Emergency Management Procedure

PURPOSE

The purpose of this Procedure is to provide Able staff with an understanding of actions required to manage foreseeable emergencies in the workplace. This Procedure provides general advice and must be customized to account for individual site environments and clients.

The aim is to ensure that all staff understand their role in managing emergency situations in the workplace. In doing so staff will be able to assist Able in maintaining the continuity of care to people in receipt of services, should services be altered or ceased, as a result of an emergency.

SCOPE

This procedure applies to all Able workplaces. Workplaces can include but are not limited to:
- Homes where disability services are provided
- Day Centres
- Community support offices
- One on one consultations at any location
- Vehicles
- Locations where support or supervisory services are provided

DEFINITIONS AND ACRONYMS

Term	Definition
Chief Warden	In an emergency, is someone who takes charge of the situation commanding and controlling the incident until emergency services arrive
ECO	Emergency Control Organisation. An ECO is comprised of all Wardens at a site. For the purposes of emergency management at an Able home or day center, all staff will have a role to play in an emergency so all staff will be
Emergency	Any serious event requiring an immediate response which may adversely affect a person.
Emergency Diagram	This is a poster or diagram that highlights emergency equipment, emergency exits, exit routes, and assembly areas at the given location
Emergency Plan	The Emergency Plan is the written document that describes the process, actions and resources at a given location that will be applied to an emergency event

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EPC	Emergency Planning Committee
ICC	Incident Command Centre
Pandemic	Any infectious disease epidemic which spreads across a large region. For the purposes emergency management at Able, a widespread community infectious disease outbreak will be treated as per a larger pandemic event
Peep	Personal emergency evacuation plan. Also known as a Client Emergency Summary in Care Link.
Staff	This term applies to all persons employed in a full / part time capacity and / or in a casual role
Tickit	Able Australia`s incident management system
Volunteer	Any person who without financial compensation or expectation of compensation beyond reimbursement of out-of-pocket expenses performs a task at the direction and on behalf of Able Australia Staff
Warden	Nominated personal to facilitate the safe and efficient evacuation of building occupants during an emergency

RESPONSIBILITIES

All staff, students, contractors and volunteers are responsible for complying with the requirements of this procedure.

All staff must familiarise themselves with Emergency Evacuation Plans at their workplace, including the nominated emergency response Wardens in each building that they occupy.

ABLE AUSTRALIA must ensure that the building occupants participate in a minimum of one Evacuation Training Exercise (Drill) quarterly. Any staff or occupants who are absent for drills must be contacted and made aware of procedures.

Able Australia must ensure that client specific PEEP's (Emergency Summary) are created and maintained. Team leaders must ensure staff are familiar with PEEP's and are capable of implementing these where required.

Planning
Able's emergency response process is divided into four parts. These are:

1. Prevention
    Able has processes and actions which reduce the risk (likelihood and or consequence) of potential emergency events. These processes and actions include:
    - Monthly site safety audits (which include emergency equipment reviews)
    - Food safety training – safe heating and cooking of food

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- Smoke free environments
- General housekeeping and cleaning exercises (including more regular touch point cleaning)
- Reviews to ensure exit egress and emergency equipment access remain obstruction free
- Safe storage of chemicals and combustibles

2. Preparedness

Able has strategies and services to ensure people in their sites are in a position to quickly and effectively respond to an emergency situation:

- Prepare and maintain site specific emergency plans (via site EPC's)
- Maintain emergency equipment regularly (6 monthly) through the engagement of competent contractors
- Establish and train ECO personnel
- Identify suitable exit routes and assembly areas
- Make emergency response and warden training available to all staff
- Complete emergency response exercises regularly.

3. Response

Able uses the response acronym RACEE (see Appendix 1 – Fire / Smoke) to manage the response to an emergency

- o **R**emove – people from immediate danger if safe to do so
- o **A**lert – Contact the Fire Brigade on 000
- o **C**ontain – the fire. If practical close the door and windows to enclose the fire and slow its spread
- o **E**xtinguish – use an appropriate extinguisher (*see Section on Fire Equipment and uses below*) or fire blanket to extinguish the fire if you have been trained and it is safe to do so
- o **E**vacuate to the Assembly Area

4. Recovery

Able has strategies to learn from emergency events and to provide support to those involved:

- EAP counselling available to staff and clients (including emergency debrief exercises)
- EPC incident reviews to include ECO discussion and debrief
- Communication to client relatives and contacts
- ICC involvement and review for significant incidents
- Emergency Plan updates (where required) following events and drills.

PROCEDURE

Emergency Management Administration

Able Australia must ensure the following:

- An Emergency Plan is developed for each workplace which accounts for local environmental conditions, foreseeable emergencies and client specific needs
- The Plan and associated documents (i.e. Emergency Diagram, Client Emergency Summaries) are reviewed at least annually
- Emergency equipment consistent with foreseeable emergencies (i.e. fire extinguishers, fire blankets, exit signage (day centres)) is installed and maintained.
- A maintenance contractor is engaged to service and tag emergency equipment 6 monthly

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- Each site creates and maintains an emergency evacuation kit
- Each site has access to a maintained infection outbreak kit
- Each site successfully conducts an emergency drill **quarterly** and that a drill record is created (In Tickit) and remains accessible to all staff for that site.
- Each site reviews basic emergency response equipment monthly as part of the monthly site inspection exercise (Tickit).

Emergency Planning Committee (EPC)

The EPC is tasked with creating and managing the processes to manage emergencies at the site. The EPC will typically include the Area Manager, team leader and one or two designated staff members. The duties of the EPC is as follows:

- Identify foreseeable emergency events for the given location
- Develop a site Emergency Plan consistent with any existing Able templates and processes
- Ensure there are sufficient resources to enable the development and maintenance of the Emergency Plan.
- Nominate the validity period for the Evacuation Plan and Evacuation Diagrams
- Ensure there is a process to ensure all relevant site personnel are aware of the contents of the Plan.
- Establish the ECO to operate in accordance with the Plan.
- Ensure the ECO tests the Plan via an emergency drill **at least quarterly**, and review the drill outcome(s) to ensure the site remains capable of managing foreseeable emergency scenarios

The EPC will conduct a review after each emergency evacuation or exercise to identify improvement to the building evacuation procedures. The EPC must also meet where the risk level of a potential emergency scenario is considered to have materially changed.

The EPC must record the findings of the review on an Evacuation Report and provide a copy of the Evacuation Report to the Work Health and Safety Manager

Emergency Control Organization (ECO)

The ECO typically consists of staff with designated titles and responsibilities. In a disability home environment however shift lengths and shift times means anyone on site during a potential emergency scenario must fulfill the role of a Warden and may need to determine the nature of an emergency and respond appropriately. As such all staff must be familiar with ECO roles and responsibilities.

The ECO role hierarchy in a disability & aged care setting requires the most senior staff member to assign the role of the Chief Warden. This may be an Area Manager, Team Leader, Community Service Lead etc., but may be the most senior DSW on site. The following summarizes the duties of each of the ECO roles:

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1. *Chief Warden*:

    a. Pre Emergency Duties

        i. Typically wears a white helmet or cap to identify the Chief Warden role. Will ensure all staff (including new starters), clients and visitors are informed of emergency procedures to include:

            I. The fire alarm system if present;

            II. Site exit points and assembly areas;

            III. Location of emergency equipment (i.e. extinguishers, infection control items etc.);

            IV. The site specific emergency response procedures;

            V. Maintain and display of a current list of all Floor Wardens

    b. Chief Warden Emergency Duties
        i. The Chief Warden has the authority to force the evacuation of a building in the event of an emergency.
        ii. Respond immediately to an emergency alarm and take control, as appropriate;
        iii. Gather as much information, via wardens, on the nature and extent of the emergency.
        iv. On the basis of information gathered, determine actions to reasonably respond to the threat
        v. Communicate the action plan to wardens and ensure an ongoing flow of communication.
        vi. Ensure the appropriate Emergency Service has been notified;
        vii. If necessary, control entry to the affected areas and warn nearby homes / businesses as required
        viii. Monitor the progress of any evacuation and record the process (time, people evacuated, people who missed the evacuation, Participates etc.)
        ix. Brief the Emergency Services personnel on arrival of the type, scope and location of the emergency, the status of the evacuation and any on-site hazards associated with the building and or facility.

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      c. Chief Warden Post Emergency Duties

            i. When the emergency incident is made safe or the Emergency Service returns control, notify the occupants that they may return to the building/facility, as appropriate;

           ii. Schedule a debrief meeting with Wardens.. This meeting will act as a corrective action meeting to perfect the evacuation process.

          iii. Compile a report for the National Management Quality and Risk Committee and the National WHS Committee.

          iv. Ensure that emergency contacts details are up to date

2. *Wardens*

Typically, will wear a red helmet or hat to identify their position. Wardens should be appointed for each floor or zone of a building, to control the emergency response for their area as directed by the Chief Warden

      a. Pre Emergency Duties

            i. Be familiar with their area of operation, including:

                I. All means of exit and alternate escape routes

               II. The existence and positions of rooms leading off blind passages, or doors leading to dead ends and any other confined areas in which people could be located;

             III. Potentially dangerous materials or operations undertaken in their zone; and

             IV. The location and operation of fire doors, smoke doors, fire blankets, portable fire extinguishers and fire hoses on their floor or zone;

              V. Be aware of the number and location of occupants with a disability and coordinate the completion of the PEEP documentation;

             VI. Report on deficiencies of emergency equipment;

      b. Wardens Emergency Duties

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i. With a sweeping method will check work areas are evacuated and that staff have moved in an orderly way to the approved assembly point

ii. Account for all personnel from their work area

iii. Ensure all personnel remain at the assembly point until instructed otherwise.

iv. Implement the Chief Wardens emergency response.

v. Communicate actions to the chief warden

c. Wardens Post Emergency Duties

i. Compile a report of actions taken during the emergency for the debrief meeting.

3. First Aid Officer

Typically wears a green helmet or hat in an emergency. First Aid Officers perform a very important role during an emergency, as they have the ability to provide immediate assistance before the arrival of the emergency services. While they are often excluded from the official ECO group they will be included for the purposes of Ables planning and emergency implementation. They will:

a. Assist with evacuation and treatment of all staff, Visitors and Volunteers in immediate danger as directed by the Chief Warden.

b. Collect a first aid kit and take to the assembly area if safe to do so

c. Treat minor injuries at the emergency assembly area.

All medical incidents that require response by a First Aid Officer should be recorded. This can be done using Tickit.

Emergency Drills
Emergency drills provide site occupants with the opportunity to practice different emergency scenario responses so that should an emergency occur, both staff and clients will be familiar with the likely response. These drills should:
- Occur at each Able site quarterly
- Be documented in Tickit (or in Ables *Emergency Drill record sheet* and then appended to a Tickit incident)
- Rotate through different scenarios so that all likely events are covered over an 18 month to 2 year period.
- Be reviewed by the EPC and where necessary lead to updates to process and the sites Emergency Plan.

The sites EPC should plan a years drill scenarios at each annual meeting (but should meet to alter the planned exercises should site or community events prompt a change). The types of emergencies which may

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be practices could include, fire, smoke, explosion, medical emergency, chemical threat (internal and external) bomb threats, armed (and unarmed) intruders, natural disasters etc. Sites should also consider emergencies which may require a full evacuation, a partial evacuation, a shelter in place situation or a lockdown.

The general drill process is as follows:
- EPC determines the scope of the proposed drill. This includes:
    o The emergency scenario
    o The extent of the emergency and how you propose to respond (evacuation, shelter in place etc.)
    o Who will be involved (staff / clients / visitors) and if the later two ensure senior management are happy with the client involvement.
    o Determine who you may need to notify at the site to ensure clients are not panicked.
    o When you will run the drill (and what environmental conditions may influence the exercise i.e. will it be raining, will it be very hot or cold etc)
- The EPC shall brief the Chief warden on the nature and extent of the proposed drill
- Where the formal Chief Warden is absent, appoint an alternative Chief Warden
- Appoint a staff member to document the drill and the response.
- The actions of a typical drill are as follows:
    o Chief Warden sounds the alarm (i.e. as you normally would – activate a fire alarm, smoke detector or perhaps just shout emergency). The announcement to site participants must make it clear that *the exercise is a drill only*.
    o ECO responds to the alarm.
    o ECO searches their allocated areas and interact with their respective clients.
    o Simulated calls are made to emergency services.
    o Participants are evacuated / moved / secured as appropriate to the scenario
- Manage / watch the response and document
- Formally close the drill by informing all participants
- As soon as practicable after the drill, the EPC should meet, review the drill and both document and implement any changes required (process, communication, training, equipment etc.).
- Any changes should be documented in the sites Emergency Plan and communicated to site clients / staff

A sites EPC is free to modify the drill process to account for likely environmental, client or staff issues. They key is to make drills realistic enough to ensure the lessons learned can be applied to an actual emergency situation.

Emergency response - General
On becoming aware of an emergency (or activation of a training exercise):
- The Chief Warden or their designate will ascertain the nature of the emergency and determine the appropriate action;
- The remaining wardens / staff must be notified of the emergency, usually via the building's emergency alarm system or via word of mouth;
- Coordinate evacuation and control entry to the affected areas;
- Ensure the progress of the evacuation and any action taken is recorded;
- Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the incident controller's instructions;

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- Complete an evacuation report, documenting details for the purpose of identifying and correcting any deficiencies in procedure or its implementation.

Potential emergency responses include the following:

Response options	Descriptions
Shelter in place	To shelter in place is to remain on site within an existing facility or home during an emergency. The decision to shelter in place is based on information from a variety of sources that confirms this option is safer or more appropriate than relocation or evacuation. The movement of clients, patients and participants from one facility or home to another safer building within the same location is also considered shelter in place.
Shelter indoors	To shelter indoors is to remain inside a building and limit exposure to unhealthy conditions in the air outside such as gas leaks, smoke and other air contaminants. On receiving advice to shelter indoors, people must go indoors immediately, close all doors and windows, turn off heaters, air conditioners and exhaust fans, and listen to radio or television or monitor emergency services websites for the all clear message.
Leaving early	Leaving early is the practice of relocating well in advance of an emergency. This activity is undertaken by households in response to a range of triggers such as a weather forecast, declaration of a Code Red day or flood warning.
Evacuation	Evacuation is the urgent movement of clients, patients and participants from a facility or home to a safer location using best endeavours in response to an imminent threat or impact of an emergency. An evacuation without any prior warning is resource intensive and potentially detrimental to the health of clients, patients and participants, staff and emergency services personnel. The main priority when deciding to evacuate is the protection of life. An evacuation must be effectively planned and executed.
Relocation	Relocation is the planned movement of clients, patients and participants and an appropriate number of staff from a facility or home to alternative accommodation with a similar type of care available, in response to a forecast or warning of potential or actual emergency.
Altering or ceasing services	Services delivered in facilities, community venues or in the home may at times need to be altered or ceased due to emergencies. This may be due to direct risk or impact on the facility or the client's home or because travel in the area is not considered safe, affecting availability of staff or access to clients, patients and participants.

Specific Emergency response actions can be found in *Appendix 1*

Debriefing
In the event that an emergency has occurred, a debriefing session with Management must occur to re-

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assess the risks and the strategies to manage them.

Training

As all staff have a role to play during an emergency event, all staff require training in general emergency response and specific warden training. Able will make training available to cover the following:

- Emergency Response (Learnable module(s)
- Warden Training (Learnable NDS module)
- On-site onboarding orientation including site emergency response
- Emergency drill participation and debriefing

Additional training such as fire extinguisher (hot) training and Fire Safety Advisor (QLD) training will be considered where there is a business need and resourcing allows it to occur.

Employee Assistance Program

A debriefing session may also be required with external qualified counsellors to enable staff and clients to deal with the impact of the event on their working and personal lives. Staff and clients may call Ables EAP provider directly, of the Area Manager may prefer to arrange an on site critical event debrief .Should the group debrief be required, the Area Manager should contact the WHS team to arrange.

RELATED DOCUMENTS

- Register of Injuries
- Emergency Drill Record Sheet
- EPC Terms of Reference document
- EPC Minutes Template
- Incident Management Policy
- AS 3745-2010 Planning for emergencies in facilities
- AS4083 – 1997 Planning for Emergencies – Health care facilities
- Evacuation Pack Checklist
- Able Australia Crisis Management Plan & Communication Plan

CONTINUOUS IMPROVEMENT

Improvements to this procedure can be made by completing an Improvement Opportunity Form, attaching any suggested amendments and forwarding to the National Quality and Compliance Advisor for review.

Document Control *Documents are controlled for version, traceability and security within SharePoint.*

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APPENDIX 1: Emergency Scenario Specific Actions

Fire / Smoke:

Code Red: Fire / Smoke

Any person on becoming aware of fire/smoke:
- Alert the sites Chief Warden
- Investigate the fire situation if safe to do so.
- If there is any doubt regarding whether there is a fire situation, the Fire Service should still be called. Remember to provide them with an understanding of the number of people on site and their condition, and any people who may not be accounted for. If you are evacuating tell them where the assembly area is located.
- Ensure the safe evacuation of all occupants from the building. Remember **R.A.C.E.E**:
  - **R**emove – people from immediate danger if safe to do so
  - **A**lert – Contact the Fire Brigade on 000
  - **C**ontain – the fire. If practical close the door and windows to enclose the fire and slow its spread
  - **E**xtinguish – use an appropriate extinguisher (*see Section on Fire Equipment and uses below*) or fire blanket to extinguish the fire if you have been trained and it is safe to do so
  - **E**vacuate to the Assembly Area
- Account for all occupants at the assembly area.
- Ensure occupants do not attempt to re-enter the building until it is safe to do so.
- Meet the Fire Brigade and advise them of any information relevant to the emergency.

Do not fight the fire if the following conditions exist:

- *You have not been trained in the use of a fire extinguisher*
- *You don't know what's burning*
- *The fire is spreading rapidly and might block your means of escape*
- *You don't have the proper equipment*
- *You might inhale toxic smoke*
- *Your instincts tell you not to do so*

If the first attempts to put out the fire do not succeed, evacuate the building immediately.

If you use a fire extinguisher, remember the acronym **PASS**:

Pull: Pull the pin
Aim: Aim the nozzle the base of the fire
Squeeze: Squeeze the handle
Sweep: Sweep from side to side at the base of the fire

The Chief Warden shall meet the Fire Service on arrival and inform them of the situation. Even If the fire has been extinguished the Fire Service will still attend.

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Fire blankets must only be used for a small fire. If you use a fire blanket:

- Protect yourself from the flames by shielding your body with the blanket.
- Look over the blanket and approach the fire keeping it at arm's length;
- Place (do not throw) the blanket over the container to completely smother the fire. Make sure that the blanket has completed a seal around the rim of the container
- Back away from the fire to a safe distance

Evacuation:

Code Orange: Evacuation

It is the task of the most senior AA staff member on site to determine whether an evacuation is required. That staff member should consider:

- The seriousness of the threat to the sites inhabitants
- The proximity of the hazard(s) relevant to the situation
- The nature of the clients on site

Evacuations are extremely stressful events and should only occur where absolutely necessary. An evacuation will be required where a threat within the building cannot be contained (Fire / Smoke) or where the house is uninhabitable for any reason (i.e. significant water leak, power loss during heat wave etc.). *Where safe to do so* it is expected where an evacuation is deemed to be required that the AA staff member assist the client (and any visitor unable to self ambulate) to the assembly point using the safest evacuation route.

If possible, the evacuation back-pack, a first aid kit along with client medication and Next of Kin contact details should be taken to the assembly area

The following summarises the stages of an evacuation where this is necessary:

1. Removal of people in immediate danger area (i.e. from a room that is on fire or smoking)
2. Evacuation of ambulant clients and visitors
3. Evacuation of semi ambulant clients
4. Evacuation of non-ambulant clients

Not all exits will necessarily be available for use in an emergency. The Chief warden shall direct clients and staff as to which exits can be used, given the emergency.

All parties shall remain at the assembly point until emergency services provide the all-clear. An AA staff member must remain with their client(s) at all times. Should the evacuation occur in extreme weather (cold / rain / heat) the AA staff member shall move the client to a nearby sheltered location where possible (i.e. a carport or awning of a nearby home).

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An evacuation will be required where a threat within the building cannot be contained (Fire / Smoke) or where the house is uninhabitable for any reason (i.e. significant water leak, power loss during heat wave etc.). *Where safe to do so* it is expected where an evacuation is deemed to be required that the AA staff member assist the client (and any visitor unable to self-ambulate) to the assembly point using the safest evacuation route.

Bomb / Substance Threat

Purple

Code Purple: Bomb or Substance Threats

Bomb threat
1. Do not panic.
2. If possible attract a colleague's attention and hand them a Bomb Threat Note.
3. Keep the caller on the line as long as possible and record the person's comments word for word.
4. Ask questions:
   o Where is the bomb;
   o When will it go off;
   o Why was the bomb placed in this building;
   o What does it look like;
   o How can it be set off;
   o What is your name?
5. Listen carefully for background noises, speech mannerisms, accent etc.
6. Contact the Chief Warden immediately.
7. Fill out the bomb threat checklist in consultation with the Chief Warden.

If the bomb threat checklist is not to hand try to find out where the bomb has been placed, at what time it will detonate and why you are a target.
- Notify the Chief Warden immediately.
- Do not notify anybody other than Wardens.
- Advise police and fire brigade (Avoid using mobile phones – use landlines for communication where available);
- Notify Able Management;
- Initiate evacuation procedures for all or part of the building;
- Refer to the Emergency Contact List, advise contacts in order of priority.

In all instances Able Australia will:
- Evacuate without search;
- Initiate emergency evacuation procedures;
- Staff will collect immediate personal belongs, turn off their mobile phones and evacuate the building as directed.

Bomb threat – mail / Object
- Be alert for suspicious looking packages.

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- If there is a threat received through the mail avoid handling it so the Police can examine the note for clues.
- Advise the Chief Warden immediately.
- Notify emergency services 000; and advise them of the situation including the exact location;
- Initiate evacuation procedures for all or part of the building;
- Refer to the Emergency Contact List, advise contacts in order of priority.

Medical Emergency

Code Blue: Medical Emergency

If any person is made aware of a medical emergency they should call 000 and advise ambulance of the details of the injured person:
- Give address, nearest cross street;
- An entry point where they will be met;
- Details of injury;
- Your name and contact phone number.

After emergency services have been contacted:
- Check for danger – if the person is injured and in danger move the person away from the threat. Otherwise
- Do not move the person
- Have someone remain with the injured person until help arrives;
- Notify the Chief Warden and or management;
- Have a First Aid officer provide first aid if the issue is minor (within their scope of training);
- The First aid officer should remain with the injured person until the ambulance arrives
- Send a person to meet the ambulance and guide emergency staff to the injured person;
- Ensure emergency services staff have a clear path of access to the injured person.
- Refer to the Emergency Contact List, advise contacts in order of priority.

Death including suicide / drug overdose
- Call 000 for Police, advise the situation and exactly where to come.
- Notify the Chief Warden.
- Do not move or touch the body.
- Note down everything you touch on discovery or everything the first person that discovers the body or scene touches.
- Isolate the incident from onlookers;
- Call 000 and advise police;
- Refer to the Emergency Contact List, advise contacts in order of priority;
- Keep the area clear until police arrive;
- Reassure clients, staff as necessary.

Poisoning
- Call the Poisons Information Centre 131 126.
- If the person appears seriously ill call 000 for an ambulance.
- If the person is seriously ill refer to the Emergency Contact List, advise contacts in order of priority.

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Suicide Threat
- Call 000 for Police, advise the situation and exactly where to come.
- Stay with the person and locate other staff to assist.
- Notify the Chief Warden.
- Have a staff member meet police;
- Cordon off the area and keep clients, staff and other people away from the person threatening suicide;
- Refer to the Emergency Contact List, advise contacts in order of priority;
- Only the CEO or Deputy CEO may make a statement to the media.

Internal Emergency

Code Yellow: Internal Emergency

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An internal or code yellow alert is any internal event that impacts a site caused by a scenario not otherwise covered by the previous codes that may adversely affect business service or continuity and / or the safety of those at the site.

Examples may include but are not limited to failure or disruption to electricity, water, IT services, heating / cooling, structural damage or hazardous materials spills. Actions to manage these events will be dependent on the event itself, but they will often include the following:
- Gather information and assess the situation
- Depending on the severity, consider contacting emergency services (000), your team leader, your Area Manager or potentially all three and inform them of the situation
- For building failures, contact Able Property. For IT issues, contact 5G
- Communicate with site stakeholders calmly
- Provide first aid if necessary
- Relocate to a safe or operational part of the site. Ensure you don't move people into a more dangerous situation
- Evacuate where necessary.

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External Emergency

Code Brown: External Emergency

Air contamination
- Shut down air conditioning if possible;
- Call 000 and advise police and request they attend;
- Notify Wardens to be on standby;
- If required initiate evacuation procedures;

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- Refer to the Emergency Contact List, contact the Communications Officers in order of priority.

Storm conditions

- Stay inside and keep away from windows.
- Listen to your emergency broadcaster for storm updates.
- If outdoors, find safe shelter – away from trees, powerlines or metal structures.
- Use a torch instead of candles if there is a blackout.
- Once the storm has passed
- Do not go sightseeing as this will delay emergency response and cause accidents.
- For life-threatening emergencies, call Triple Zero (000) immediately.
- For emergency assistance during floods and storms call 132 500 for help from SES. Flash flooding usually results from heavy rainfall falling over a short time during a severe storm.
- During flash flooding
  o If you decide to evacuate, do so well before flooding begins.
  o If you do not leave early enough and become trapped by rising floodwater inside your home or business, stay inside your building and seek the highest part. Stay there and call Triple Zero (000) if your emergency is life-threatening.

Building Damage

The possibility of building failure is remote is Australia. Causes may be earthquake, explosions, internal failure, and collision.

- Notify emergency services (Call 000) and request main gas supply to be shut down;
- Notify the LINE MANAGER and ensure they are prepared;
- If safe, contact and organize Wardens to carry out a building safety check and report back;
- When safe to do so initiate evacuation ensuring that Evacuation routes are safe.
- If unable to evacuate
  o Take immediate refuge under desks or benches, doorways, archways etc.;
  o Do not use lifts;
  o Stay clear of filing cabinets, shelves, bookcases ;
  o Stay in a safe area until structural safety checks are completed.

Gas Leak Procedures

Chief Warden will:

- Turn off gas supply if accessible and safe to do so. Otherwise
- Call 000 and request main gas supply to be shut down;
- Notify the LINE MANAGER and ensure they are prepared;
- Establish the scope of the emergency and whether safe containment will be speedily achieved, if in doubt prepare to initiate evacuation;
- Ensure injured persons are removed to a safe place and no one is exposed to further risk or injury;
- Refer to the Emergency Contact List, advise contacts in order of priority.

External Emission or spills

- Call **000** for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden or Manager
- Turn off gas supply if possible.
- If the gas leak is on-site, notify your gas provider.

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- Determine which of your sites evacuation points is most appropriate to use.
- If safe to do so, evacuate staff, visitors and contractors to the assembly point

Pandemic

The management of a significant infection outbreak primarily involves both trying to keep the infection out of the workplace and minimizing the spread should it encroach. The Able COVID Management Plan and associated documents, risk assessments and forms are the basis of all Pandemic responses. This response includes:

- The creation of an organisational Incident Command Centre team to manage each outbreak (includes the allocation of specific roles to senior staff)
- Creation and communication of management documents, forms, tools and processes
- Incorporation of the latest State , federal and disability specific rules into compliant workplace actions
- Creation and establishment of site specific local rules and processes which serve to minimise a virus outbreak at a site and actions where the virus may have been brought into the workplace.
- Isolation rules and contact tracing processes
- Establishment and maintenance of sufficient PPE, testing and infection control supplies
- Establishment of processes to manage and maintain staff resourcing.

In the event that a possible virus breach has occurred at a workplace, the site must contact their Area Manager in the first instance who will contact relevant ICC members. Fact gathering (event timelines, contact tracing, PPE use and breaches etc.) will commence

Restricted access to services

In the event staff and clients cannot return to a service due to isolation and access/egress issues as a result of road closures or during an emergency event:

- If in transit. pull over when safe to do so, Inform your team leader or Area manager of the disruption.
- Make contact with a representative affiliated with the disruption to gauge a timeline of the situation
- Make alternate plans if the disruption is not sort term
- Area manager or team leader will arrange an alternative solution if access to the service is not restored
- Utilise Smart phones in built apps to seek alternative routes eg Apple Maps, Google Maps, Waze, Vic emergency

For local info see link below

https://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services/emergency-and-disaster-assistance.html#

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Personal Emergency

Code Black: Sexual Assault/ Assaults

In the event of an assault, the initial response from first response person on the scene:

Use your judgment regarding a female or male staff member to attend.
- Assess the situation
- If the victim is seriously hurt do not move them but stay with them until help arrives.
- Remain calm
- Contact emergency services if required (000)
- Obtain assistance if required
- If assailant still around request separation from victim
- Avoid doing or saying anything which may escalate further inappropriate behaviour.
- Provide assistance to victim if possible – call for first aid medical attention as per first aid process
- Call for assistance and wait at scene
- Obtain details from scene such as victim's details, witness names
- Cordon of the area as required so that evidence is not tampered or destroyed;
- Refer to the Emergency Contact List, contact the relevant people in order of priority.

Armed or Aggressive Intruder

Should an intruder be noticed lurking outside the house, or in the back yard, the staff member should report the event to the police (call 000 and state the location, your name and contact details, and the situation).

If an intruder is found in the house, call 000 if safe to do so. Otherwise generally comply (empathise and avoid angering the intruder) with intruder demands until a safe opportunity presents to call emergency services.

Contact the Team Leader and Area Manager as soon as it is safe to do so. Avoid putting yourself in danger and provide every opportunity to the intruder to depart.

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Appendix 2 Emergency Codes (For Use In Residential, Day Support And Offices.)

Fire And Smoke	**Call 000 and alert Wardens.** **Close the door on the Fire to contain the spread.** **Evacuate the building as directed by the Wardens.** **Control the movement of visitors to evacuate, ensuring they remain under supervision.** **Assemble at the Evacuation Assembly Area as shown on the Emergency Management Plan.** **Remain at the Evacuation Assembly Area until given the "all clear" to return.**
Medical Emergency	**If discovering a medical emergency, notify the ambulance service on "000".** **Check for Danger. Move the injured person away from danger if safe to do so. DO NOT move the person if there is NO threat of danger.** **Advise First Aid Personnel and any Warden immediately.** **Remain with the casualty until relieved by a First Aid Officer.** **If not involved in the emergency, return to your office and remain there until given the "all clear".** **Ensure all visitors remain supervised and in your office.**
Bomb Threat	**Do not hang up the phone** **Complete the Bomb Threat Checklist located near the phone.** **Do not handle any suspicious objects or articles.** **Ensure the Police are called immediately on 000** **Notify the warden immediately.** **Complete actions as directed by Wardens. DO NOT activate evacuation system unless instructed.**
Infrastructure/Internal emergency	**Quickly assess the situation** **Raise the alarm (Police 000) & notify your Warden** **Evacuate the building ONLY if instructed by the Wardens** **Advise First Aid Personnel if needed.** **Take care not to move people from safety to danger!**

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Personal threat	▪ **Try to remain calm.** ▪ **<u>Alert Warden Immediately.</u>** ▪ **Do not say or do anything that may encourage irrational behaviour.** ▪ **If the behaviour of the person is such that outside intervention is required, call the police 000.** ▪ **Complete the Description of Offender Form.** ▪ **Complete any other actions as directed by Wardens.** ▪ **If not involved in the emergency, return to your office, close the door and remain there until given the "all clear".** ▪ **Ensure all visitors remain supervised and in your office.**
External emergency	▪ **Assess the situation.** ▪ **<u>Raise the alarm (Police 000) & notify your Warden and follow instructions given.</u>** ▪ **Explain what sort of emergency it is and how it will affect us.** ▪ **If not involved in the emergency, return to your office, close the door and remain there until instructions are given from your Warden.** ▪ **Ensure all visitors remain supervised and in your office.**
Evacuation	▪ **<u>Evacuate the building immediately as directed by the Wardens.</u>** ▪ **Assist all visitors to evacuate ensuring they remain under your supervision.** ▪ **Assemble at the Evacuation Assembly Area located as shown on the Emergency Management Plan.** ▪ **Remain at the Evacuation Assembly Area until given the "all clear" to return.**

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Appendix 3 Bomb threat checklist for telephone operators,

Place this card under your telephone

REMEMBER DON'T HANG UP AFTER CALL

BOMB THREAT CHECK LIST
QUESTIONS TO ASK

1 When is the bomb going to explode?
_____

2 Where did you put the bomb?
_____

3 When did you put it there?
_____

4 What does the bomb look like?
_____

5 What kind of bomb is it?
_____

6 What will make the bomb explode?
_____

7 Did you place the bomb?
_____

8 Why did you place the bomb?
_____

9 What is your name?
_____

10 Where are you?
_____

11 What is your address?
_____

REMEMBER KEEP CALM—DON'T HANG UP

EXACT WORDING OF THREAT: _____
_____
_____

ACTION

Report call immediately to: _____
_____

Phone number: _____

CALLER'S VOICE

Accent (specify): _____
Any impediment (specify): _____
Voice (e.g. loud, soft): _____
Speech (e.g. fast, slow): _____
Diction (clear, muffled): _____
Manner (e.g. calm, emotional): _____
Did you recognise the voice? _____
If so, who do you think it was? _____
Was the caller familiar with the area? _____

THREAT LANGUAGE

Well spoken: _____

Incoherent: _____

Irrational: _____

Taped: _____

Message read by caller: _____

Abusive: _____

Other: _____

BACKGROUND NOISES

Street noises: _____ House noises: _____

Aircraft: _____

Voices: _____ Local call: _____

Music: _____ Long distance: _____

Machinery: _____ STD: _____

Other: _____

OTHER

Sex of caller: _____

Estimated age: _____

CALL TAKEN

Date: . . . / . . . . / . . . .   Time: _____

Duration of call: _____

Number called: _____

RECIPIENT

Name (print): _____

Telephone number: _____

Signature: _____

REMEMBER KEEP CALM—DON'T HANG UP
BOMB THREAT

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Appendix 4 Offender Checklist Form

PERSONAL DESCRIPTION FORM OF OFFENDER	NOTES FOR COMPILATION:
	A separate form required for each person. To be compiled immediately after incident by each staff member, also bystanders if possible.
	Place tick as applicable.
	If answer is unknown write UK against heading.
	Do not consult others during compilation.
	Senior officer to collect forms and hand to police.

PERSONAL DESCRIPTION FORM OF OFFENDER		NOTES FOR COMPILATION:	
NAME OR NICKNAMES USED		SEX — male — female	
APPROXIMATE AGE		ETHNIC ORIGIN	
HEIGHT		WEIGHT	
COMPLEXION	fair dark pale fresh ruddy suntanned pimply	BUILD	thin stout medium nuggety
ACCENT		VOICE	clear loud thick slangy
POSTURE	erect stooped slouched	SPECTACLES	colour . . . . shape . . . . thick glass tinted
WALK	quick springy slow limp pigeon-toed		
		MOUSTACHE-BEARD	type . . . .
HAIR	colour . . . . straight wavy bald curly thick long crewcut	DISGUISE	
EYES	colour . . . . size S, M, L, Other:. . . . . intense stare squint	HANDS	size S, M, L, Other:. . . . . calloused soft hairy nails/missing or deformed fingers
EARS	size S, M, L, Other:. . . . . shape	GLOVES	type . . . . colour . . . .
NOSE	size S, M, L, Other:. . . . . shape	JEWELLERY	describe . . . .
LIPS	size S, M, L, Other:. . . . . shape	SCARS OR MARKS	tattoos, scars, discolourations, describe location fully
TEETH	good uneven spaced missing bad protruding		. . . .
CLOTHING	including hat, tie, shirt, coat, trousers, dress, skirt, sweater and shoes.	WEAPON TYPE . . . . METHOD AND DIRECTION OF ESCAPE	
METHOD OF OPERATION: What did offender do, say, touch, carry, etc.		Make of car . . . . Model of car . . . . Registration	
SIGNATURE . . . . ADDRESS		Colour . . . . Number of vehicles used	

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Appendix 5 Emergency codes (for Community staff

Fire And Smoke	• **Call 000** • **Close the door on the Fire to contain the spread.** • **Evacuate the building** • **Control the movement of clients to evacuate, ensuring they remain under supervision.** • **Assemble at an area that is clearly visible, 150-200 meters away from the building, uphill and upwind. Be aware that buildings can be evacuated due to hazardous materials release, fire and smoke.** • **Remain at the Evacuation Assembly Area until given the "all clear" to return.**
Medical Emergency	• **If discovering a medical emergency, notify the ambulance service on "000".** • **Check for Danger. Move the injured person away from danger if safe to do so. DO NOT move the person if there is NO threat of danger.** • **If safe to do so, conduct First Aid** • **Remain with the casualty until relieved by a First Aid Officer or the emergency services** • **Ensure all clients remain supervise.**
Bomb Threat	• **Do not hang up the phone** • **Complete the Bomb Threat Checklist** • **Do not handle any suspicious objects or articles.** • **Ensure the Police are called immediately on 000** • **Notify your Team Leader immediately.** • **Complete actions as directed by the Emergency services**
Infrastructure/Internal emergency	• **Quickly assess the situation** • **Raise the alarm (Police 000_) & notify your Team Leader** • **Evacuate the building** • **Advise First Aid Personnel if needed.** • **Take care not to move people from safety to danger!**
Personal threat	• **Try to remain calm.** • **Alert Team Leader immediately.** • **Do not say or do anything that may encourage irrational behaviour** • **If the behaviour of the person is such that outside intervention is required, call the police 000.** • **Complete the Description of Offender Form.** • **Complete any other actions as directed by Team Leader** • **If not involved in the emergency, return to your work area, close the door and remain there until given the "all clear".** • **Ensure all clients remain supervised**
External emergency	• **Assess the situation.** • **Raise the alarm (Police 000_) & notify you r Team Leader** • **Explain what sort of emergency it is and how it will affect us.** • **If not involved in the emergency, return to your work area, close the door and remain there until given the "all clear".** • **Ensure all clients remain supervised**

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Evacuation	- Assist all clients to evacuate ensuring they remain under you r supervision. - Assemble at an area that is clearly visible, 150-200 meters away from the building, uphill and upwind. Be aware that buildings can be evacuated due to hazardous materials release, fire and smoke - Remain at the Evacuation Assembly Area until given the "all clear" to return.

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