounted for
- Direct everyone safely across the road

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- Meet emergency services on arrival
- Complete **Post-emergency record** once safe to do so

Upon hearing the alarm, follow these steps

First Aid Officer to:

- Collect portable First Aid Kit from evacuation supplies drawer if safe to do so.

Staff to:

- Ensure all people under their responsibility are evacuated in an orderly manner
- Assist any person with a mobility problem
- Teachers take class roll
- Assist with evacuation of children if applicable

Evacuation Routes:

- Everyone to follow evacuation routes as per Evacuation Plan in each room.
- Assemble in the Steampacket House car park on the Esplanade side if safe to do so
- In the event that the evacuation assembly point is unsafe, the warden is to decide and direct staff, students, clients and visitors to a suitable safe location

At Assembly Point:

- Warden to liaise with emergency services
- Staff member allocated the sign in books to check all staff and visitors to the Centre are accounted for
- Teaching staff to use their class roll to check that everyone is accounted for at the designated assembly area
- Staff to report to warden that all students are accounted for
- All people involved must wait in the designated assembly area until given the all clear by Emergency Services.

Incident Controller:

- When safe to do so and time permits, ring the Main Office on **9742 4013** and the CFO on **0408399106**.
- If the Incident Controller is not present, the Warden should do this.

Actions after evacuation

- Ensure students or staff with medical needs are supported
- Determine if there is any specific information students, staff or others need to know such as places to avoid
- Determine if parents/ guardians need to be advised and prepare letter or phone if necessary
- Undertake an operational debrief with staff and incident management team to identify any procedural changes required
- Complete a Post-emergency record

Note: All Staff will receive training in this procedure.

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2.6 EVACUATION / LOCKDOWN PRACTICE DRILLS

Not all emergency situations will require evacuation from premises. Some situations, such as the threat of a violent person or a police operation in the vicinity, may require the organisation/ premises to go into lockdown. This means that Wyndham CEC staff

- lock all doors and windows and where possible,
- remove people from view.

Evacuation and lockdown practices will be scheduled routinely throughout the year.

4 Synnot Street

Due to the dynamic nature of staff, clients and visitors at Wyndham CEC's 4 Synnot St site, evacuation/lockdown practice drills are run on a regular basis. Wyndham CEC's OH&S Team will carefully plan each practice drill so that as many staff members and clients as possible are involved in a practice drill.

The OH&S Team will ensure that:

- ✓ Practice drills are performed twice per term
- ✓ Practice drills are performed on varying days and at varying times

Running an Emergency Practice Drill (Evacuation)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Phone Security Internet Solutions (Control Room) on 1300 88 33 30
- Give the name of the Centre
- Explain that we are having an emergency evacuation drill
- Give the timeframe for the evacuation
- Press the fire symbol
- Turn off alarm when evacuation completed

OH&S Team members complete an **Emergency Practice Evacuation 'observer' record** which contains important information including:

- ✓ Time and date practice evacuation is performed
- ✓ Time taken for practice evacuation to be performed
- ✓ Any problems staff or clients encountered during the practice evacuation
- ✓ Areas that may need to be improved in future practice evacuations

Running an Emergency Practice Drill (Lockdown)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Alert other staff members via internal telephone system that lockdown has been initiated

This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 6/12/19 and supersedes all previous versions.

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- Ensure your area is secure by locking any lockable doors, closing windows, drawing blinds and instructing others to stay away from doors and windows
- During lockdown, the responsible staff member in a room should be aware of other staff or students that may have been outside of the room when the lockdown was initiated. In this situation the person/s should be permitted entry if it is safe to do so

OH&S Team members complete an **Emergency Practice Lockdown ‘observer’ record** which contains important information including:

- ✓ Time and date practice lockdown is performed
 - ✓ Time taken for practice lockdown to be performed
 - ✓ Any problems staff or clients encountered during the practice
 - ✓ Areas that may need to be improved in future practices
-
- A different staff member will be assigned the warden role on each practice drill
 - Feedback on a practice drill is immediate while the experience is still fresh for participating staff members
 - Feedback is documented and sent to all staff so that they are aware of areas for improvement

As part of Wyndham CEC’s commitment to continuous improvement, follow-up is an important step after a practice drill. Following a practice drill, the OH&S Team member will complete a practice evacuation action plan.

The completed action plan will be tabled at the next scheduled Wyndham CEC OH&S Team meeting for discussion on improvement to future practice drill performance.

Wayaperri House - 106 Duncans Road, Werribee

Due to the dynamic nature of staff, clients and visitors at Wyndham CEC’s 106 Duncans Rd site, evacuation practice drills are run on a regular basis. Wyndham CEC’s OH&S Team will carefully plan each evacuation practice drill so that as many staff members and clients as possible are involved in a practice drill.

The OH&S Team will ensure that:

- ✓ Practice evacuation drills are performed twice per term
- ✓ Practice evacuation drills are performed on varying days and at varying times

Wyndham CEC recognises that all staff need to be prepared for a real life emergency evacuation and therefore practice evacuation sessions are to be held twice a term.

Running an Emergency Practice Drill (Evacuation)

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- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Phone Security Network Australia on 9731 1666 (Council managed only Wayaperri)
- Give the name of the Centre
- Explain that we are having an emergency evacuation drill
- Give the timeframe for the evacuation
- Activate the security alarm
- Turn off alarm when evacuation has completed

OH&S Team members will complete an **Emergency Practice Evacuation ‘observer’ record** which contains important information including:

- ✓ Time and date of practice evacuation
- ✓ Time taken for practice evacuation to be performed
- ✓ Any problems staff or clients encountered during the practice evacuation
- ✓ Areas that need improvement

Running an Emergency Practice Drill (Lockdown)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Alert other staff members via word of mouth that lockdown has been initiated
- Ensure your area is secure by locking any lockable doors, closing windows, drawing blinds and instructing others to stay away from doors and windows
- During lockdown, the responsible staff member in a room should be aware of other staff or students that may have been outside of the room when the lockdown was initiated. In this situation the person/s should be permitted entry if it is safe to do so

OH&S Team members complete an **Emergency Practice Lockdown ‘observer’ record** which contains important information including:

- ✓ Time and date practice lockdown is performed
 - ✓ Time taken for practice lockdown to be performed
 - ✓ Any problems staff or clients encountered during the practice
 - ✓ Areas that may need to be improved in future practices
-
- A different staff member will be assigned the warden role on each practice evacuation drill
 - Feedback on a practice drill is immediate while the experience is still fresh for participating staff members

 - Feedback is documented and sent to all staff so that they are aware of any areas for improvement

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As part of Wyndham CEC's commitment to continuous improvement follow-up is an important step after an evacuation practice drill, OH&S Team members will complete a practice evacuation action plan.

The completed action plan will be tabled at the next scheduled Wyndham CEC OH&S Team meeting for discussion on improvement to future practice evacuation drill performance.

20 Synnot Street

Wyndham CEC's OH&S Team will carefully plan each evacuation practice drill so that as many staff members and clients as possible are involved in it.

The OH&S Team will ensure that:

- ✓ Practice evacuation drills are to be performed twice per term
- ✓ Practice evacuation drills are to be performed on varying days and at varying times throughout the year

Running an Emergency Practice Evacuation

- Phone Security Internet Solutions (Control Room) on 1300 88 33 30
- Give the name of the Centre
- Explain that we are having an emergency evacuation drill
- Give the timeframe for the evacuation
- Multi services to initiate fire alarm

OH&S Team members will complete an **Emergency Practice Evacuation 'observer' record** which contains important information including:

- ✓ Time and date of practice evacuation
- ✓ Name of warden and all staff allocated to a controller role
- ✓ Time taken for practice evacuation to be performed
- ✓ Any problems staff or clients encountered during the practice evacuation
- ✓ Areas that need improvement

Corio sites

Due to the dynamic nature of staff, clients and visitors at Wyndham CEC's Corio sites, evacuation/lockdown practice drills are run on a regular basis. Wyndham CEC's OH&S Team will carefully plan each practice drill so that as many staff members and clients as possible are involved in a practice drill.

The OH&S Team will ensure that:

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Wyndham Community and Education Centre Inc Policy and Procedure

- ✓ Practice drills are performed twice per term
- ✓ Practice drills are performed on varying days and at varying times

Running an Emergency Practice Drill (Evacuation)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Phone Security Internet Solutions (Control Room) on 1300 88 33 30.
- Give the name of the Centre
- Explain that we are having an emergency evacuation drill
- Give the timeframe for the evacuation
- Press the fire symbol
- Turn off alarm when evacuation completed

OH&S Team members complete an **Emergency Practice Evacuation ‘observer’ record** which contains important information including:

- ✓ Time and date practice evacuation is performed
- ✓ Time taken for practice evacuation to be performed
- ✓ Any problems staff or clients encountered during the practice evacuation
- ✓ Areas that may need to be improved in future practice evacuations

Running an Emergency Practice Drill (Lockdown)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Alert other staff members via internal telephone system that lockdown has been initiated
- Ensure your area is secure by locking any lockable doors, closing windows, drawing blinds and instructing others to stay away from doors and windows
- During lockdown, the responsible staff member in a room should be aware of other staff or students that may have been outside of the room when the lockdown was initiated. In this situation the person/s should be permitted entry if it is safe to do so

OH&S Team members complete an **Emergency Practice Lockdown ‘observer’ record** which contains important information including:

- ✓ Time and date practice lockdown is performed
 - ✓ Time taken for practice lockdown to be performed
 - ✓ Any problems staff or clients encountered during the practice
 - ✓ Areas that may need to be improved in future practices
-
- A different staff member will be assigned the warden role on each practice drill

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- Feedback on a practice drill is immediate while the experience is still fresh for participating staff members
- Feedback is documented and sent to all staff so that they are aware of areas for improvement

As part of Wyndham CEC's commitment to continuous improvement, follow-up is an important step after a practice drill. Following a practice drill, the OH&S Team member will complete a practice evacuation action plan.

The completed action plan will be tabled at the next scheduled Wyndham CEC OH&S Team meeting for discussion on improvement to future practice drill performance.

Steampacket House

Due to the dynamic nature of staff, clients and visitors at Wyndham CEC's Steampacket House site, evacuation/lockdown practice drills are run on a regular basis. Wyndham CEC's OH&S Team will carefully plan each practice drill so that as many staff members and clients as possible are involved in a practice drill.

The OH&S Team will ensure that:

- ✓ Practice drills are performed twice per term
- ✓ Practice drills are performed on varying days and at varying times

Running an Emergency Practice Drill (Evacuation)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Phone Security Internet Solutions (Control Room) on 1300 88 33 30
- Give the name of the Centre
- Explain that we are having an emergency evacuation drill
- Give the timeframe for the evacuation
- Press the fire symbol
- Turn off alarm when evacuation completed

OH&S Team members complete an **Emergency Practice Evacuation 'observer' record** which contains important information including:

- ✓ Time and date practice evacuation is performed
- ✓ Time taken for practice evacuation to be performed
- ✓ Any problems staff or clients encountered during the practice evacuation
- ✓ Areas that may need to be improved in future practice evacuations

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Running an Emergency Practice Drill (Lockdown)

- Call the main office to inform the Business Services Manager that a practice drill is about to occur, in the absence of the Business Services Manager a senior staff member of Business Services is to be informed
- Alert other staff members via internal telephone system that lockdown has been initiated
- Ensure your area is secure by locking any lockable doors, closing windows, drawing blinds and instructing others to stay away from doors and windows
- During lockdown, the responsible staff member in a room should be aware of other staff or students that may have been outside of the room when the lockdown was initiated. In this situation the person/s should be permitted entry if it is safe to do so

OH&S Team members complete an **Emergency Practice Lockdown ‘observer’ record** which contains important information including:

- ✓ Time and date practice lockdown is performed
 - ✓ Time taken for practice lockdown to be performed
 - ✓ Any problems staff or clients encountered during the practice
 - ✓ Areas that may need to be improved in future practices
- A different staff member will be assigned the warden role on each practice drill
 - Feedback on a practice drill is immediate while the experience is still fresh for participating staff members
 - Feedback is documented and sent to all staff so that they are aware of areas for improvement

As part of Wyndham CEC’s commitment to continuous improvement, follow-up is an important step after a practice drill. Following a practice drill, the OH&S Team member will complete a practice evacuation action plan.

The completed action plan will be tabled at the next scheduled Wyndham CEC OH&S Team meeting for discussion on improvement to future practice drill performance.

3 **FIRE**

In the event of fire, follow these steps and the evacuation procedure for the specific site.

- Phone “000” for emergency services and seek/ follow advice
- activate the site alarm system
- If appropriate, follow the procedure for evacuation of the site
- Report the outbreak of fire to the Incident Controller (by site) who will convene the Incident Management Team if necessary
- Extinguish the fire (only if safe to do so)

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- Evacuate the room/s, to the site assembly point as labelled on the Evacuation Diagram, closing all doors and windows
- Check that all areas have been cleared and notify the warden/ Incident Controller
- Check students, staff, clients and visitors are accounted for as per evacuation procedure by site
- Report to the CFO on **0408399106** and ring head office on **9742 4013** (if offsite)
- Contact parents as required

4 BUSHFIRE/GRASS FIRE

In the event of bushfire or grassfire, follow these steps and the evacuation procedure for the specific site if required.

- Phone “000” for emergency services and seek/ follow advice
- Identify which buildings need to be evacuated in the case of a fire
- Report the emergency to the Incident Controller (by site) who will convene the Incident Management Team if necessary
- Determine appropriate action e.g. shelter-in-place or evacuation
- If evacuation is required and time permits before you leave, close all doors and windows and turn off power and gas
- Check that all students, staff, clients and visitors are accounted for as per evacuation procedure
- Check for bushfire/weather warnings and advice on local radio or TV or website
- Ensure staff/students/ clients do not hinder Emergency Services or put themselves at risk by going near damaged buildings or trees
- Report to CFO on **0408399106** and head office on **9742 4013** (if offsite)
- Direct all Media enquiries to CEO
- Contact parents as required

5 LOCKDOWNS

The following lockdown procedures are to be used when an external and immediate danger is identified and it is determined that staff, students and clients should be secure inside the building for their own safety.

- Incident Controller activates the Incident Management Team
- Announce the lockdown and provide instructions to staff e.g. close internal doors and windows, sit below window level or move into corridors
- Advise Victoria Police and other appropriate emergency service agencies
- Check that all external doors are locked
- If available, allocate staff to be posted at locked doors to allow students, staff and visitors to enter if locked out
- Advise Head Office on **9742 4013** (if at other site) or the CFO on **0408399106**
- Ensure a telephone line is kept free

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- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If possible, have a delegated staff member wait at the main entry of the site building to guide Emergency Services personnel.
- Ascertain (as possible) if all students, staff and visitors are accounted for via class rolls and sign-in-books
- Record some details of actions undertaken and times taken
- Await de-activation advice from emergency services personnel (if appropriate)
- De-activate lockdown using predetermined de-activation signal

Actions after lockdown

- Confirm with Emergency Service personnel that it is safe to de-activate lockdown
- Determine if there is any specific information staff, students and visitors need to know (e.g. areas of the facility to avoid or parent reunification process)
- Ensure any students, staff or visitors with medical or other needs are supported
- Print and issue pre-prepared parent letters and give these to students under-18 to take home
- Advise the Business Services Manager and Head Office that the lockdown is over
- Follow up with any students, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockdown and procedural changes that may be required.
- Complete **Post-emergency record**

6 LOCKOUTS

The following lockout procedure is to be used when an internal immediate danger is identified and it is determined that staff, students and clients should be excluded from buildings for their safety.

- Incident Controller activates Incident Management Team
- Announce lockout 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
 - ✓ Contact emergency services
 - ✓ Go to the designated assembly area
 - ✓ Check that students, staff and visitors are all accounted for

Actions after lockout

- Determine if there is any specific information staff, students, clients or visitors need to know (e.g. areas of the facility to avoid or parent reunification process)

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- Ensure any students, staff or visitors with medical or other needs are supported
- Print and issue pre-prepared parent letters and give these to under-18 students to take home
- Advise the Business Services Manager and Head Office that the lockdown is over
- Follow up with any students, staff or visitors who need support.
- Prepare and maintain records and documentation
- Undertake operational debrief to review the lockdown and procedural changes that may be required
- Complete **Post-emergency record**

7 SHELTER-IN-PLACE

The following Shelter-in-place procedure will be considered when an event takes place outside of Wyndham CEC and emergency services determine the safest course of action is to keep staff, students and clients inside a designated building until the external event is handled.

If a shelter-in-place action is determined:

- Incident Controller activates the Incident Management Team
- Move all students, staff, clients and visitors to the shelter-in-place area
- Obtain emergency kit
- Notify parents of students under-18 if the shelter-in-place is going to extend beyond the academic day
- Advise the CFO on 0408399106 and Head Office on 9742 4013 (if required)
- Complete Post-emergency record when able to

8 SEVERE WEATHER /STORMS AND FLOODING

In the event of severe weather or flooding, follow these steps.

- Store or secure loose items external to the building, such as outdoor furniture
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows
- During a severe storm, remain in the building and keep away from windows
- Restrict the use of telephone landlines to emergency calls only
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm
- Report to the Incident Controller or Chief Warden regarding the status of safety of any students including those under-18, staff, clients and visitors
- Report to the CFO on **0408399106** and Head Office on **9742 4013** (if required)
- Direct all media enquiries to the CEO
- Complete Post-emergency record when able to

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9 INFLUENZA PANDEMIC

To ensure preparedness, the Critical Incident Team is to complete the **Influenza Pandemic Actions** document by the end of April of each calendar year.

In the event of a pandemic, follow these steps.

- Ensure basic hygiene measures are in place
- Provide convenient access to water and soap
- Educate staff, students and clients about covering their cough to prevent the spread of germs (use translated information where possible and as relevant)
- Stay alert and follow the instructions of the Department of Health, local government and/ or DEECD
- If a pandemic is declared, report all confirmed cases of influenza to the Critical Incident Team for reporting to relevant authorities
- Direct all media enquiries to CEO
- Be prepared for multiple waves

10 BOMB/CHEMICAL THREAT

In the event of a bomb, chemical or biological threat, follow these steps.

- If a bomb/chemical threat is received by telephone:
 - ✓ **stay calm**
 - ✓ **do not** hang up
 - ✓ refer to the bomb threat checklist under or next to telephone
- If a bomb/chemical threat is received by mail:
 - ✓ avoid handling of the letter or envelope
 - ✓ place the letter in a clear bag or sleeve
 - ✓ inform the Police immediately
- If a bomb/chemical threat is received electronically or through Wyndham CEC's website:
 - ✓ do not delete the message
 - ✓ contact police immediately
- Ensure doors are left open
- Do not touch any suspicious objects found
- If a suspicious object is found or if a threat is specifically identified in a given area, then evacuation may need to be considered

In the event of evacuation, follow the evacuation procedures per site

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11 MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)

In the event of a major external spill, follow these steps.

- Notify the Incident Controller
- Call the Fire Brigade by dialling “000”
- Turn off gas supply if safe to do so
- If it’s a gas leak onsite, notify your gas provider (number can be found on the emergency numbers and Key contacts page)
- Evacuate staff, students, clients and visitors to evacuation assembly points (see above site evacuation details)
- Check staff, students and visitors are accounted for by following evacuation procedures for specific site
- Report to the CFO on **0408399106** and Head Office on **9742 4013** (if required)
- Direct all Media enquiries to the CEO
- Await ‘all clear’ or further advice before resuming normal activities

12 INTERNAL EMISSION/SPILL (e.g. chemical spill in cleaner’s storeroom)

In the event of an internal spill, follow these steps.

- Move staff/students/clients away from the spill to a safe area
- If safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and OHS Procedure.
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to manage
- Notify WorkSafe Victoria if required (refer to Notifiable Incidents to WorkSafe Flowchart)
- Report to the CFO on **0408399106**

13 EARTHQUAKE

In the event of earthquake, follow these steps.

- Don’t panic

If outside

Instruct staff and students to:

- Stay outside and move away from buildings, streetlights and utility wires
- DROP, COVER and HOLD
 - ✓ DROP to the ground
 - ✓ Take COVER by covering your head and neck with their arms and hands
 - ✓ HOLD on until the shaking stops

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Wyndham Community and Education Centre Inc

Policy and Procedure

If inside

Instruct staff and students to:

- Move away from windows, heavy objects, shelves etc
- 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

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 the status of staff, student, client and visitor safety to the Incident Controller
- Tune in to ABC radio if you can and follow any emergency instructions
- If property is damaged and it is OK to do so, take notes and photographs for insurance purposes

14 MEDICAL EMERGENCY

In the event of a medical emergency, follow these steps and enact the Accident & First Aid Policy & Procedure.

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Notify First Aid Officer
- Notify the ambulance by dialling “000” if required
- Follow the First Aid Policy and Procedure

15 INTRUDER/PERSONAL THREAT

In the event of an intruder or personal threat within a Wyndham CEC site, follow these steps.

- Notify the site Incident Controller if possible
- Notify the police by dialling “000” and requesting assistance
- 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 if evacuation or lockdown is required. Evacuation only should be considered if safe to do so
- Report to the CFO on **0408399106** as soon as possible and safe to do so

This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 6/12/19 and supersedes all previous versions.

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Wyndham Community and Education Centre Inc Policy and Procedure

16 COMPLETING AN INCIDENT AND EMERGENCY MANAGEMENT FORM AND ACTION PLAN

Wyndham CEC's Incident and Emergency Management Form and Action Plan consists of three stages, and should be completed as follows:

Stage 1 – Incident & Emergency Management Report

This part of the document will need to be completed as soon as practicable after the incident or emergency situation by a staff member involved and any witnesses where applicable.

Once stage 1 has been completed, the document will need to be referred to the Critical Incident Team

Stage 2 - Incident & Emergency Management Action Plan

This part of the document will need to be completed as soon as practicable after the incident by a member of the Critical Incident Team

Stage 3 - Incident & Emergency Management Action Plan Follow-up

This part of the document will need to be completed in conjunction with stage 2. A member of Critical Incident Team will need to revisit stage 3 as determined by the date in the section labelled *Date of next follow-up if item is not complete*.

17 COMPLETING ANNUAL DE&T EMERGENCY MANAGEMENT PLAN

The OH&S Team will review and update the DE&T Emergency Management Plan annually (currently during the month of November).

The following will be displayed prominently:

- Emergency Contact Lists
- Contact details for emergency services
- DE&T Regional and Central Offices
- Key contact details for Wyndham CEC personnel

They will be displayed in the following locations:

- 4 Synnot St administration area
- 4 Synnot St staff room
- 20 Synnot St administration area

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The CEO will take the following actions after the annual review of the Risk Assessment Matrix has been completed:

- Supply Wyndham CEC's details to any applicable formal register as identified during risk assessment, for example: Bushfire Register
- Memo Wyndham CEC staff informing them of identified risks and risk severity
- Create an Emergency Management Action Plan for each identified risk
- Revise the Evacuation/Relocation plans where necessary

The above actions will need to be completed within two weeks after completion of Wyndham CEC's DE&T Emergency Management Plan review.

After the annual review of Wyndham CEC's 4 Synnot St site and surrounding area maps, Wyndham CEC's OH&S Team will be allocated the task of updating any changes needed to Wyndham CEC's 4 Synnot St site and surrounding area maps, and for the implementation of display of these maps. These actions will need to be completed within two weeks after completion of Wyndham CEC's DE&T Emergency Management Plan review.

During the annual review of Wyndham CEC's DE&T Emergency Management Plan, the VCAL & Youth Manager will be consulted to update the *Children and Staff with Special Needs* list.

Evaluation and Review of Critical and Emergency Management Incidents

After a critical incident, a meeting of the senior management team will evaluate the Incident Report and / or the Emergency Management Form and Action Plan as applicable and the effectiveness of the follow up in each instance.

Any necessary actions or rectifications or modifications will be documented and allocated for action to the appropriate staff member / service unit.

Evaluation processes will incorporate feedback gathered from staff, students, and other stakeholders as appropriate.