NSW Department of Education

# Sample communications plan

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| **Disclaimer:**  This resource is for reference and should be used as an aid to develop and supplement your education and care service’s existing emergency and evacuation procedures. It is the responsibility of the Approved Provider of an education and care service to ensure their service has emergency and evacuation policies and procedures relevant to their service premises. |

## Sample communications timetable

### Priority rating legend

| Communication priority | Definition |
| --- | --- |
| Urgent | Communicate with this audience immediately or as soon as it is safe to do so. |
| High | Communication should occur within 60 minutes of the incident |
| Medium | Communication should occur no later than 24 hours after the incident (ideally on the same day). |
| Low | Communication should occur within five business days before a planned activity, or five business days after an activity or incident. |

### Before

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| --- | --- | --- | --- |
| **Audience** | **Message** | **Purpose** | Priority |
| **Regulatory Authority** | Emergency drills are taking place | Inform the NSW Regulatory Authority of activities that ensure compliance with the NQF. Remember to keep evidence of these communications to support your Quality Improvement Plan. | Low |
| **Staff** | Emergency drills are taking place | Inform staff of forthcoming activities and seek support to critically evaluate performance during the drills. | Low |
| **Children** | An emergency drill is taking place | Reassure children and introduce them to the people who will help in an emergency. It is important to inform children what to expect during a rehearsal, without panicking them or undermining its importance (relative to the child’s age and understanding). | Low |
| **Parents** | An emergency drill took place today | Inform parents of the drill, its scenario and objectives. This enables parents and children to discuss the drill at home. | Low |
| **Parents** | Emergency drills are due – update contact details | Ensure parents are aware of, and contribute to, the service’s emergency management planning and processes. | Low |

### During

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| --- | --- | --- | --- |
| **Audience** | **Message** | **Purpose** | Priority |
| **Senior staff e.g. service director, nominated supervisor, responsible person etc.** | Emergency at facility – under investigation | Place staff on alert to conduct their assigned emergency response role (chief warden, area/floor warden or warden) | Urgent |
| **Staff** | Emergency confirmed - response required | Wardens implement the response as directed by the chief warden and move people to safety. | Urgent |
| **Parents** | Asthma/Anaphylaxis - medication has been administered | Notify parents/carers when a staff member/first aider administers prescribed medication to a child in an emergency (regulation 94) | Urgent |
| **Emergency services** | Asthma/Anaphylaxis - medication has been administered | Notify emergency services when a staff member/first aider administers prescribed medication to a child in an emergency (regulation 94) | Urgent |
| **Emergency services** | Emergency at facility | Seek help: summon emergency services  For all threats to life safety – call Triple Zero (‘000’) first, then ask for Fire, Ambulance and/or Police based on the emergency | Urgent |
| **Emergency services** | Briefing upon arrival for emergency services | Provide emergency services with details of the incident, including: What happened? Where? Any hazards? Status of evacuation or shelter-in-place? Location of any people with impaired mobility? | Urgent |
| **Emergency services** | People missing/injured | Alert emergency services of any new information to preserve life. | Urgent |

### After

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| --- | --- | --- | --- |
| **Audience** | **Message** | **Purpose** | Priority |
| **Staff and children** | Account for people | When safe to do so, initiate a roll call to identify the location of all staff and children. Report the outcome of the roll call to chief warden, including details of any missing and/or injured people. | Urgent |
| **Neighbouring businesses/ schools** | An incident has occurred | Inform neighbours of key facts and potential risks to them. Seek help from neighbours. | High |
| **Children** | Remain calm | Ensure that children remain with staff until returning to site or collection by parents. | High |
| **Senior staff** | What now | Take pressure off the chief warden. Coordinate the return of children to site or collection by parents. Seek guidance on service continuity arrangements and their implementation. | High |
| **Parents** | An incident has occurred | Provide parents with facts, confirm the safety of children and describe any arrangements for collection of children. | High |
| **SafeWork NSW** | Injury to staff | Notify the NSW regulator that a workplace injury has occurred. | Medium |
| **Regulatory Authority** | An incident has occurred | Notify the NSW Regulatory Authority of the incident - call 1800 619 113 | Medium |
| **Regulatory Authority** | An incident has occurred | Lodge a formal notification of incident in National Quality Agenda IT system (NQA ITS). | Medium |
| **Regulatory Authority** | The incident has been reviewed | Notify the NSW Regulatory Authority of the review and any corrective actions if required | Low |