



Emergency and Evacuation Policy and Procedure

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Policy Statement

Our service is committed facilitating the safe evacuation of all occupants in the event of an emergency. This Policy is aimed to identify possible situations and to equip educators with the knowledge and skills to manage an emergency situation. **All stakeholders are required to ensure that the safety, rights and best interests of children is the paramount consideration in all decisions and actions.**

Background and Guiding Principles

For the purposes of this policy an “emergency, in relation to an education and care service, means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service;

Examples.

1 Flood.

2 Fire.

3 A situation that requires the education and care service premises to be locked down.”¹

Quality Area 2 of the National Quality Standards – Children’s Health and Safety includes Incident and Emergency Management.

“Element 2.2.2 - *plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.*

What Element 2.2.2 aims to achieve

Planning to manage incidents and emergencies assists services to:

- protect children, adults and staff
- maintain children’s wellbeing and a safe environment
- meet the requirements of relevant workplace health and safety legislation.

Having a clear plan for the management and communication of incidents and emergencies assists educators to handle these calmly and effectively, reducing the risk of further harm or damage.”²

Education and Care Services National Regulations - 97 Emergency and evacuation procedures

¹ Education and Care Services National Regulations

² “Guide to the National Quality Framework” Australian Children’s Education & Care Quality Authority

- (1) *The emergency and evacuation procedures required under regulation 168 must set out—*
 - (a) *instructions for what must be done in the event of an emergency; and*
 - (b) *an emergency and evacuation floor plan.*
- (2) *For the purposes of preparing the emergency and evacuation procedures, the approved provider of an education and care service must ensure that a risk assessment is conducted to identify potential emergencies that are relevant to the service.*
- (3) *The approved provider of an education and care service must ensure that—*
 - (a) *in the case of a centre-based service, the emergency and evacuation procedures are rehearsed every 3 months by the staff members, volunteers 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; and*
 - (b) *the rehearsals of the emergency and evacuation procedures are documented.*
- (4) *The approved provider of an education and care service must ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the education and care service premises, including a family day care residence and approved family day care venue.*

98 Telephone or other communication equipment

The approved provider of an education and care service must ensure that, when educating or caring for children as part of the service, nominated supervisors and staff members of the service have ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services.”³

Class of building

*“Class 9b buildings are assembly buildings in which people may gather for social, theatrical, political, religious or civil purposes. They include schools, universities, **childcare centres**, pre-schools, sporting facilities, night clubs, or public transport buildings.”⁴*

Lodge a Fire Safety Statement

“The owner of a building having a fire safety schedule is required to provide a copy of the fire safety statement to the Commissioner of Fire & Rescue NSW (FRNSW). There are two different types of fire safety schedule, dealing with essential fire safety measures and critical fire safety measures respectively.

An **annual fire safety statement** is a statement issued by or on behalf of the owner of a building to the effect that:

- *each essential fire safety measure specified in the statement has been assessed by an accredited practitioner (fire safety) as capable of performing:*
 - *for an essential fire safety measure specified in the fire safety schedule - to a standard no less than that specified in the schedule, or*
 - *for an original measure within the meaning of section 81 - to a standard no less than that to which the measure was originally designed and implemented, and*
- *the building has been inspected by an accredited practitioner (fire safety) and was found, when it was inspected, to be in a condition that did not disclose grounds for a prosecution under Part 15.*

A **supplementary fire safety statement** is a statement issued by the owner of a building to the effect that each critical fire safety measure specified in the statement has been assessed by an accredited

³ Education and Care Services National Regulations

⁴ “Building Classifications” National Construction Code Commonwealth of Australia (accessed on-line (Feb 2026) https://www.abcb.gov.au/sites/default/files/resources/2020/UTNCC_Building_classifications.PDF

practitioner (fire safety) as capable of performing to at least the standard required by the current fire safety schedule for the building.

Under the Environmental Planning and Assessment (Development Certification and Fire Safety) Regulation 2021, the owner of a building is required to give FRNSW a copy of the following, as soon as practicable after its issue:

- *annual fire safety statement, in addition to the current fire safety schedule ([section 89](#)), and*
- *supplementary fire safety statement in relation to any critical fire safety measure, in addition to the current fire safety schedule ([section 91](#)).*

The building owner is required to ensure a copy of the annual or supplementary fire safety statement and current fire safety schedule are prominently displayed in the building.

The fire safety statement, whether annual or supplementary, is to be issued by an accredited practitioner (fire safety) using the standard form available on the [NSW Department of Planning and Environment](#) website.

Details on finding an accredited practitioner (fire safety) can be found at [Fire Protection Association Australia](#).

To lodge a fire safety statement electronically, please complete the [Annual fire safety statement submission](#) online form. If you need assistance, please email firesafety@fire.nsw.gov.au.⁵

Evacuation Plans and Diagrams

- *“Evacuation Diagrams are important to have within any building where occupants are working or living. Evacuation diagrams are specifically designed to help direct occupants in a clear and efficient manner to escape routes during any emergency while trying to exit the building. With the new Australian Standard (AS) 3745 “planning for emergencies in facilities” requirements, it is detailed that all evacuation diagrams should have the following to be compliant with current standards.*
 - *‘You are here’ location*
 - *Fire stairs*
 - *Fire indicator panel*
 - *Firefighting equipment locations*
 - *Emergency exit points*
 - *Assembly points*
 - *Legends and more*
 - *Site Plan”⁶*
- *“The diagrams must be appropriately located on each evacuation route and displayed in locations where occupants and Visitors are able to view them. The Emergency Planning Committee shall determine the number and location of Evacuation diagrams required.*
- *The evacuation diagrams should be positioned at a height of between 1200mm and 1600 mm from the floor level.*
- *Evacuation diagrams require to be correctly oriented to the building in which they are placed relevant to the 'You are Here' location. The Site Plan, if displayed on the Evacuation Diagram must be oriented in the same direction as the floor plan.*

⁵ “Lodge a fire safety statement” NSW Government Fire and Rescue (accessed on-line Feb 2026) <https://www.fire.nsw.gov.au/fire-safety/building-fire-safety/service-type-tool/lodge-a-fire-safety-statement>

⁶ “FireSafe Services NSW-Shining Light on Your Evacuation Plan” FireSafe Services NSW (accessed on-line Feb 2026) <https://www.firesafeservicesnsw.com.au/evacuation-diagrams.aspx>

- *The minimum size of an evacuation diagram using only minimum elements is A4. The pictorial size of the floor plan shall be at least 200mm x 150mm. The Minimum size of an Evacuation diagram using any of the Optional elements as well as Minimum elements shall be A3. The pictorial size of the floor plan shall then be (200mm x 300mm).⁷*

Use the NSW Emergency Diagram Checklist Template to ensure diagrams are compliant and displayed correctly <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/current-service-providers/emergency/plan/resource-3>

Record Keeping

Copies of all emergency plans, training and instruction records, records of drills, evacuation diagrams and risk assessments must be kept at the service and be accessible for inspection. In addition a copy of these documents must be kept off-site, either electronically or in hard copy, to protect in the event of damage in an emergency.

Multi-Story Buildings

“Multi-storey buildings shared with other occupants present additional evacuation risks for children, particularly when services are located above ground level. The evacuation of children, infants and non-ambulatory children takes longer than the evacuation of adults, and extra planning and care is required to ensure the safe exit of children during emergencies.

A centre-based service located in a multi-storey building shared with other occupants and on a floor that does not have direct egress to an assembly area must ensure that its emergency and evacuation procedures include the following information:

- *all possible evacuation routes from each storey on which the premises is located;*
- *the evacuation routes that are proposed to be used in an evacuation;*
- *how all children, including non-ambulatory children, will be safely evacuated. Policies and procedures should also address how young children and infants will be safely evacuated;*
- *the stages in which an evacuation will be carried out;*
- *the identity of the person-in-charge of an evacuation;*
- *staff roles and responsibilities during an evacuation; and*
- *arrangements made with other occupants of the building in relation to evacuation.*

These procedures should be developed with reference to the emergency and evacuation procedures for the whole building. The approved provider must review the risk assessment required under regulation 97(2) at least once every 12 months, or as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children.

A review should assess whether all children can be safely evacuated from the building, including infants and nonambulatory children. As soon as practicable after reviewing the risk assessment, the approved provider must make any necessary updates to the emergency and evacuation procedures.

KEY TERMS:

- *‘Multi-storey building’ refers to a building with more than two storeys, including the ground floor. Each level of a split level storey (or a mezzanine) is counted as one storey. For these purposes, the ground floor is the first storey, the first floor is the second storey, and so forth.*

⁷ “The Requirements of Evacuation Signs and Diagrams” FCF Fire, Electrical & Safety Compliance Services (accessed on-line Feb 2026) <https://www.fcfnational.com.au/blog/the-requirements-of-evacuation-signs-and-diagrams>

- *‘Direct egress’ means the ability to move and directly exit to an assembly area that is at the same level as the education and care service and is outside the premises and away from the building. This does not include travelling through sets of stairs (including fire isolated stairwells), busy occupied areas, traffic or other hazards, or obstructions. For example, a centre-based service, family day care residence or venue is located on the second storey of a multistorey building. The building is on sloping land, which means that the service, residence or venue has direct access to the outdoors at ground level (without the need to travel up or down any stairs) which leads to the assembly area(s) outside the education and care premises and building.*⁸

“Industry guidelines

Australian Standard AS3745 :2010 – Planning for emergencies in facilities (AS3745) sets out the minimum standards widely accepted throughout the emergency planning industry for the implementation of emergency procedures and training within an organisation. In particular, AS3745 describes the importance of coordinating with any other occupants of a multi-storey building and considering the evacuation plan for the whole building when preparing emergency and evacuation policies and procedures. It is recommended that, for services located in multi-storey buildings or otherwise co-located with other occupants, you consult AS3745 when writing your Emergency and evacuation policy and procedures, in particular when considering how other building occupants may impact on the procedures of the education and care service.

You may choose to engage a professional service offering emergency management advice, and if so, their advice will usually refer to AS3745. It is important, however, to be aware that regulation 97 sets a different, at times higher standard for ensuring the safety of children at a service than AS3745, and that AS3745 uses different terminology to regulation 97.”⁹

Procedures and Responsibilities

Protecting children and each other is a team approach. In the event of an evacuation, the primary responsibility of **all educators and other adults** is to remove all children and adults from the building safely. The containment of any emergency should be a second priority. Educators should use **RACE** as a reminder of their responsibilities.

Remove – Remove all persons from immediate danger (only if safe to do so)

Alert – Alert nearby personnel and follow your emergency procedures (dial 000)

Contain – Contain, close doors to contain the fire (only if safe to do so)

Extinguish/Evacuate – Extinguish if safe to do so. Evacuate to assembly area. Remain at assembly area and ensure all children are accounted for. **Do not re-enter the building until you are told it is safe to do so by the manager or Fire Officers.**

A site-specific Emergency plan outlining site-specific instructions to respond to emergencies as identified in the site-specific risk assessment must be created and communicated to all staff. This document outlines the specific steps staff should take in an emergency.

Leadership and Management Responsibilities, including Approved Providers, Nominated Supervisors and Responsible Persons will:

⁸ “Multi-Story Buildings: Evacuations and Approvals” NQF Review Information Sheet ACECQA July 2023 (accessed on-line Feb 2026) https://www.acecqa.gov.au/sites/default/files/2023-10/Info_FactSheet_Multi-storeyBuildingsEvacuationsAndApprovals.pdf

⁹ “Emergency and Evacuation Policy Guidelines” NQF Review ACECQA July 2023 (accessed on-line Feb 2026) https://www.acecqa.gov.au/sites/default/files/2023-08/PolicyGuidelines_EmergencyAndEvacuation.pdf

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Positively and clearly communicate all aspects of the policy and take a zero-tolerance approach to non-compliance.
- Understand and comply with all aspects of this policy and related legislation and support team members to do the same.
- Lead a culture of reflection and regular review of policies, seeking feedback from educators, families, children and other community agencies and professionals as appropriate.
- Ensure emergency numbers are displayed by all phones and include the address of the service on this or the emergency plan.
- Ensure the owner of the building lodges a Fire Safety Statement to afss@fire.nsw.gov.au and display a copy.

Planning

- Ensure there is access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services.
- Complete a site-specific risk assessment of the risks associated with the service to assist in developing site-specific plans for each identified emergency relevant to the service. For example, fire, flood, storm.
- Review site-specific risk assessments at least every 12mths. As soon as practicable after reviewing the risk assessment, or as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children, make any necessary updates to the emergency and evacuation procedures and communicate with all staff at the service. Document both the changes and training provided.
- Seek permission from families to remove children from the premises in the event of an evacuation upon enrolment in the Child Enrolment Form.

Preparation

- Ensure the testing of fire-fighting equipment and exit lights are carried out in accordance with state legislation by an authorised person.
- Conduct emergency drills every month or at least every three months per type of emergency, this may include, lock down/shelter in place, evacuation, medical emergency (such as an anaphylactic reaction or asthma attack), weather related emergency and any other identified emergency risk.
- Ensure that emergency gates used in drills are checked after completion to ensure they are secure and re-locked where applicable.
- Use a risk management approach to identify all possible emergencies relevant to the location of the service and other known factors. Most emergencies will fit into one of the following response categories:
 - **Evacuation premise** – leave and assemble in a safer, nearby location off-site.
 - **Lock Down/Shelter-in-Place** - children remain on the premises
 - **Lock down in premise** – major incident requiring not just the locking in of all persons but restricting the visibility of persons inside the building, away from doors and windows.
 - **Shelter in place** – may be used where the building needs to be secured and all persons remain inside, it may be due to external factors or environmental risks, usually adults and children can go about safe play within the locked premises with doors and windows closed and locked.
 - **Medical Emergency** – response to a child or adult needing urgent medical attention, such as due to anaphylaxis, asthma or unconscious.
- Ensure different types of emergency drills are practised including but not limited to:

- Notification of drills being planned or spontaneous.
 - At different times of day, early morning, late afternoon, during rest times or mealtimes.
 - On different days of the week, to ensure different children and educators are involved.
 - Involving all occupants (including babies who are sleeping and educators on breaks).
- Arrange where possible to involve the local Fire Station in a drill annually.
- Immediately following the drill, record emergency drill on the “Record of Evacuation and lock down Drills form,” and evaluate the success of the drill, identifying areas of re-training or modification. Should the need for modification to the procedure be identified, advice should be sought from appropriate authorities.
- Maintain records of all drills, training and testing both at the centre and off-site electronically.
- Ensure there is always access to a current, portable record of children’s emergency contacts this may be in paper form or electronic.
- **Identify, record and communicate the method upon which bulk communication can quickly and effectively be distributed to families as part of the Emergency Management Plan.**
- Ensure exits from rooms and the centre are clear at all times, this includes during rest times when there are additional beds/mats in use.
- Ensure young children only use “safe sleeping bags” when sleeping in a cot, these are not safe when used on beds in the event of a sleep time emergency response.
- Regularly monitor to ensure child attendance records are always accurate, reminding families of the requirement for accurately recording arrival and departure times.
- Ensure all students, visitors and volunteers are signed in and out of the service accurately using the Visitors Log including providing a mobile number in case of an evacuation.
- Ensure all staff accurately record their attendance at the premises, separate to any timesheets for hours worked using the “Record of Attendance Log – Paid Employees” for easily identification in the event of an evacuation.

Evacuation Plans, Diagrams and Signs

- The site-specific evacuation plan and diagram should be displayed and reviewed in consultation with families and educators and where possible involve the local fire and rescue personnel and/or other recognised authorities.
- The following should be considered in the development of site-specific evacuation plans and diagrams:
 - Exit points from the building and the path of travel
 - Safe evacuation meeting location
 - The local environment e.g. close to an airport, risk of bushfire etc
 - Needs of occupants including babies and toddlers and those with mobility restrictions and medical conditions
 - Location of fire-fighting equipment
 - Method of raising the alarm to evacuate
- Evacuation signs/diagrams and instructions must be displayed:
 - in a prominent position near each exit forming part of the evacuation route, securely attached to a wall or the internal side of a door and orientated in line with the building layout. Sticky tape, blue tac or velcro is not securely fastened, however screws or sufficient double-sided tape providing sufficient strength is acceptable.
 - on each evacuation route of the building.
 - on each evacuation route of the building.
 - at a height of between 1200mm and 1600 mm from the floor level and be orientated to the building direction. It must also be a minimum of A4. ‘Orientated’ means the

diagram must be understandable to a person reading the sign and the instructions must be accurate and correspond to the building layout.

- Ensure all evacuation signs comprise of the evacuation procedures and an evacuation diagram.
 - An evacuation procedure outlines the process to follow in the event of a fire or hazardous materials emergency.
 - Ensure the evacuation diagram must show the following details (fire safety reference points):
 - The place that corresponds to the place in the building where the diagram is displayed (e.g. 'You are here' signage).
 - The route from (you are here) to the nearest exit.
 - Each exit of the building. Any intercommunication devices in the common areas (e.g. Warden Intercommunication Points).
 - The locations of manually operated fire alarms (e.g. break glass alarms). ☐ The location of any fire fighting equipment in the building e.g. fire extinguishers and hose reels.
 - The designated assembly area outside the building.
 - The route from each exit to the assembly area.
- Use the NSW Emergency Diagram Checklist Template <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/current-service-providers/emergency/plan/resource-3>

Training

- Ensure all staff receive training on the safe response to an emergency, including an evacuation of the service within two days of commencing employment. This will be recorded on the Educator Induction Checklist and Fire Training Record.
- Ensure all staff receive first-response evacuation instructions for the operation of manually operated fire alarms and fire fighting equipment in the building within one month of commencing work and then every two years.
- Keep records of training both on-site and off-site, this may be in an electronic format.
- Test educators understanding of the training conducted.
- Ensure training includes at minimum:
 - Site specific considerations including children with medical conditions and limited mobility
 - The location of the buildings' escape routes (fire exits and pathways to an exit).
 - A procedure for conducting children and other adults to an exit and then to the designated assembly area (safe place).
 - Checking of all rooms (including toilets) for people (after assessing the risk from smoke or fire and only when safe to do so).
 - The location of fire-fighting equipment (fire extinguishers, fire blankets & fire hose reels).
 - The location of fire alarms or equipment for warning of fire (if applicable).
 - The method of operation of fire-fighting equipment (fire extinguishers, blankets & hose reels).
 - The method used to activate fire alarms or equipment for warning of fire (if applicable).
- Making the announcement for occupants of the building to evacuate. This can be delivered via messengers or a public address system (if applicable)
- Contacting the Fire Service using '000' telephone number passing on details of the emergency.
- Assessing the effectiveness of the building evacuation, with consideration as to who may be missing and where they may still be within the building. (Conducting a head count)
- Meeting the attending Fire Service Officer to pass on updated details upon their arrival.
- Ensure any changes to emergency plans or diagrams are communicated to all staff immediately and a record of this is kept both at the service and off-site.

Records

In the event that records at the service are destroyed, such as in a fire, it is important to keep copies of the following records in an alternative location off-site. Nominated Supervisors must ensure that the following items are maintained by at the service and off-site, this may be done electronically:

- Service emergency procedures, plan and diagram
- All records of staff training
- All records of emergency drills practised including the evaluation and follow up
- Minutes of discussions related to emergency procedures and evacuations
- All records of the testing of fire-fighting equipment and exit lights (a copy of this may be held by the company responsible for the testing)
- Copy of Building Certificate of Classification is to be displayed as well as the Annual Fire Safety Statement.

Evacuation

- Investigate the cause of the alarm and on doing so proceed with the following actions.
- Determine whether it is safe to stay inside the building, for example a false alarm or isolated incident such as burning toast.
- **In the event of smoke/fire:**
 - Follow the RACE procedures.
 - Remain calm, start/alert evacuation, call 000 and give full details including address, extent of incident as requested, service contact information and the service address, these should be on the Evacuation Plan and Diagram.
 - In the event of a fire, use fire-fighting equipment to extinguish fire if safe and competent to do so.
 - Visually check all rooms and close all doors if safe to do so.
 - Gather the following from the administration area:
 - Means of communication
 - Method for accounting for all persons:
 - Children (rolls)
 - Staff (record of attendance log – paid employees)
 - Visitors, volunteers and students (visitor log)
 - First aid kit
 - Way of accessing emergency contacts
 - **Exit the building via the nearest and safest exit and move direct to the on-site assembly area.**
 - Allocate a team member to meet emergency services at a safe and obvious location.
 - Check off attending children and adults on daily attendance records and advise the emergency services of any discrepancies.
 - Where a child or adult is unaccounted for after an evacuation, verbally call out to try and locate, ask educators of last known sighting.
 - Only if clearly safe to do so, a search for any unaccounted children or adults can be done where instructed by the responsible person or fire officers.
 - Refer to the staff “record of attendance log – paid employees” to confirm all staff are in attendance or if they had left the building.
 - Where a visitor, student or volunteer is unaccounted for – call the number provided in the sign in register to try and locate their whereabouts.
 - Do not put yourself or others in danger during the process.
 - Notify responding emergency service of any children or adults who are unaccounted for and their likely location.

- Remain at assembly area while safe to do so or relocate to off-site evacuation location and communicate this to all necessary persons.
- Follow any instructions given by emergency services either by phone or those in attendance.
- **Do not re-enter the building until you are told it is safe to do so by the manager or Fire Officers.**
- Contact the Approved Provider or representative when safe and arrange for parents to be notified, this may be using the bulk communication method.
- Notify the local Regulatory authority within 24hrs using NQAITs.

Lock down

- In the event that a situation requires children be locked into the centre to prevent a person or product from entering the building the following should occur.
 - Alert educators that a lock-down is required
 - The Nominated Person, or another person nominated must contact 000 to advise of the situation and request assistance.
 - All adults should act to ensure the safety of all persons including themselves
 - Contact the Approved Provider or representative when safe and arrange for parents to be notified, this may be using the bulk communication method.
 - Notify the local Regulatory authority within 24hrs.
- Lock down must be practised monthly or at least every 3mths and recorded on the evacuation record. A record of this drill must be kept both at the centre and off-site electronically.
- Discuss possible scenarios with the team and develop action plans for the individual service, these should be recorded and shared with all existing and new educators.

Shelter in place

A shelter in place may be used where a building should be secured to prevent persons or external environmental elements, chemicals, smoke, storm debris from entering the building but it would not be deemed necessary to restrict movement of adults and children safety within the indoor environment. It may not be necessary to be away from doors or windows for example.

- Close all doors and windows
- Act to ensure the safety of all persons including themselves
- Where necessary, use blankets or towels to prevent smoke or airborne containments from entering the building.
- Ensure adults and children remain calm and are about to go about general play indoors as is safe.
- Ensure Shelter in Place drills are practised monthly or at least every 3mths and recorded on the evacuation record. A record of this drill must be kept both at the centre and off-site electronically.
- Discuss possible scenarios and develop action plans for the individual service, these should be recorded and shared with all existing and new educators.
- Contact the Approved Provider or representative when safe and arrange for parents to be notified, this may be using the bulk communication method.
- Notify the local Regulatory authority within 24hrs using NQAITs.

Bomb/substance threat

- Print the instructions for receiving a bomb threat at the back of this policy and provide next to all phones along with the "Phone Threat Checklist".
- Call **000** for emergency services and seek and follow advice, this may be for an evacuation or a shelter in place.
- Report the threat to the Nominated Supervisor or responsible person in charge.

- Do not touch any suspicious objects found.
- If a suspicious object is found or if the threat identifies a specific area, then **evacuation** may be considered:
 - If appropriate under the circumstances, clear the area immediately within the vicinity of the object of children and staff
 - Ensure children and staff are not directed past the object
 - Ensure children and staff that have been evacuated are moved to a safe, designated location
 - Do not touch, tilt or tamper with the object
- Seek advice from your Approved Provider or Person with Management or Control/Licensee Representative if required.
- Contact parents as required.
- Notify the local Regulatory authority within 24hrs.

Medical Emergency

- Ensure immediate first aid is provided by a person with current first aid qualifications.
- Contact emergency services and follow their instructions.
- Contact the parents/guardians or emergency contacts.
- Remove children and other non-necessary adults from the location to maintain dignity of person having the medical episode and to minimise trauma to others.
- Ensure adequate supervision is provided to all children.
- Assess who may require support following the event and provide as required, this may be a simple debrief or may require more complex support which can be sought through other channels.
- Remind staff of the need for sensitivity and confidentiality.
- Consider reporting requirements including to the regulatory authority within 24hrs, use the National Decision Tree <https://www.acecqa.gov.au/notify> .

Multi-story buildings or services attached to other buildings.

- Consider all possible evacuation routes from each story when conducting the Emergency Risk Assessment and ensure these are documented on diagrams and included in the risk assessment, considering hazards and control measures for each.
- Ensure additional site-specific precautions, particularly related to non-ambulant children and restrictions on evacuation routes are include in the site-specific Evacuation Plan.
- Consult with other tenants in relation to emergencies and emergency response where applicable.
- Include other tenants in at least one evacuation drill per annum.

Educators and Other Team Members will:

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Be proactive in fulfilling the requirements of this service policy and related legislative requirements.
- Seek further guidance where required to fulfil your requirements.
- Report any concerns or non-compliance immediately to the Nominated Supervisor or Approved Provider.
- Participate in the review of documents and provide constructive feedback to the Nominated Supervisor or Approved Provider.
- Ensure evacuation diagrams and procedures are displayed at exits to learning spaces between 1200mm and 1600mm from the floor level and are not covered by any item.

- Ensure exits from rooms and the centre are clear at all times, this includes during rest times when there are additional beds/mats in use.
- Ensure young children only use “safe sleeping bags” when sleeping in a cot, these are not safe when used on beds in the event of a sleep time emergency response.
- Participate fully in all drills, including those which may occur at inconvenient times such as a break, mealtimes or sleep/rest times.
- Ensure that emergency gates used in drills are checked after completion to ensure they are secure and re-locked where applicable.
- Follow the site-specific emergency plan and diagrams.

Evacuation

- Depending on your location and the ages/development of children in care, it may be appropriate for educators working with babies to place all babies into the designated evacuation cot to assist in removing safely via safest exit.
- **Be familiar with and ensure all steps are followed as outlined in the site-specific Evacuation plan, particularly around non-ambulant children and evacuation route challenges.**
- Collect the daily sign in registers and rolls for each room to conduct a roll call.
- Collect emergency medication such as Epi-Pens and asthma medication.
- Calmly follow instructions given by the Nominated Supervisor or person in charge or the attending Fire Officers.
- Conduct a head count and visual check as you:
 - leave the learning space,
 - prior to leaving the service if possible and
 - when arriving at the evacuation location.
 - Notify the Nominated Supervisor or Responsible Person of the status of all children in your group.
- Only if clearly safe to do so, a search for any unaccounted children or adults can be done where instructed by the responsible person or fire officers.
- **Do not re-enter the building until you are told it is safe to do so by the manager or Fire Officers.**
- Ensure the Nominated Supervisor/Approved Provider is notified immediately so they can meet the reporting requirements within 24hrs.

Lock down

- In the event that a situation requires children be locked into the centre to prevent a person or product from entering the building the following should occur, educators must:
 - Alert others of the lock-down, including those working close-by
 - Lock all doors and windows to their room and those of near-by rooms such as laundries, staff rooms etc.
 - Calmly escort children to an area away from doors and windows, this may be to a storeroom or corner of a room or behind shelving
 - Where it is believed that the Nominated Supervisor is not able to notify 000 this should be done by another educator.
 - All adults should act to ensure the safety of all persons including themselves
- Participate seriously and calmly in lock down drills. Understanding that these must be practised monthly or at least every 3mths.
- Discuss with children calmly and without causing alarm.
- Consider possible scenarios and develop action plans for their individual room.
- Ensure the Nominated Supervisor/Approved Provider is notified immediately so they can meet the reporting requirements within 24hrs.

Shelter in place

A shelter in place may be used where a building should be secured to prevent persons or external environmental elements, chemicals, smoke, storm debris from entering the building but it would not be deemed necessary to restrict movement of adults and children safety within the indoor environment. Where it is not necessary to be away from doors or windows for example.

- Close and lock all doors and windows.
- Act to ensure the safety of all persons including themselves
- Where necessary, use blankets or towels to prevent smoke or airborne containments from entering the building.
- Ensure children remain calm and are about to go about general play indoors as is safe.
- Participate in Shelter in Place drills monthly or at least every 3mths as required by law.
- Ensure the Nominated Supervisor/Approved Provider is notified immediately so they can meet the reporting requirements within 24hrs.

Bomb/substance threat

- Follow instructions for receiving a threat and where possible complete the “Phone Threat Checklist”
- Call **000** for emergency services and seek and follow advice, this may be for an evacuation or a shelter in place.
- Report the threat to the Nominated Supervisor or responsible person in charge.
- Do not touch any suspicious objects found.
- If a suspicious object is found or if the threat identifies a specific area, then **evacuation** may be considered:
 - If appropriate under the circumstances, clear the area immediately within the vicinity of the object of children and staff
 - Ensure children and staff are not directed past the object
 - Ensure children and staff that have been evacuated are moved to a safe, designated location
 - Do not touch, tilt or tamper with the object
- Seek advice from your Approved Provider or Person with Management or Control/Licensee Representative if required.
- Contact parents as required.
- Ensure the Nominated Supervisor/Approved Provider is notified immediately so they can meet the reporting requirements within 24hrs.

Medical Emergency

- Ensure immediate first aid is provided by a person with current first aid qualifications.
- Contact emergency services and follow their instructions.
- Contact the parents/guardians or emergency contacts.
- Remove children and other non-necessary adults from the location to maintain dignity of person having the medical episode and to minimise trauma to others.
- Ensure adequate supervision is provided to all children.
- Assess who may require support following the event and provide as required, this may be a simple debrief or may require more complex support which can be sought through other channels.
- Remind staff of the need for sensitivity and confidentiality.
- Ensure the Nominated Supervisor/Approved Provider is notified immediately so they can meet the reporting requirements within 24hrs.

As part of enrolment terms and conditions, families are asked to:

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Fulfil responsibilities under this policy and related legislative requirements.
- Understand that the service must take steps as required under legislative requirements and follow advice from recognised authorities.
- Participate in the review of documents and provide constructive feedback to the Nominated Supervisor or Approved Provider.
- Discuss any questions with the Nominated Supervisor or Responsible Person in charge.
- Participate in any drills occurring at the service at the time you are present.

Visitors are asked to:

- Ensure the safety, rights and best interests of children are paramount to all decision making and practices.
- Participate in any drills occurring at the service at the time you are present.

Communication

- Educators and families will have access to this policy at all times.
- Information will be included in induction for new educator and be included in service handbooks
- Educators and families will be provided with opportunities to be involved in the review of this policy.
- Educators and families will be provided with information from this policy at the time of employment and orientation.
- Changes to this policy and procedure document will be shared with families and educators.

Enforcement

The failure of any person to comply with this policy in its entirety may lead to:

- Termination or modification of child enrolment
- Restriction of access to the service
- Performance management of an employee which may lead to termination

Related Policies and Forms

- Child Enrolment Form
- Educator Induction Checklist
- Fire Training Records
- Record of Evacuation and lock down Drills
- Service Specific Plans and Diagrams
- Emergency posters to support emergency management plan
- phone threat checklist
- Example emergency procedures
- Emergency Risk Management Form
- Emergency Management Plan
- Annual Fire Safety Statement
- Building Certificate Occupancy/Classification
- Visitors Log
- Record of Attendance Log – Paid Employees
- NSW Emergency Diagram Checklist Template <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/current-service-providers/emergency/plan/resource-3>

Legislation, Recognised Authorities and Sources

- “Fire Safety in Early Childhood Centres” NSW Government Fire & Rescue April 2023 (accessed on-line Feb 2026) [https://www.fire.nsw.gov.au/gallery/files/pdf/guidelines/Tech info sheet - Fire safety in early childhood centres Version 03 - final.pdf](https://www.fire.nsw.gov.au/gallery/files/pdf/guidelines/Tech%20info%20sheet%20-%20Fire%20safety%20in%20early%20childhood%20centres%20Version%2003%20-%20final.pdf)
- “Multi-Story Buildings: Evacuations and Approvals” NQF Review Information Sheet ACECQA July 2023 (accessed on-line Feb 2026) [https://www.acecqa.gov.au/sites/default/files/2023-10/Info FactSheet Multi-storeyBuildingsEvacuationsAndApprovals.pdf](https://www.acecqa.gov.au/sites/default/files/2023-10/Info_FactSheet_Multi-storeyBuildingsEvacuationsAndApprovals.pdf)
- “Building Classifications” National Construction Code Commonwealth of Australia (accessed on-line Feb 2026) [https://www.abcb.gov.au/sites/default/files/resources/2020//UTNCC Building classifications.PDF](https://www.abcb.gov.au/sites/default/files/resources/2020//UTNCC_Building_classifications.PDF)
- NSW Fire Brigade Fact Sheet No 40 “Safe Operation of Fire Extinguisher” Feb 2009 (accessed on-line Nov 2025) <https://www.fire.nsw.gov.au/fire-safety/home-fire-safety/topics/safe-operating-of-fire-extinguishers>
- “Lodge a fire safety statement” NSW Government Fire and Rescue (accessed on-line Feb 2026) <https://www.fire.nsw.gov.au/fire-safety/building-fire-safety/service-type-tool/lodge-a-fire-safety-statement>
- “Fire Safety Evacuation Diagrams” FireSafe Services NSW (accessed on-line Feb 2026) <https://www.firesafeservicesnsw.com.au/evacuation-diagrams.aspx>
- “The Requirements of Evacuation Signs and Diagrams” FCF Fire, Electrical & Safety Compliance Services (accessed on-line Feb 2026) <https://www.fcfnational.com.au/blog/the-requirements-of-evacuation-signs-and-diagrams>
- “Australian Disaster Resilience Handbook Collection Handbook 4 – Evacuation Planning”, Attorney-General’s Department, Australian Government (2013) (accessed on-line Feb 2026) <https://knowledge.aidr.org.au/media/1699/handbook-4-evacuation-planning-kh-final.pdf>
- “Guide to the National Quality Framework” Australian Children’s Education & Care Quality Authority
- [Education and Care Services National Law Act 2010](#)
 - 167 Offence relating to protection of children from harm and hazard
- [Education and Care Services National Regulations](#)
 - 97 Emergency and evacuation procedures
 - 98 Telephone or other communication equipment
 - 168 Education and care service must have policies and procedures
 - 170 Policies and procedures to be followed
 - 171 Policies and procedures to be kept available
 - 172 Notification of change in policies or procedures affecting ability of family to utilise service
 - 175 Prescribed information to be notified to the Regulatory Authority
- National Quality Standards
 - 2.2.2 Incident and emergency management
 - 7.1.2 Management systems

Review Information

Dates of Revisions:

April 2020, March 2021, March 2022, March 2023, Sept 2023, Feb 2024, Feb 2025, July 2025, August 2025, Nov 2025, Feb 2026

Changes in this revision:

- Background quotes amended to align with website changes

- Include use of the NSW Emergency Diagram Checklist Template
<https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/current-service-providers/emergency/plan/resource-3>
- Updated sources and weblinks
- Guide to NQF and legislation changed to hyperlinks instead of version listed
- Added paramountcy to policy statement.

I _____ have been provided with this policy and the opportunity to ask questions. I have read and understand my responsibilities under this policy and procedure. I will ensure I ask questions if I am unsure. I also understand the importance of supporting other educators and families in fulfilling their responsibilities. I will seek support from my supervisor if needed to comply.

Signed: _____

Date: _____

PROCEDURES FOR HANDLING A BOMB/SUBSTANCE THREAT

If a bomb/substance threat is received by telephone:

- **Do not hang up, stay calm**
- If possible, fill out the phone threat checklist while you are on the phone to the caller
- Keep the person talking for as long as possible and obtain as much information as possible
- Have a co-worker call 000 for emergency services on a separate phone without alerting the caller and notify the Nominated Supervisor or responsible person in charge.
- Listen carefully for a full description:
 - Gender of caller
 - Age of caller
 - Accents and speech impediments
 - Background noises
 - Key phrases used by the caller
- Ask the caller:
 - What is the threat?
 - When is the threat to be carried out?
 - Where the threat may be located?
 - Why the threat is being made?
 - Where are you? Where do you live?
 - What is your name?
- Once a call is finished:
 - DO NOT HANG UP – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up
 - Ensure all information has been written down
 - Report threat to emergency services immediately – use a separate telephone line or mobile phone (in case the caller rings again)
 - Follow any instructions given by emergency services
 - Notify the Approved Provider or management representative
 - Notify the Regulatory Authority within 24hrs

If a bomb/substance threat is received by mail:

- Do not touch, tilt or tamper with the object
- Call 000 for emergency services and seek and follow advice
- Notify the Nominated Supervisor or responsible person in charge.

If a bomb/substance threat is received electronically or through the service's website:

- Do not delete the message
- Call 000 for emergency services and seek and follow advice
- Notify the Nominated Supervisor or responsible person in charge.