

EMERGENCY MANAGEMENT PROCEDURE

Policy Domain	WORKPLACE HEALTH AND SAFETY
Document type	PROCEDURE
Applicable to	CATHOLIC EARLY EDCARE
Approved by	DIRECTOR, CATHOLIC EARLY EDCARE

POLICY AND PHILOSOPHY

The CEEC HS POL Emergency Management Policy ensures services are prepared, with appropriate plans and resources for the response to emergency situations. This procedure establishes standard operating practices for emergency management across all services.

PROCEDURES

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1. Emergency Training

1.1 Service Leaders will:

- Provide all workers with instruction in emergency procedures within 48 hours of commencing employment ([Queensland Building Fire Safety Regulations 2008](#) and [Australian Standard 3745](#)), and annual training
- provide all staff with the knowledge to assume the responsibility of being an evacuation coordinator.
- record completed training on the [CEEC HS FORM Emergency Training Record](#)
- save completed records to the Service L Drive - \STAFFING\ TRAINING REGISTER AND RECORDS

1.2 All workers must:

- Complete site specific emergency procedure training annually ([Queensland Building Fire Safety Regulations 2008](#) and [Australian Standard 3745](#)) and record on the [CEEC HS FORM Emergency Training Record](#)
- complete First Responder – Fire Awareness Training and Emergency Management Training bi-annually via Arch-e Learn.

1.3 Managers, Service Operations must:

- provide training to newly appointed Service Leaders in emergency procedures within 48 hours of commencing employment, or

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- appoint a staff member based at the service, who has completed all emergency management training to provide the emergency training.

2. Emergency Management Plans

2.1 Services require individual emergency and evacuation floor plans and will have unique risk profiles and responses based on their individual contexts. Service Leaders must:

- document service specific procedures and emergency plans using the [CEEC HS GUIDE CEEC Emergency Plan](#)
- review the service [CEEC HS GUIDE CEEC Emergency Plan](#):
 - annually
 - if the service context changes significantly (including changes of facilities or increase in capacity)
- only edit or amend emergency response guidelines in consultation with the relevant WHS Advisor/Fire Safety Advisor
- add site specific information in the spaces required or modify site specific responses if they differ from those in the template.
- access [CEEC TEMPLATE Emergency Risk Assessments](#) to adapt for the service's specific context
- ensure all staff are familiar with the following aspects of the [CEEC HS GUIDE CEEC Emergency Plan](#):
 - site specific procedures
 - the delegation flowchart
 - the checklist for emergency evacuation bags
- any changes and/or site specific guidelines to all staff within one month of the change taking effect.
- procedures identifying who is responsible for each step.

3. Risk Assessments

3.1 Service Leaders must:

- Regularly collaborate with staff to conduct and review risk assessments of designated emergency evacuation routes and assembly points routes, considering:
 - The risk management process for different situations
 - How equipment such as evacuation cots or prams are able to travel through evacuation routes given distances and any obstacles (e.g. a playground, narrow doorways, gates)
 - Accessibility for staff and children with mobility aids
 - The suitability of assemble points if required to assemble for lengthy periods of time.
 - The needs of all children within the care of the service (e.g. medical management plans, children with additional needs, where English is a second language)
 - What will occur during inclement weather?
 - What occurs if the assembly point is a carpark? Access for emergency vehicles, collection times for school etc

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- Refer to [CEEC Evacuation Risk Assessment](#) as the base template, and provide service specific requirements and risks
- 3.2 During the creation and review of the [CEEC HS GUIDE Emergency Plan](#), Service Leaders must:
- Collaborate with staff to ensure risk assessments have been undertaken for potential emergencies identified as relevant to the service.
 - Refer to [WHS Risk Management Supporting Documents \(Emergency Management\)](#) for the base Risk Assessment Templates adding and considering service specific context

4. Emergency Rehearsals and Incidents

4.1 [Regulation 97\(3\)](#) outlines the minimum requirement for emergency and evacuation procedure rehearsals every three months: Service Leaders will:

- Conduct emergency exercises every 3 months (e.g. 1 lockdown and 1 evacuation drill)
- Conduct emergency exercises for each emergency situation identified on the risk assessment checklist contained within the [CEEC HS GUIDE Emergency Plan](#).
- Consider conducting a mixture of unannounced rehearsals, on different days of the week at various times.
- Complete an Emergency Exercise Record on Guardian for each rehearsal, and ensure all sections are completed in their entirety.
- Reflect on the rehearsal with staff and document the reflection.

4.2 Service Leaders will:

- Contact Queensland Fire and Emergency Services (QFES) to request their attendance once per annum to oversee an emergency exercise.
- Request attending QFES personnel complete the required [QFES Form Fire and Evacuation Practice Record](#)
- Request a copy of the completed [QFES Form Fire and Evacuation Practice Record](#) for service records
- Understand QFES is not to develop or request changes to procedures, but to observe and provide feedback.
- Contact a CEEC Fire Safety Advisor to oversee an Emergency Exercise if QFES are unavailable.

4.3 Where a service has been evacuated during an emergency, the Responsible Person in Charge will:

- Inform the Manager, Service Operations that an evacuation is in progress.
- Only return to the building when emergency services state it is safe to do so.
- Inform families that an evacuation was required, and it is now safe to access the service.
- Inform the Manager, Service Operations the service has been cleared for re-entry.

4.4 When emergency services advise the service will remain inaccessible, the Responsible Person in Charge will:

- Notify the Manager, Service Operations for advice on communications to parents.
 - The Manager, Service Operations will escalate to the Regional Manager
 - A decision regarding service closure will be approved by the Director CEEC.

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- If approved, contact parents to arrange pick up of children if safe to do so.

4.5 Following any workplace emergency, Service Leaders will:

- Complete a [CEEC Early EdCare HS FORM Emergency Incident Report](#)
- Submit completed incident form to ceec.compliance@catholicearlyedcare.qld.edu.au
 - Cc: Manager, Service Operations, and
 - WHS Advisor.

5. Crisis Management Response

5.1 In the event of a crisis situation, or potential crisis situation, at service, the Responsible Person in Charge will:

- Implement the [CEEC HS PRO Crisis Management Procedure](#)

6. Catholic Early EdCare Data iPads

6.1 CEEC Data iPads will be used to account for children during an emergency. Service Leaders will ensure:

- data iPads are as close to fully charged as possible at all times, and never below 75% battery.
- access to a fully charged powerbank in the event of extended power outages.
- service staff are able to access the childcare software via the iPad for emergency contacts for children, staff and the visitor sign in log.
- data iPads used to sign children in are returned to charge immediately after signing in
- the data iPad remains within proximity of the emergency kit.

6.2 In the event of an emergency the data iPad must:

- be collected in accordance with the [CEEC Emergency Response Guidelines](#) if it is safe to do so
- remain in the provided red case.
- be easily accessible and able to be removed from the service with ease.
- only be used for childcare software at all times.

6.3 In the event of wired internet connectivity loss, Service Leaders will:

- Contact Technology Services,
- If Technology Services are unable to resolve the connection, contact the Manager, Service Operations for approval to:
 - hotspot from the data card internet via the data iPad to the computer
 - to be provided RDS access to their L drive (Technology Services will need to set this up)
- Use the data iPad connection to hotspot to other iPads.
- Ensure the data iPad remains on charge during this time

ROLES AND RESPONSIBILITIES

Roles	Responsibilities
Approved Providers (including Leadership and	<ul style="list-style-type: none"> ▪ ensure Emergency Management policy and procedures are in place and take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the policy and procedures.

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<p>Management teams)</p>	<ul style="list-style-type: none"> ▪ ensure copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff and volunteers, and available for inspection eg. available on website, AI ▪ provide training to newly appointed Service Leaders in emergency procedures within 48 hours of commencing employment. ▪ provide training for new staff (including volunteers and students) and retraining for existing staff at least every 12 months or more frequently if the emergency and evacuation policies and procedures change. ▪ provide a qualified Fire Safety Advisor (FSA) for advice and guidance to all Services and workplaces. The FSA will review plans and response guidelines following any emergency, changes to facilities and annually (in consultation with Services). ▪ ensure risk assessments have been undertaken to identify potential emergencies relevant to the service. ▪ conduct a risk assessment of emergency evacuation routes and assembly points. ▪ ensure that a copy of the emergency and evacuation floor plans and instructions are displayed in a prominent position near each exit that forms part of an evacuation route (regulation 97(4)). ▪ ensure emergency equipment, such as fire extinguishers, fire hoses, fire blankets, and smoke detectors are tested and maintained by recognised authorities within scheduled timeframes. ▪ ensure that designated emergency exits/routes are kept clear at all times. ▪ document emergency and evacuation procedure rehearsals ▪ ensure emergency and evacuation procedures are rehearsed every 3 months by educators, staff, volunteers, visitors and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal (regulation 97(3)) ▪ notify the regulatory authority of any serious incidents, change of circumstances and complaints. ▪ notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ affect the fees charged or the way they are collected or ○ significantly impact the service's education and care of children or ○ significantly impact the family's ability to utilise the service
<p>Nominated Supervisors and Responsible Persons</p>	<ul style="list-style-type: none"> ▪ ensure educators and staff have ready access to emergency equipment and are adequately trained in their use. ▪ ensure that all educators and staff are trained in the emergency and evacuation procedures, aware of emergency evacuation points and their roles and responsibilities in an emergency or evacuation. ▪ complete and implement the CEEC HS Emergency Management Plan; including training the Responsible Person, staff members, volunteers and students in the response guidelines and providing children in care with sufficient guidance and understanding as appropriate. ▪ provide instructions on any change to the CEEC HS Guide Emergency Plan and/or site specific guidelines to all persons within one month of the change taking effect. ▪ ensure a working knowledge of the Emergency Response Guidelines contained within the Emergency Management Plan for emergencies in the workplace. ▪ liaise with School/Parish where a service occupies a shared space to reach agreement in regard to whether: <ul style="list-style-type: none"> ○ the School/Parish evacuation diagram is displayed. ○ the Catholic Early EdCare evacuation diagram is displayed. ○ both diagrams are displayed, or ○ or Catholic Early EdCare diagrams are displayed only during service operating hours.

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	<ul style="list-style-type: none"> ▪ liaise with co-located stakeholders (e.g. School/Parish/ Kindy) to request and maintain a copy of neighbouring facilities emergency plan and procedures to ensure align service plans and procedures as appropriate. ▪ display CEEC HS FORM Emergency Contact numbers ▪ display CEEC HS FORM Emergency Evacuation Response Guidelines ▪ display CEEC HS FORM Emergency Lockdown Response Guidelines in staff areas and not public area i.e. office, staff room etc. ▪ complete the CEEC HS Form WHS Monthly Checklist on Guardian ▪ collaborate with educators and staff to develop procedures to manage risks associated with emergency and evacuation situations. ▪ ensure educators and staff have ready access to an operating telephone or similar means of communication and that emergency telephone numbers are displayed near telephones. ▪ identify and review potential, and likely emergency situations relevant to the service by completing the emergency risk assessment checklist contained with the CEEC HS GUIDE Emergency Plan. ▪ Regularly complete and review risk assessments for emergency situations identified on the service risk assessment checklist, including consideration of: <ul style="list-style-type: none"> ○ changes to evacuation routes; if accessibility becomes an issue. ○ inclement weather at the assembly point ○ requirement to assemble for lengthy periods of time. ○ any implications for staffing ratios based on the emergency and evacuation policies and procedures. ○ any assessment after an emergency or evacuation rehearsal ○ any consultation with authorities as a result of assessment and monitoring of evacuation procedures. ▪ conduct risk assessment of emergency evacuation routes and assembly points, ▪ keep a schedule of evacuation rehearsals and rehearse alternative routes so children, staff, volunteers and visitors become familiar with all evacuation routes. ▪ complete emergency and evacuation rehearsal procedures every 3 months. Keep documented records of rehearsals and reflections that occurred after. ▪ consider opportunities for families to take part in regular emergency rehearsals to ensure they are familiar with the procedure. ▪ display a copy emergency and evacuation floor plans and instructions in a prominent position near each exit that forms part of an evacuation route and that all staff and educators are aware of these (regulation 97(4)). ▪ ensure designated emergency exits/routes are kept clear at all times. ▪ ensure emergency equipment, such as fire extinguishers, fire hoses, fire blankets, and smoke detectors are tested and maintained by recognised authorities within scheduled timeframes. ▪ ensure that up-to-date portable emergency contact lists are held in each room and that evacuation procedures state who will carry this list during evacuation. ▪ ensure children and families are regularly reminded of the emergency procedures in place at the service. ▪ ensure procedures consider collecting children’s medication and managing children’s medical conditions. ▪ Maintain, audit and restock the contents of emergency evacuation bags, e.g.: <ul style="list-style-type: none"> ○ a first aid kit, which includes emergency medications service epi-pens (Adult & Junior) and service asthma inhaler. ○ portable battery back-up and iPad compatible charging cable, ○ cellular iPad, ○ charged powerbank. ○ a mobile phone ○ emergency contact numbers, ○ and children’s essentials (e.g. foot coverings, water, food, children’s feet coverings, nappies) ▪ keep accurate and up-to-date records of attendance and emergency contacts. ▪ request contractors entering sign in and sign out and provide an awareness of the emergency procedures for the workplace.
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Educators	<ul style="list-style-type: none"> ▪ participate in training offered for emergency management procedures. ▪ follow directions outlined in the services CEEC HS Emergency Management Plan, those given by emergency services in an emergency, or when rehearsing emergency management procedures. ▪ participate in conducting and reviewing risk assessments of emergency evacuation routes, assembly points and to identify potential emergency situations and evacuation risks relevant to the service. ▪ participate in rehearsals every 3 months of the emergency and evacuation procedures. ▪ maintain awareness of evacuation routes and emergency evacuation points ▪ assist in maintaining emergency kits. ▪ offer regular opportunities for children to practice evacuation skills such as coordination, following instructions (language) and gross motor skills (such as using stairs).
Families	<ul style="list-style-type: none"> ▪ ensure you have the service's up-to-date contact details. ▪ complete the attendance record on delivery and collection of your child. ▪ provide emergency contact details on enrolment form and ensure this is kept up to date. ▪ be aware of the emergency management policy and procedures. ▪ reinforce emergency management procedures with your child. ▪ if present at the service at the time, follow the directions of educators and staff in the event of an emergency or when rehearsing emergency management procedures

MONITORING, EVALUATION AND REVIEW

Centacare will place this policy on the Archdiocesan Intranet (AI). Service Leaders and Managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred.

- All staff are responsible for understanding and complying with this policy.
- Summary information about fees and related procedures will be included in the CEEC information handbooks.
- Educators and families will be invited to participate in the review of this procedure.
- Changes to this document will be shared with families and educators.
- Ongoing training opportunities for Service Leaders and Responsible Persons in Charge will be provided using a range of learning platforms. Videos of some Xplor processes are available on [AI](#).
- Contact the Policy Sponsor for further interpretation of this policy.

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