

# EMERGENCY MANAGEMENT AND EVACUATION POLICY

---

## Contents

1	NQIS.....	2
2	National Regulations .....	2
3	EYLF .....	2
4	Purpose .....	2
5	Related Policies .....	2
6	Aim .....	2
7	Responsibilities.....	2
8	Contacting Emergency Services .....	3
9	Lockdown Procedure.....	4
10	Emergency Evacuation Procedures and Drills .....	5
11	Rehearsal Evacuation Drill (Every 3 Months) .....	5
12	Emergency Communication Plan .....	<b>Error! Bookmark not defined.</b>
13	Maintenance of Fire Equipment .....	6
14	Emergency Evacuation Plans – Environmental Spill (Gas leak/ Chemical Spill) .....	6
15	Fire on Premises.....	7
16	Bomb Threat.....	9
17	Bush Fire.....	10
18	Flood.....	12
19	Severe Storm .....	14
20	Emergency Response Plan – Hostage Situation/Armed Intrusion .....	16
21	Unauthorised Collection of Children .....	17
22	Unauthorised Person on Premises/Prowler .....	20
23	Sources .....	21
24	Review .....	21
25	Version Control Table.....	21

## 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

Regs	168(2)(e)	Policies and procedures in relation to emergency and evacuation
	97	Emergency and evacuation procedures
	98	Telephone or other communication equipment

## 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. 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 and Kids Uni Early Intervention (EI)

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 or locked down, 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 To ensure that we are prepared if an evacuation or lockdown is necessary in the event of a fire, bush fire, environment spill, severe storm, bomb scare, earthquake, siege, flood or other emergency.

## 7 Responsibilities

Manager Children's Services

- Assume overall management responsibility for the implementation of emergency response procedures for major emergencies when present.

- Identify events that could reasonably produce an 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/ Nominated Supervisor (Team Leader for EI)\*

- Coordinate administrative functions as required including briefing and debriefing for emergency and exercises.
- Organise emergency evacuation drills every three months in long day care centres and every 6 months at EI.
- 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.

*\* In the absence of the Director, the Nominated Responsible person will act in the Directors role.*

*\* Directors are the building wardens in our long day care services, and will take on Building Warden responsibilities in an emergency. Pulse has a nominated Building Warden in Building 11 for EI.*

#### 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.

*\* the term educator in this policy also includes therapists in our EI service.*

## 8 Communication Plan - Contacting Emergency Services and Families

### Emergency Services

- 8.1 Stay calm and call triple zero (000) for Kids Uni CBD or (0 000) For Kids Uni North, South, EI and iC from a safe place.
- 8.2 When your call is answered you will be asked if you need police, fire or ambulance
- 8.3 Provide your location: - suburb, include street number, street name and nearest cross street (for Wollongong campus services, refer ambulances to UoW Security building as below in 8.5).
- 8.4 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.
- 8.5 For Kids Uni North, South, EI and iC contact UoW Security immediately to notify them that you have contacted emergency services. For North, EI and South, all emergency services are to be referred to the security building in the first instance – (Building 72, 58 Northfields Ave, Keiraville).
- 8.6 For services on campus (North, South, EI and iC) UoW Security will assist with supporting and managing families and other campus users who approach the site of an emergency. Our processes and policies around collection of children will be maintained to ensure that children are only being released to authorised persons.



### Families

- 8.7 The timing and method of communication may need to be considered in consultation with Emergency Services and UOW Security. It may not always be appropriate to ask families to collect their children immediately. There may be times when Emergency Services do not want additional people brought into the area.
- 8.8 The methods of communication available are:
- online communication platforms – Kinderloop, Hubworks, Cliniko – these allow us to reach all families very quickly but could go unnoticed. They could be used in the first instance and then followed up with phone calls.
  - phone – service phones, phones available at emergency assembly points, centre mobile phones, Managers mobile phone, personal mobile phones.

## 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.

- 9.1 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”**

- 9.2 Educators must ensure that all children are moved to designated and/or safe and secure lock down areas. Educators must take iPad and other sign in sheets, emergency evacuation bags and emergency medication to the lock down area. If possible, educators will make efforts to seal and lock doors and windows and turn the lights off .
- 9.3 The Director or Responsible Person is to stay in contact with emergency services (and University Security for Kids Uni North, South, EI and iC) 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.
- 9.4 Educators must check the sign-in register and check all signed-in children are present. Any absences must be reported to the Director as soon as it is safe.
- 9.5 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**

- 10.1 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
- 10.2 The service will utilise Hubworks or Cliniko (for EI) to access emergency telephone numbers. An iPad must be taken in an emergency or an evacuation.
- 10.3 Emergency telephone numbers will be displayed prominently throughout the service near all telephones.
- 10.4 The service will ensure educators are provided with training on how to use emergency equipment.
- 10.5 Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities. All tests must be documented.
- 10.6 Emergency and evacuation procedures will be discussed with families and regular information will be provided to families. In our long day care services, families will be invited to attend our emergency drills throughout the year so that they are familiar with our processes and can discuss the drills with children at home.
- 10.7 The Director is responsible for ensuring that all educators, including relief educators and other staff members, are aware of the service's policies and procedures relating to Emergency Management and Evacuation.
- 10.8 Informal games and discussions can be used to familiarise children with the service's evacuation and emergency procedures.

## **11 Rehearsal Evacuation Drill (Every 3 Months for Long Day Care, Every 6 months for EI)**

- 11.1 The service will add to each child's sense of security, predictability and safety by conducting rehearsal evacuation drills every three months in long day care and every 6 months at EI.
- 11.2 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.
- 11.3 Rehearsal evacuation drills must be documented.

## 12 Maintenance of Fire Equipment

An external 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.

## 13 Emergency Response Plan – Environmental Spill (Gas leak/ Chemical Spill / Vehicle explosion)

- 14.1 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, EI and Kids Uni iC), 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. iPad for children’s attendance records and emergency contact details.
    - d. Emergency Back Pack
    - e. Shoe basket and / or children’s shoes where possible
  - viii. Director to prepare for evacuation by collecting:
    - a. Attendance Sheets for educators
    - b. Contact details for educators
    - c. As many bottles of drinking water as possible.
    - d. Medication and medical emergency plans
- 14.2 Director or Responsible Person, 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
- 14.3 Once the decision is made between the Director and Emergency Services to evacuate:
- i. Ensure that all Emergency Services are aware of the decision to leave.
  - ii. Notify University Security of our decision to leave (for Kids Uni North, South, EI and iC).
  - iii. Evacuate the children using the safest emergency exit route (see Emergency Evacuation Plan in each room).
- 14.4 Assembly areas for this emergency:

- Will depend on the location where the emergency is taking place. We will act on the advice of emergency services and / or UOW Security.
- Kids Uni South, EI and North – if the incident was on the M1 expressway, we would move towards the UniHall (Building 11). Depending on the perimeter determined by emergency services, we would move to Early Start (Building 21 – Room G06). The final evacuation point could be the Kids Uni iC facility.

#### 14.5 Once at Assembly Area:

- i. Primary educators check that all children are present
- ii. Director 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.
- vii. Critical incident report to be written within 24 hours / Children’s Services Manager contacted immediately / Approved Provider contacted as soon as possible.

14.6 If at any time during this procedure a child / educator or staff member / visitor is exposed to the environmental spill or toxic gas 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, EI and iC) 000 (Kids Uni CBD) if needed.

## 14 Emergency Response Plan - Fire on Premises

15.1 Fire alarm activates in response to smoke detectors. Kids Uni North, South, EI and iC -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 common areas.** (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 in long day care centres and at front desk, photo copy area and kitchen in EI.

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

15.3 Responsibilities of educators and staff during evacuation:

Call Fire Brigade on 0 000 (for Kids Uni North, South, EI and iC) / 000 (for CBD).	Director or Responsible person
Notify UOW Security for North, South, EI and iC.	Director or Responsible Person
Collect ipads for children's records	Educators
Collect Emergency Back Pack <i>(for Long day care centres only)</i> (Stored under Emergency Evacuation Cot in Kids Uni North and South, on hook in preschool and toddler rooms in CBD, above the fridge at iC)	Educators
Collect Portable First Aid Kits	Educators
Emergency medication and plans	Director or responsible person in charge.
Collect Torches if needed	Educators
Collect Phone	Director or responsible person in charge.
Collect children's shoes where possible	Educators and other Staff
Collect Staff Attendance Sheet (To include students/volunteers/relief educators)	Director or responsible person in charge.
Close Windows and Doors	Educators and other Staff
Turn off Electrical power if possible	Educators and other Staff

**Note:** Any additional staff including Cooks, Administration Staff, Manager and Director 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.

**Note – Applicable to Kids Uni iC Only:** Permanent Educators will ensure that they carry service keys on them at all times, ensuring that they have the capacity to evacuate through all Internal and External exits. A spare service key will be provided for Casual educators for the duration of their shift on the premises.

15.4 Assembly areas for this emergency are:

- Kids Uni South and North - basketball court next to Greenpatch Café
- Kids Uni CBD – McCabe park
- Kids Uni iC – sports fields to the South of Kids Uni iC
- Kids Uni EI – Duck Pond Lawn

Once at Assembly Area:

- i. Educators check all children are present.
- ii. Director checks Staff Attendance Sheet.



- iii. Educators are to keep children calm and safe.
- 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.

## 15 Emergency Response Plan - Bomb Threat

- 16.1 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.
- 16.2 Bomb threats may be in one of the following forms:
- i. written threat
  - ii. telephone threat
  - iii. suspected threat e.g. any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.
- 16.3 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.
- 16.4 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, iC and South)
  - ii. On Campus Services to contact security on emergency extension 4900
- 16.5 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.
- 16.6 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. iPads for children's attendance and emergency contact records.
  - d. Emergency Back Pack
  - e. Children's shoes where possible
- 16.7 Nominated Supervisor to collect:
- i. Attendance Sheets for staff
  - ii. Contact details for staff
  - iii. As many bottles of drinking water as possible.
  - iv. Medication and Medical emergency plans (located in staff room)
- 16.8 Assembly areas for this emergency are:
- Kids Uni South and North – UniHall and then moving further west if advised by emergency services or UOW Security. Accessing Building 21 (Early Start – Room G06) if needed.
  - Kids Uni CBD – Northern end of McCabe park
  - Kids Uni iC – Central Building iC
  - Kids Uni EI – Jugglers Lawn behind the Unibar
- 16.9 Once at Assembly Area:
- i. Educators check all children are present.
  - ii. Director checks Staff Attendance Sheet.
  - iii. Educators to keep children calm and safe.
  - iv. 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 (on advice of emergency services and / or UOW Security).
  - vii. Educators to ensure children have plenty of drinking water available.
  - viii. All educators and other staff are to follow the directions of Emergency Services and Security.
  - ix. Critical incident report to be written within 24 hours / Children's Services Manager contacted immediately / Approved Provider contacted as soon as possible.

## 16 Emergency Response Plan - 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 Wollongong Campus to the threat of bushfires. The threat of a bush fires is less prevalent at Kids Uni iC and Kids Uni CBD as there is little proximity to bush land.

- 17.1 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, use Fire warning App or refer to news stories to warn of imminent danger, radio's should be tuned to ABC 97.3 FM ABC Illawarra
  - v. Director to contact UOW Emergency Management Coordinator and UOW Crisis Incident Assessment Team (IAT) via UOW Security. Director can seek input from NSW Fire & Rescue on 0 000 (Kids Uni North, South, EI and iC) 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, shoes 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. ipads for children's attendance and emergency evacuation records.
    - d. Emergency Back Pack
- 17.2 Director to collect:
- i. Attendance Sheets for staff
  - ii. Contact details for staff
  - iii. As many bottles of drinking water as possible.
  - iv. Emergency Medication and plans
- 17.3 If an evacuation is looking likely, consult with emergency services to see if it is advisable to contact families to collect their children. This might be suitable for families who are already on campus, but bringing additional people into the area may not be safe.
- 17.3 Director, or Responsible person, in consultation with Emergency Services and UOW Security, 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
  - iv. For children who cannot be collected by families, the Assembly Point for the evacuation will be at the Kids Uni iC facility on the Innovation Campus.

- v. Children will be transported using:
  - a. the UOW Pulse bus
  - b. other buses provided by the Community under the Local Emergency Management Plan, including commercial buses if available.

The buses would travel with police escort where possible.

Prior to the bus leaving the educators must check that all children are present using a thorough roll call, this should be done by more than one educator.

- 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 all children are present.
- ii. Director checks Staff Attendance Sheet.
- iii. Educators to keep children calm and safe.
- iv. Primary educators will begin to contact remaining 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, use Fire warning App or refer to news stories to warn of imminent danger, radios should be tuned to ABC 97.3 FM ABC Illawarra
- vi. Nominated Supervisor to remain in contact with Wollongong NSW Fire and Rescue 0 000 (Kids Uni North and South and iC) or 000 (for CBD).
- vii. Primary educators to ensure children have plenty of drinking water available.
- viii. Primary educators to monitor children who suffer from asthma.
- ix.. All educators and other staff are to follow the directions of Emergency Services and Security.
- x. 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.

## 17 Emergency Response Plan - 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.

18.1 If water begins to enter the building:

- i. Move all children and educators inside the building. (Kids Uni iC to evacuate to the Mezzanine level)
- ii. Close all doors and windows.
- iii. Director to remain in contact with Wollongong SES (ph: 13 25 00 for CBD) and (0 13 25 00 for North, South and iC) and UOW Security (for North, South and iC)

- iv. Administrative staff to listen to radio broadcasts, use News App or refer to news stories to warn of imminent danger, radio 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. iPad for children's attendance and emergency contact records
  - d. Emergency Back Pack
- viii. Director to prepare for possible evacuation by collecting:
  - a. Attendance Sheets for educators.
  - b. Contact details for educators.
  - c. Medication and medical emergency plans

18.2 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 as follows:

- Kids Uni North and South - University Hall adjacent to the carpark
  - Kids Uni CBD - City Diggers Club – Burelli Street
  - Kids Uni iC – Central Building (if possible), if not then the mezzanine level
  - Kids Un EI – remain in their therapy spaces.
- i. Notify Emergency Services of the situation.
  - ii. Notify University Security (Kids Uni North, South, EI and iC) / Emergency Services (CBD) of our decision to leave.
  - iii. Children will be transported to the dry zone with the assistance and advice of the Emergency Services. If possible children will walk or be carried by primary educators.
  - iv. 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.

18.3 Assembly Point for the evacuation will be as above in the dry zones:

- Kids Uni North and South - University Hall adjacent to the carpark
- Kids Uni CBD - City Diggers Club – Burelli Street
- Kids Uni iC – Central Building (if possible), if not then the mezzanine level
- Kids Un EI – remain in their therapy spaces.

Once at Assembly Area:

- i. Primary educators check all children are present.

- ii. Director checks Staff Attendance Sheet.
- iii. Educators to keep children calm and safe.
- 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 iC)
- 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.

## 18 Emergency Response Plan - Tsunami

- 19.1 The proximity to the coast for Kids Uni iC could place this service at risk if there was a tsunami. This section of the policy is relevant to Kids Uni iC only.

The response by educators would depend on the amount of notice that was given:

- i. If several hours notice is given then the service would either not open, or in the case that the facility was already open, contact families and request that children be collected wherever possible.
- ii. If there was at least one hour's notice then the service would evacuate children by walking to the western side of the railway line. The evacuation point would be the foyer of Coles Fairy Meadow.
- iii. If there was at least 30 mins notice, the service would evacuate children by walking to the 'Central' building on Innovation Campus and taking the children to the top floor.
- iv. If the tsunami was imminent, the service would evacuate children to the mezzanine level within the building.

Once at Assembly Area:

- i. Primary educators check all children are present.
- ii. Nominated Supervisor checks Staff Attendance Sheet.
- iii. Educators to keep children calm and safe.
- 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 news broadcasts to warn of imminent danger.
- vi. Nominated Supervisor to remain in contact with Wollongong SES and ph: 13 25 00 and UOW Security.

- vii. All educators and other staff are to follow the directions of Emergency Services and UOW Security.
- viii. Critical incident report to be completed within 24 hours; Children's Services Manager contacted immediately; Approved Provider as soon as possible.

## 19 Emergency Response Plan - Severe Storm

### 19.1 Be Prepared:

- i. Maintain trees around the service and ensure that there are no dangerous trees overhanging.
- ii. Keep in stock:
  - a. access to radio / social media / news reports (using mobile phones / computer)
  - 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

### 19.2 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, families and educators indoors (in long day care services).  
At EI assess whether families can take children home, if not, move into a safe part of the building such as internal therapy rooms.
- iii. Close and lock all doors and windows.
- iv. Administrative staff to listen to news broadcasts to warn of imminent danger.
- v. Director to remain in contact with Wollongong SES (ph: 13 25 00 for CBD) and (0 13 25 00 for North, South, EI and iC).
- vi. 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. Educators to collect:
  - a. Portable First Aid Kits
  - b. Torches
  - c. ipads for children's attendance and emergency contact details
  - d. Emergency Back Pack (for long day care)
- x. Director to collect:
  - a. Attendance Sheets for educators.
  - b. Contact details for educators.
  - c. Emergency medical plans and medication

### 19.3 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, Director to remain in contact with Wollongong SES (ph: 13 25 00 for CBD) and (0 13 25 00 for North, South and iC).
- 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 landline telephones during storms.

## 20 Emergency Response Plan – Hostage situation / Domestic situation with aggression

Physical and / or aggressive behaviour towards children and staff in our services will not be tolerated. If any person, either known to the service, or unknown, displays signs of these behaviours, the following process should be followed.

20.1 Unidentified people should not be admitted to the building.

20.2 If a person threatens or is aggressive towards educators or children for any reason:

- 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. Director to contact police (Kids Uni North, South, EI and iC ph: 0 000, CBD 000) to advise them of the situation.
- vi. Director to contact University Security (KU North, South, EI and iC ph: 0 4221 4900) to advise them of the situation. Activate the red emergency (panic) button to raise the alarm at Kids Uni South and North (*located in the administration office*) to UOW Security.
- vii. If the person is in the building, 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.
- viii. If the person is not in the building, all children and staff should lockdown immediately.
- viii. Educators to collect (if time permits):
  - a. Portable First Aid Kits
  - b. iPad's for children's attendance and emergency contact details.
  - c. Emergency Back Pack
- ix. Director to collect:



- a. Attendance Sheets for educators
- b. Contact details for educators
- c. Emergency Medication and plans

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

20.3 Once at Assembly Area or in lockdown space:

- i. Director 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). We will act on advice from emergency services and UOW security if we need to move further away from the building.
- ii. Primary educators check all children are present.
- iii. Director checks Staff Attendance Sheet.
- iv. Educators to keep children calm and safe.
- 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. On advice from emergency services and UOW security.
- vi. Director to remain in contact with UOW Security and / or 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 and well-being support to be offered to all children, parents, educators and other staff.
- x. Critical incident report to be completed within 24 hours; Children's Services Manager contacted immediately; Approved Provider as soon as possible.

20.4 If the situation has arisen from a situation involving the unauthorised collection of a child then staff will follow the directions in section 21 of this policy.

20.5 Assembly areas for this emergency are to be out of view of the service:

- Kids Uni South and North - basketball court next to Greenpatch Café
- Kids Uni CBD –Northern end of McCabe park
- Kids Uni iC – iC accommodation services
- Kids Uni EI – Jugglers lawn

## 21 Unauthorised Collection of Children

21.1 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 Director.
- 21.2 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. Director to contact police 0 000 (Kids Uni North, South, EI and iC) or 000 (for CBD) to advise them of the situation.
  - iii. Director to contact UOW security (ph: 4221 4900 for Kids Uni North, South, EI and iC)
  - iv. Activate the red emergency (panic) button to raise the alarm at Kids Uni South and North *(located in the administration office)* to UOW Security.
- 21.3 If the person leaves the service all children and educators are to remain inside with doors and windows locked until the police arrive.
- 21.4 If the person does not leave the service and continues to act in an aggressive or threatening manner the staff will follow the procedures in section 20 of this policy and evacuate or lockdown the building.

## 22 Emergency Response Plan – Active armed offender

An armed intruder may include one or more individual's intent on causing physical harm to educators, children or visitors by the use of a firearm or sharp edged objects or weapons which could cause physical harm where force is used.

The University's mass communication speaker system may alert Kids Uni South, EI and North to an active armed offender on the Wollongong Campus or a threat directly affects Kids Uni. The speakers within Building 10 individually have volume control which can be controlled by Kids Uni staff.

- 22.1 Unidentified people should not be admitted to the building.
- 22.2 If it becomes known to us that there is an armed intruder either in, or in the vicinity of, our service:
- i. Educators should remain calm and notify all staff of the situation.
  - ii. Director to contact police (Kids Uni North, South, EI and iC ph: 0 000, CBD 000) to advise them of the situation.

- iii. Director to contact University Security (KU North, South, EI and iC ph: 0 4221 4900) to advise them of the situation. Activate the red emergency (panic) button to raise the alarm at Kids Uni South and North (*located in the administration office*) to UOW Security.
- iv. If the person is in the building, 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.
- v. If the person is not in the building, all children and staff should lockdown immediately.
- vi. Educators to collect (if time permits):
  - a. Portable First Aid Kits
  - b. iPad's for children's attendance and emergency contact details.
  - c. Emergency Back Pack
- ix. Director to collect:
  - a. Attendance Sheets for educators
  - b. Contact details for educators
  - c. Emergency Medication and plans

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

#### 22.3 Once at Assembly Area or in lockdown space:

- i. Director 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). We will act on advice from emergency services and UOW security if we need to move further away from the building.
- ii. Primary educators check all children are present.
- iii. Director checks Staff Attendance Sheet.
- iv. Educators to keep children calm and as quiet as possible.
- 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. On advice from emergency services and UOW security.
- vi. Director to remain in contact with UOW Security and / or 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 and well-being support to be offered to all children, parents, educators and other staff
- x. Critical incident report to be completed within 24 hours; Children's Services Manager contacted immediately; Approved Provider as soon as possible.

#### 22.4 Assembly areas for this emergency are to be out of view of the service:

- Kids Uni South and North - basketball court next to Greenpatch Café

- Kids Uni CBD –Northern end of McCabe park
- Kids Uni iC – iC accommodation services
- Kids Uni EI – Jugglers lawn

We may choose to continue to walk / move away from the service or the offender if their location is known and so we may move further than these locations in this instance.

## 23 Emergency Response Plan – Unauthorised person / prowler on premises

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. Parents in long day care centres 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.
- iv. Educators and other staff must not allow unidentified persons into the building. EI does not have a security system at the front door and so unauthorised persons will be asked to leave and not permitted to enter the office and therapy spaces.
- v. Educators and other staff must immediately question all unknown adults and persons to the purpose of their visit.
- vi. Persons unable to explain a reasonable purpose as to visit will be requested to leave immediately.
- vii. Parents must be reminded to not allow other people into the building at the same time they are entering in our long day care services.
- viii. The Director must advise administration staff immediately of child enrolments being cancelled in our long care centres. This will ensure access codes are promptly deleted.
- ix. Educators and other staff or parents should report any suspicious behaviour or unexplained behaviour in and around Kids Uni on Wollongong and Innovation Campuses to UOW Security and Police. For Kids Uni CBD report directly to Police.

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 becomes aggressive, the Director is to contact police (Kids Uni North, South, EI and iC ph: 0 000, CBD 000) to advise them of the situation.
- iv. Director also to contact University Security (KU North, South, EI and iC ph: 0 4221 4900) to advise them of the situation. Activate the red emergency (panic) button to raise the alarm at Kids Uni South and North (*located in the administration office*) to UOW Security.
- v. Educators to reassure children and be prepared to lockdown or evacuate if needed.

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

**23.3** For safety and security, no educators or administrative staff are to remain on the premises outside licensing/operational hours without prior approval from the Director or Manger. 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.

When possible, educators and other staff must try to walk to their cars together upon leaving the service after dark.

## 24 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
- 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.fpa.com.au](http://www.fpa.com.au) – Fire Protection Association Australia
- [www.bushfire.nsw.gov.au](http://www.bushfire.nsw.gov.au) – NSW Rural Fire Service Website
- [www.australia.gov.au/320](http://www.australia.gov.au/320) - State Emergency Services

## 25 Review

The policy will be reviewed every two years. The review will be conducted by:

- Management, Employees, Families, Interested Parties

## 26 Version Control Table

Version Control	Date Released	Next Review	Approved By	Amendment
1	March 2012	March 2013	Michele Fowler Manager – Kids Uni	
2	March 2013	March 2014	Michele Fowler Manager – Kids Uni	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.
3	September 2013	September 2014	Michele Fowler Manager – Kids Uni	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.
4	Sept 2014	Sept 2015	Michele Fowler Manager – Kids Uni	Reviewed and no changes required
5	February 2016	February 2017		Service names amended to include Kids Uni iC – Preschool and IC to the policy.
6	Jul 2018	Jul 2019	K.Grose – Children’s Services Manager	Input and feedback sought from UoW Pulse People and Culture Business Partner, Christian Byrne ( <i>Diploma in WHS</i> ) Updated NQS references
7	Oct 2018	Oct 2019	K.Grose – Children’s Services Manager	Updated in line with UOW Ambulance Response Plan
8	Mar 2019	Mar 2021	K.Grose – Children’s Services Manager	Updated in line with new electronic sign in processes. Added use of support from security to manage families and other campus users accessing children and Kids Uni spaces during an emergency. Added family involvement in our evacuation drills.
9	Nov 2019	Mar 2021	N. Bray – Director Kids Uni iC	Updated to reflect name changes from OOSH to iC. Addition of Mezzanine level as an appropriate evacuation dry zone at iC. Removed iC Bus mobile phones from alternative phone use.
10	June 2020	Mar 2021	N. Bray – Director Kids uni iC	Updated to reflect that educators will carry keys to ensure they can safely evacuate from Internal and external Exits. Casual Educators will be provided with a key for the duration of their shift on premises.
11	Nov 2020	Nov 2022	K.Grose – Children’s Services Manager	Reviewed flood emergency evacuation point on advise from UoW Security for South and North. Now at Uni Hall.
12	July 2021	July 2023	K.Grose – Children’s Services Manager (with input and advice from UOW Senior Manager of Security)	Added shoes to avoid children having burns to feet Added Tsunami plan for Kids Uni iC Separated domestic aggression issues from active armed offender Added incident management for incident on expressway (environmental spills / vehicle explosion) for Kids Uni North and South Included Kids Uni EI in the scope of this policy

## APPENDIX 1 – Identification for UOW Security Personnel

In an emergency, UOW Security will provide support and guidance (Kids Uni EI, Kids Uni iC, Kids Uni North, Kids Uni South).

UOW Security will be identifiable through the UOW Uniform and will carry identification cards as below:



