



# BOURKE AND DISTRICT CHILDREN'S SERVICES

## QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

### POLICY NAME: EMERGENCY AND EVACUATION

#### POLICY STATEMENT

Emergency and evacuation situations in early education and care services may arise for a variety of reasons, often suddenly and unexpectedly. It is vital that if an emergency situation arises, staff are confident to manage the situation effectively and efficiently, maintaining the safety and wellbeing of children, families and visitors.

#### BACKGROUND

The Education and Care Services National Regulations requires Approved Providers to ensure their services have policies and procedures in place for possible emergency and evacuation situations. Our Emergency and Evacuation Policy means that our staff, families, and the community can be confident that all emergency situations have been carefully prepared for in order to minimise risk to all involved.

The National Regulations state that emergency evacuation rehearsals are to be practiced and reviewed every three months by all staff members, volunteers, visitors and children present at the time of rehearsal. We define an emergency as an unplanned, sudden or unexpected event or situation that requires immediate action to prevent harm, injury, or illness to persons, or damage to the service's premises. Emergency situations may pose a risk to an individual's health and safety. Circumstances under which an emergency evacuation or lockdown will occur, may include:

- Fire
- Flood
- Natural weather event
- Dangerous animal
- Intruder

#### OVERALL STRATEGIES / HOW WILL IT BE DONE?

Our service has a duty of care to maintain the safety and wellbeing of each children and adults utilising our service during an emergency or evacuation situation. We are committed to identifying risks and potential hazards of emergency and evacuation situations and planning for their reduction or minimisation by:

- Conducting ongoing risk assessment and reviews of all potential emergency and evacuation situations.
- Developing specific procedures around each potential emergency situation and ensuring full awareness by all children and staff.
- Ensuring regular rehearsal and evaluation of emergency and evacuation procedures.

#### RISK ASSESSMENT

- A risk assessment is conducted to identify potential emergencies relevant to our service.
- The risk assessment will be reviewed at least annually or after being aware of an incident or circumstance that may affect the safe evacuation or lockdown of children.
- The risk assessment is to be stored safely and securely and kept for a period of 3 years.
- All risk assessments will be regularly assessed and evaluated as to facilitate continuous improvement in our service.

#### EMERGENCY AND EVACUATION PROCEDURES

We have set procedures to follow in the event of any emergency requiring evacuation or lockdown. These procedures comply with regulatory requirements and are consistent with recommendations by recognised authorities. They are designed to ensure an efficient, safe, and calm procedure for all children, staff, families, and visitors.

The emergency and evacuation procedures set out:

- Instructions for what must be done in the event of an emergency.
- An emergency and evacuation floor plan.
- The person who discovers the emergency will either:
  - Blow the whistle three times if an evacuation is required
  - Blow the whistle once if a lockdown is required and call "DUST STORM", "SNAKE, SNAKE, SNAKE (and states where the snake is)" or the code word for intruder
- The person who discovered the emergency will notify the Responsible Person, so that they can determine and implement control measures and ensure that the relevant procedure is followed.



# BOURKE AND DISTRICT CHILDREN'S SERVICES

## QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

### POLICY NAME: EMERGENCY AND EVACUATION

- The Responsible Person will make the final call regarding whether to evacuate the premises or commence a lockdown, due to an emergency situation.
- The Responsible Person will contact the emergency services and follow their guidance.
- In the event of an evacuation:
  - All children and adults to assemble at the evacuation/emergency assembly area
- In the event of a lockdown:
  - The Responsible Person to ensure the service is secure by locking all entry and exit points
- The Responsible Person to ensure the below items are collected:
  - Emergency bag, to include:
    - Suitable stocked First Aid kit
    - Medical management plans
    - Emergency and Evacuation floor plan
    - Details of each emergency procedure
    - Emergency contacts list for children and staff
    - Whistle
  - Any required medication
  - Mobile phone
- The Responsible Person to check children attendance record and staff and visitor record and ensure everyone is accounted for.
- Educators to remain calm and reassure children.
- Once emergency services arrive, Responsible Person to organise for all contact parents/guardians or emergency contacts to be informed of emergency.
- If an evacuation occurred, await instructions from relevant emergency services for re-entering the premises. If re-entering isn't possible then the Responsible Person will organise for all children to be collected by a parent/guardian or authorised nominee.

#### THE EMERGENCY MANAGEMENT FOLDER

This is available for all staff and contains:

- The Emergency and Evacuation Policy.
- Detailed risk assessment and control measures of potential emergencies that the service may be exposed to.
- Detailed, specific procedures to follow in the event of any emergency including:
  - Evacuation
  - Lockdown, due to:
    - Natural weather event, for example a dust storm
    - Dangerous animal, for example snake
    - Intruder
- The emergency and evacuation floor plan, which are also displayed in a prominent position near all exits to each service.
- Emergency telephone numbers, which are also clearly displayed throughout the service.

#### EMERGENCY AND EVACUATION DRILLS

- As part of each child's enrolment form, parents/guardians will sign to say that they understand that their child will participate in emergency and evacuation drills.
- Each emergency and evacuation procedure is to be rehearsed every three months without notice, at different times of the day, in accordance with the Education and Care Service National Regulations.
- The Nominated Supervisor will consider a variety of practice styles such as scenarios in the classrooms, kitchen and outdoors.
- After the drill, the Responsible Person is to complete the Emergency Evacuation Drill Form, ensuring to provide relevant details including:
  - Date and time of drill
  - How many people were in the building according to attendance registers
  - How many people were evacuated/placed in lockdown



# BOURKE AND DISTRICT CHILDREN'S SERVICES

## QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

### POLICY NAME: EMERGENCY AND EVACUATION

- Time taken to evacuate/lockdown
- What simulated emergency conditions (if any)
- Any problems encountered
- Weather conditions
- Any additional notes
- The Nominated Supervisor will reflect on the success of each drill with all staff members and consider any changes that need to be made for future evacuations or lockdowns, this will be documented on the Emergency and Evacuation Response Exercise – Debrief and Report form.
- Once per term, a staff member from the other service will observe the drill and complete the Emergency and Evacuation Response Exercise – Observation Checklist form, this will be used by the team to support continuous improvement.
- This documentation is kept for a minimum of three years.

#### EVACUATING INFANTS AND NON-AMBULATORY CHILDREN

- A risk assessment is conducted to consider the safe evacuation of infants and non-ambulatory children from the service including:
  - Additional staffing requirements to safely evacuate all children
  - The procedure to safely evacuate multiple infants and/or non-ambulatory children at once
  - The location of emergency equipment which may include- emergency cots, prams, baby carriers or wagons to safely transport children
  - Ensuring staff are aware of the maximum capacity of emergency equipment, including weight limits for emergency cots, prams or wagons
  - Ensuring this equipment can travel through the evacuation route to the assembly area without obstruction
  - Collection of emergency supplies for infants including breast milk/formula, nappies, blankets
- Ensure all infants and non-ambulatory children are included in all evacuation rehearsals.
- Ensure staff assess children's developmental milestones and physical mobility during an emergency to ensure children who cannot walk independently or require assistance will be identified and prioritised for evacuation.
- Reflect and assess evacuation rehearsals with all staff considering time taken to safely evacuate infants and non-ambulatory children.
- Ensure all equipment is easily accessible in an emergency situation.
- Ensure all staff have knowledge of how to use emergency equipment for transporting infants and non-ambulatory children.

#### CLOSURE OF THE SERVICE

- There may be times where the normal operation of the service is disrupted due to an emergency and the service is required to close temporarily. Situations that affect the normal operation include:
  - A local emergency which poses a risk to the health and safety of children attending the service
  - Where the service is inaccessible or is unsafe for children or staff
  - The emergency services/Regulatory Authority have directed the service to close
- Our service will ensure families are informed of emergency closures as soon as practicable to ensure immediate collection of children.
- Our service will notify the Regulatory Authority of the service closure within 24 hours of a incident via the [NQA-ITS](#).
- Our service will notify the Department of Education through CCS Software or PEP of the service closure within 24 hours.

#### DEALING WITH TRAUMA

Emergencies can be extremely stressful, and it is normal for children and adults to feel overwhelmed and distressed. People cope with trauma in many different ways. Children look to adults for reassurance, care and opportunities to share their feelings and so educators will discuss with children, as developmentally appropriate, any emergency that has taken place.

Staff members are encouraged to seek support from the Employee Assistance Program: [eassist.com.au](http://eassist.com.au) or phone: 0407 086 000. Our service will also ensure counselling services are made available to any child, staff member or family member who is effected by the emergency and requires additional support.



# BOURKE AND DISTRICT CHILDREN'S SERVICES

## QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

### POLICY NAME: EMERGENCY AND EVACUATION

#### ROLES AND RESPONSIBILITIES

##### THE APPROVED PROVIDER AND NOMINATED SUPERVISORS WILL:

- Ensure there are policies and procedures in place for emergency and evacuation and take reasonable steps to ensure those policies and procedures are followed.
- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure all staff (including casual staff) receive information and induction training to fulfil their roles effectively, including being made aware of the Emergency and Evacuation Policy, their responsibilities in implementing it, and any changes that are made over time.
- Ensure students, visitors and volunteers have knowledge of and adhere to this policy.
- Ensure all staff, visitors and children are aware of emergency evacuation points and assembly areas.
- Ensure that every reasonable precaution is taken to protect children at the service from harm and hazards that are likely to cause injury.
- Ensure all children, educators, staff and visitors are accounted for during an evacuation or lockdown.
- Conduct an annual risk assessment to identify potential emergencies that are relevant to the service and review the risk assessment after becoming aware of any circumstance that may affect the safe evacuation from the service.
- Consult with relevant stakeholders/authorities for advice and guidance to improve risk mitigation strategies as part of our emergency and evacuation plan.
- Ensure specific evacuation of infants and non-ambulatory children is considered.
- Ensure emergency whistles are provided in designated areas throughout the service and that they are only used in emergency situations.
- Ensure emergency evacuation floor plans clearly show the defined assembly points and ensure these are displayed in prominent positions near each exit at the service.
- Ensure all exits have exit signs clearly visible and are unobstructed.
- Ensure emergency drills are conducted every 3 months and are appropriately documented.
- Ensure reflection regarding the success of the drills informs continuous improvement strategies.
- Ensure an emergency bag and box are always readily available and equipped with necessary supplies.
- Ensure at least one staff member who holds the following ACECQA approved qualifications must be in attendance at all times, and must be immediately available in an emergency:
  - A current approved first aid qualification including cardio-pulmonary resuscitation
  - Has undertaken current approved anaphylaxis management training
  - Has undertaken approved emergency asthma management training
- Ensure all fire extinguishers, fire blankets, fire hoses, and other emergency equipment located throughout the service will be inspected and tested at six monthly intervals by an authorised company as per the Australian Safety Standard AS 1851-2012: Maintenance of Fire Protection Systems and Equipment. All tests performed on emergency equipment and the date on which it was tested will be recorded on a label or metal tag attached to the unit.
- Ensure access to an operating telephone/mobile at all times and that emergency telephone numbers are displayed in prominent positions.
- Ensure all emergency contact details on each child's Xplor profile are kept up-to-date.
- Make a notification to the Regulatory Authority within 24 hours of the serious incident via the [NQA-ITS](#), when:
  - Emergency services have attended an education and care service in response to an emergency, rather than as a precaution or for any other reason
  - Following an incident that poses a risk to the health and safety of children attending the service
- Ensure the Emergency Management folder is kept updated and can be accessed by all relevant staff.

##### EDUCATORS WILL:

- Ensure a thorough understanding of each procedure and follow the relevant procedure for the specific emergency.
- Ensure the Service Attendance Record and Xplor accurately records attendance, including the time of arrival and departure of each child.
- Sign in/out on the Staff Sign In and Out sheet.
- Check the number of children regularly throughout the day by conducting head counts and roll calls.



# BOURKE AND DISTRICT CHILDREN'S SERVICES

## QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

### POLICY NAME: EMERGENCY AND EVACUATION

- Provide children with learning opportunities about emergency evacuation procedures.
- Be alert to the immediate needs of all children throughout the scheduled and spontaneous evacuation drills.
- Assist the Nominated Supervisor in identifying risks and potential emergency situations and developing procedures to lessen the risks associated with emergency evacuations.
- Ensure an awareness of the placement of the phone/mobile and emergency equipment.
- Support the Responsible Person to gather required supplies in the event of an evacuation or lockdown.

#### FAMILIES WILL:

- Provide emergency contact details on their child's enrolment form and ensure that these are kept up to date.
- Follow the directions of staff in the event of an emergency or when rehearsing emergency procedures.
- Ensure the attendance record for their child is completed upon arrival and departure of the service.
- Provide authorisation as part of their child's enrolment form, for their child to participate in emergency evacuation rehearsals that will require their child to go to the designated meeting place that is outside of the service, as determined within the services emergency evacuation plan.

#### CONTINUOUS IMPROVEMENT/REFLECTION

Our Emergency and Evacuation Policy will be reviewed on an annual basis in consultation with children, families, staff and management. If there are any incidents in relation to this policy, it will be reviewed immediately.

#### CHILD SAFE STANDARDS

|             |   |
|-------------|---|
| Standard 1  | Child safety is embedded in organisational leadership, governance, and culture  |
| Standard 3  | Families and communities are informed and involved  |
| Standard 5  | People working with children are suitable and supported   |
| Standard 7  | Staff are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training |
| Standard 10 | Policies and procedures document how the organisation is child safe.  |

#### NATIONAL QUALITY STANDARD (NQS)

##### QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

|       |                                   |   |
|-------|-----------------------------------|---|
| 2.2   | Safety                            | Each child is protected.  |
| 2.2.1 | Supervision                       | At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.                         |
| 2.2.2 | Incident and emergency management | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented. |

##### QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

|       |                            |   |
|-------|----------------------------|---|
| 7.1.2 | Management systems         | Systems are in place to manage risk and enable the effective management and operation of a quality service.                         |
| 7.1.3 | Roles and responsibilities | Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service. |

#### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

|                |   |
|----------------|---|
| Sec. 174(2)(a) | Serious incident - Any emergency for which emergency services attended  |
| Sec. 174(2)(c) | Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service |
| 4              | Definitions "multi-storey building" and "storey"  |
| 12(d)          | Meaning of a serious incident- any emergency for which emergency services attended                                    |
| 97             | Emergency and evacuation procedures   |
| 98             | Telephone or other communication equipment  |
| 99             | Children leaving the education and care service premises  |
| 136            | First aid qualifications  |
| 168            | Education and care services must have policies and procedures   |
| 170            | Policies and procedures must be followed  |
| 171            | Policies and procedures to be kept available  |



# BOURKE AND DISTRICT CHILDREN'S SERVICES

## QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

### POLICY NAME: EMERGENCY AND EVACUATION

|     |   |
|-----|---|
| 172 | Notification of change to policies and procedures             |
| 175 | Prescribed information to be notified to Regulatory Authority |

#### STATUTORY LEGISLATION & CONSIDERATIONS

[Education and Care Services National Law Act 2010 \(Amended 2023\)](#)  
[Education and Care Services National Regulations \(Amended 2023\)](#)  
[Work Health and Safety Act 2011](#)

#### SOURCES

Acknowledgement to Community Early Learning Australia and Childcare Centre Desktop.  
 Australian Children's Education & Care Quality Authority (ACECQA). (2014).  
 Australian Children's Education & Care Quality Authority (ACECQA). (2019). [Emergency and Evacuation. Policy Guidelines.](#)  
 Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022.](#)  
 Australian Standards: Emergency Control Organisation for Buildings, Structures and Workplaces (AS 3745-2010).  
 Department of Education. (2019). Incident Notification and Response.  
 Fire Protection Association Australia: [www.fpaa.com.au/](http://www.fpaa.com.au/).  
 Fire System Services: <http://www.firesys.com.au/Fire-Extinguisher-Service-and-Maintenance-pg14686.html>.  
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017). (Amended 2023).  
 Guide to the National Quality Framework. (2017). (Amended 2025). [Guide to the National Quality Framework.](#)  
 NSW Department of Education. (2023). [Emergency Planning, Management, Response and Recovery.](#)  
 NSW Rural Fire Service: [www.rfs.com.au](http://www.rfs.com.au).  
 Revised National Quality Standard. (Amended 2023).

#### RELATED POLICIES

- Acceptance and Refusal of Authorisation Policy
- Arrival and Departure Policy
- Enrolment and Orientation Policy
- Family Participation and Communication Policy
- First Aid Policy
- Incident, Injury, Trauma and Illness Policy
- Privacy and Confidentiality Policy
- Record Keeping and Retention Policy
- Providing a Child Safe Environment Policy
- Sun Safety Policy
- Supervision Policy

#### RELATED DOCUMENTS

- Emergency and Evacuation Drill Form
- Emergency and Evacuation Floor Plans
- Emergency and Evacuation Procedures
- Emergency and Evacuation Response Exercise – Debrief and Report
- Emergency and Evacuation Response Exercise – Observation Checklist
- Emergency Telephone Numbers List
- Risk Assessment for Potential Emergencies

| POLICY REVIEWED | NEXT REVIEW DATE  | POLICY REVIEWED BY |
|-----------------|---|--------------------|
| SEPTEMBER 2025  | SEPTEMBER 2026  | Charlotte Parnaby  |
| MODIFICATIONS   | <ul style="list-style-type: none"> <li>• Minor edits</li> <li>• Updated legislation and other links where necessary</li> <li>• Additional section added: Evacuating Infants and Non-Ambulatory Children</li> <li>• Additional information added regarding the authorisation from families for children to participate in regular emergency rehearsals where the assembly point is located off service premises</li> </ul> |                    |



## BOURKE AND DISTRICT CHILDREN'S SERVICES

| POLICY REVIEWED | PREVIOUS MODIFICATIONS   | POLICY REVIEWED BY |
|-----------------|--|--------------------|
| MAY 2024        | <ul style="list-style-type: none"><li>• New policy format</li><li>• Child Safe Standards added</li><li>• Regulation amendments incorporated</li><li>• Additional information added regarding closure of the service and dealing with trauma.</li></ul> | Prue Ritchie       |
| JANUARY 2021    |  | Prue Ritchie       |