NSW Department of Education

# Incident response 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. |

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| <Insert role>: <Insert phone number> | <Insert name of Nominated Supervisor/Approved Provider/Responsible Person>: <Insert their phone number> | Emergency: call triple zero (000) |

## Incident response plan (Service name)

### Emergency evacuation areas (internal and external) – see site plan.

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| **Initial assessment** | **Decide** | **Evacuation/lockdown** | **Notification** | **Contact numbers** |
| *Confirm warnings, automatic alarms or other occurrences:*  What is the problem (e.g. failure, fire, flood or leak)?   * Where is it? * When did it start? * Is it still happening?   Has the situation caused or does it have the potential to cause:   * injury or loss of life * damage to property or assets * reduced water quality * environmental impact * breach of regulation * damage to reputation?   Can we resolve it ourselves? | *What is the incident level?*  **Minor:**   * Can be resolved on-site. * Minimal or no off-site impact. * Emergency services not required.   **Major:**   * People’s safety is an immediate concern. * Cannot be resolved with on-site resources. * Some or significant off-site impact. * May require emergency services (Fire & Rescue, Ambulance or Police). | If the building/area is **unsafe**:   * Call Triple Zero (‘000’) and notify emergency services. * Evacuate by the safest route to the primary or alternate assembly area. * Account for all staff, children and visitors.   When it is safer to **lockdown/Shelter in place:**   * Shut and lock all windows and doors. * If there has been a chemical release or heavy smoke outside, turn off ventilation systems. * If there is a threat of an explosion or destructive winds, move away from external windows. * Shelter until the incident is resolved. | *If required, immediately notify emergency services and provide the following:*  Location: Click or tap here to enter text.  Access route (if required): Click or tap here to enter text.  Contact number: Click or tap here to enter text.  Then, when safe to do so, notify:   * neighbours nearby (if affected, or likely to be) * parents/caregiver * regulatory authority/ACECQA | Emergency: Triple Zero (000)  **Non-urgent:**  Ambulance: Insert relevant phone numbers.  Police: Insert relevant phone numbers.  Fire & Rescue: Insert relevant phone numbers.  Medical Centre: Insert relevant phone numbers.  RFS: Insert relevant phone numbers.  SES: Insert relevant phone numbers.  Council: Insert relevant phone numbers.  Water: Insert relevant phone numbers.  Power: Insert relevant phone numbers.  Waste: Insert relevant phone numbers.  Gas: Insert relevant phone numbers. |

### Specific threat procedures

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| **Flood** | **Severe storm** | **Earthquake** | **Bomb threat** | **Security incident/threat** |
| 1. Monitor conditions. 2. Complete initial assessment. 3. Enact flood plan. 4. Account for all staff, children and visitors. 5. Evacuate if required. | 1. Monitor conditions. 2. Complete initial assessment. 3. Shelter in place. 4. Account for all staff, children and visitors. | 1. Complete initial assessment. 2. Evacuate. 3. Account for all staff, children and visitors. | 1. Use bomb threat checklist. 2. Record details of call. 3. Make supervisor aware. 4. Call Triple Zero (‘000’) and notify Police. | 1. Complete initial assessment. 2. Avoid unruly or violent people. 3. Call Triple Zero (‘000’) and notify Police. 4. Shelter in place if threatened. 5. Implement lockdown. |

### Specific threat procedures continued

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| **Bushfire** | **Structure fire** | **Medical emergency** | **Loss of utilities** | **Hazmat/spill/pollution** |
| 1. Monitor conditions. 2. Complete initial assessment. 3. Enact bushfire response plan. 4. Account for all staff, children and visitors. 5. Evacuate early or shelter in place. | 1. Complete initial assessment. 2. Remove – yourself and others from risk where safe to do so. 3. Alarm – raise the alarm. 4. Contain – close doors and windows, isolate ventilation. 5. Evacuate – evacuate as directed to the evacuation assembly area or shelter in place. | 1. Complete initial assessment. 2. Danger – Ensure area is safe. 3. Response – does the individual respond? 4. Send for help – ambulance or first aid. 5. Manage individual and apply first aid until emergency services arrive. | 1. Complete initial assessment. 2. Account for all staff, children and visitors. 3. Evacuate if required 4. Enact continuity plans as required | 1. Complete initial assessment. 2. Evacuate people from the area. 3. Isolate anyone exposed, wash-down as required. 4. Call Triple Zero (‘000’) and notify Fire & Rescue. 5. Contain/isolate the spill and manage to the extent of training. |