

Background

C&K centres prioritise the safety, health and wellbeing of children, employees and visitors by safely managing emergencies. Effective emergency management supports children to feel secure and protected, even in unexpected situations. Clear emergency protocols, regular rehearsals and consistent communication enable calm, coordinated responses that minimise risk and reduce potential harm.

C&K's commitment to child protection and safeguarding aligns with Standard 8: Physical and Online Environments of the Queensland Child Safe Standards.

This procedure must be read and implemented in conjunction with the definitions provided in [appendix one](#) and the [C&K Emergency Action Flip Chart](#).

Prepare

General Responsibilities

Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Prior to a new employee commencing first shift (but no later than the end of the day 2) (including permanent and casual employees) commencing work at a centre, inform them of centre emergency protocols, including [Centre Evacuation and Lockdown Plan](#), emergency drill schedule, how to raise an alarm, evacuation routes, emergency exits, outdoor emergency gates and location of fire-fighting equipment, emergency bag(s), first aid kits, assembly points, lockdown discrete alarm or code word, lockdown area(s) and outdoor emergency gate keys. Once informed, instruct new employees to complete the [Emergency Instruction Record](#).
- Share an overview of centre emergency protocols with parents/guardians, students, external contractors and visitors during their orientation and induction.
- Submit the [Occupier Statement](#) annually to occupier.statements@qfes.qld.gov.au.
- When needed arrange for an external contractor, via [Maintenance Request/](#) Management Committee to clear gutters, drains and downpipes, maintain gardens and remove excess flammable materials, rubbish or broken furniture and equipment.
- Monitor and support centre employees to complete *C&K Fire Training (WHS Module)* at induction and annually by the due date.
- Display the [C&K Emergency Action Flip Chart](#) in a prominent, accessible location.
- When available, ensure C&K-issued emergency mobile phone is charged and accessible in accordance with the [Centre Emergency Mobile Phone Procedure](#).

During a localised (e.g. lockdown, evacuation, unaccounted or missing child or medical emergency) or natural emergency (e.g. extreme weather event or bush fire) and a C&K-issued emergency mobile phone is not available, centre staff are authorised to use a personal electronic device, when working directly with children, for essential communication, in accordance with [Safe Management of Personal Devices at Centre Procedure](#). During emergencies, more than one personal electronic device may be used when working directly with children, for communication essential for the health and safety of children and centre staff.

Teachers and educators will:

- Maintain a thorough understanding of centre emergency protocols and responsibilities as detailed in this procedure and [Centre Evacuation and Lockdown Plan](#), including:

| | | |
|---|-------------------------------|-------------------------------|
| ○ centre fire/emergency folder location | ○ outdoor emergency gates | ○ first aid kits location(s) |
| ○ emergency drill schedule | ○ emergency gate key location | ○ assembly point location(s) |
| ○ how to raise an alarm | ○ fire-fighting equipment | ○ lockdown area location(s) |
| ○ evacuation routes | ○ location(s) | ○ discrete alarm or code word |
| ○ emergency exits | ○ emergency bag location(s) | |
- Within the first two days of commencing work at a centre, complete the centre [Emergency Instruction Record](#).
- (branch centre staff) Complete online *C&K Fire Training (WHS Module)* by assigned due date.
- Keep outdoor emergency gates locked.
- Keep emergency exits and exit paths clear at all times.
- Participate in emergency drills and contribute feedback to evaluate the effectiveness of the emergency drill.
- Participate in the annual review of the centre [Emergency Risk Assessment](#). Review and complete acknowledgement table when updates are made.
- Appropriately incorporate concepts relating to emergencies into the curriculum for children.

Fire and Emergency Equipment Maintenance

Fire and emergency equipment must be serviced and tested by an approved fire contractor in line with Australian Standards.

The Facilities Team will (Branch centres only):

- Coordinate with C&K's approved fire contractor for maintenance of centre fire and emergency equipment in line with Australian Standards.
- Keep approved fire contractor maintenance reports.
- Provide centres with a copy of the approved fire contractor maintenance reports when requested by email (facilities@candk.asn.au).

Annual Centre Emergency Risk Assessment

All centres are required to maintain a documented Centre Emergencies Risk Assessment that identifies potential emergencies specific to the centre's location, community context, and environment e.g. flood risks in flood-prone areas or bushfire risks in vulnerable regions.

Centre Director/Nominated Supervisor will:

- Lead an annual review of the Centre Emergencies Risk Assessment. Tailor the *Emergency Risk Assessment Template* to reflect site-specific hazards, risks, and corresponding response strategies.
- During induction and whenever updates occur, instruct centre staff to read the *Emergency Risk Assessment* AND complete the acknowledgement table.
- Include a copy of the *Centre Emergencies Risk Assessment* in the casual staff induction folder.

Fire/Emergency Folder

Centre Director/Nominated Supervisor will:

- Maintain a current Fire/Emergency Folder containing:

- Centre Evacuation and Lockdown Plan (reviewed annually)
- Centre Emergency Evacuation Diagram
- Completed Centre Emergencies Risk Assessment (reviewed annually)
- Emergency Instruction Record (completed by all centre employees and long-term casuals)
- Completed Fire Safety Installation Checklist (*Building Fire Safety Regulation 2008*)
- Copy of current Emergency Drill Schedule
- Completed Emergency Drill Evaluation Records
- Certificate of Classification Exemption (for government owned buildings)
- Completed and signed Occupier Statement
- Emergency equipment testing/maintenance records
- Building approval documents
- Queensland Fire Emergency Services inspection records if applicable

- Store Fire/Emergency Folder in a designated, secure and accessible location.
- Complete an annually scan and upload Fire/Emergency Folder documents as a single PDF to Kidsoft under Service Documents.

Emergency Evacuation Diagrams

Centre Director/Nominated Supervisor will:

- Display laminated, correctly oriented emergency evacuation diagrams near each designated emergency exit. Use screws or strong double-sided tape to secure diagram
- Ensure diagrams outline evacuation routes (primary and secondary), emergency assembly point(s), firefighting and first aid equipment.
- Refer to appendix two for process to change branch centre emergency evacuation diagrams.

Fire, Evacuation and Lockdown Plans

Centre Director/Nominated Supervisor will:

- Document a Centre Evacuation and Lockdown Plan detailing specific actions and responsibilities.
- When located on school grounds OR another 'service/organisation' is located on or adjacent to centre, review *Evacuation and Lockdown Plan* annually with appropriate representative.
- During evacuation and lockdown drills consider:
 - Secondary routes/assembly points in case primary routes/assembly points are unsafe.
 - More than one exit point.

- Possible hazards. Assess risks, such as hot surfaces, lack of shade, traffic hazards and proximity to water bodies. If children cannot wear shoes in time, plan how to protect their feet from hot and/or sharp surfaces. When possible, choose a location with adequate protection from the elements.
- Accessibility of emergency cots, wheelchairs and children with diverse mobility needs.
- Distance to the assembly point and whether children can safely travel there as a group.
- Select a lockdown area(s) that is well ventilated, clear of hazards, large enough to accommodate the maximum number of children and adults, and when possible; cannot be seen from external windows, and allows easy access to kitchen, bathroom and nappy change facilities. Otherwise, consideration must be given to water supply, food and toileting needs of children.

Emergency Bags

Centre Director/Nominated Supervisor will:

- Maintain an appropriately stocked emergency bag(s).
- Determine the appropriate number of emergency bags required for centre, based on the maximum daily number of children and adults.
- Store emergency bag(s) in a known, accessible location, near an emergency exit.

Emergency bag contents

- emergency contacts (children and adults)
- bottled water
- disposal cups
- sunscreen
- gloves
- keys for outdoor emergency gates
- copy of medical management plans
- wipes
- nappies (if applicable)
- tissues
- long life food (e.g. crackers) - monitor expiry

Emergency Drills

Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Complete at least **1 evacuation drill every 3 calendar months AND 1 lockdown drill every 3 calendar months.**

Note: The 3-calendar month timeframe includes term breaks and end of year closure periods

- Schedule drills for each identified emergency (evacuation and lockdown) via Emergency Drill Annual Schedule.
- Display emergency drill schedule in a prominent location for teachers and educators. Centres may choose to set Outlook and/or Kidsoft reminders.
- When available, practise use of C&K-issued emergency mobile phone during drills.
- Never complete a scheduled emergency drill if the risk to the health, safety and wellbeing of children and staff members outweighs the benefits of completing the drill. Reschedule drill at a safer time or on another day.
- Prior to calling an emergency evacuation drill, risk assess the children's needs, current weather conditions, including surface temperature of evacuation routes i.e. With care, hover your hand above the surface. If it is too hot to do this comfortably for 5 secs—it is too hot for children to walk on.
- Vary drill days and emergency types to ensure all enrolled children and centre staff participate in drills.
- When located on school grounds, complete at least one drill with school annually.
- Never go beyond the centre perimeter (travel to external assembly point), unless prior written parent/guardian permission has been obtained via an Excursion Permission Form AND all other tasks outlined in the Excursion Procedure are completed.
- Via usual centre communication channels, inform parents/guardians an emergency drill was completed on the same day of the drill.
- **Within 48hrs of a drill**, seek and document feedback from children, teachers and educators via Emergency Drill Evaluation Record.
- (Optional) Identify and Reflect Upon Emergency Drill Trends using template.

Queensland Fire and Emergency Service Inspections

Centre Directors/Nominated Supervisors:

- Are encouraged to contact their local Queensland Fire and Emergency Service (QFES) to request an annual inspection of centre emergency protocols.
- Understand QFES are legally able enter centre to conduct inspections.
- Will promptly inform their ECEM/ Committee, whenever QFES notifies of/completes an inspection and identifies items of non-compliance.
- Will, with ECEM and Facilities team/Management Committee assistance, address identified items of non-compliance within QFES timeframes.

Early Warning Network Forecasts

The Facilities Team will (Branch centres):

- Forward via email forecasted emergency event warnings (e.g. cyclones, storms, flood, fire) from the Early Warning Network (EWN) to the C&K Emergency Management Committee and relevant Regional Manager (RM) who will then forward warnings to relevant centre Directors.
- When applicable, prior to forecasted extreme weather event, appoint contractors to remove shade-sails. Centre staff are not permitted to complete this task.

Respond

- Follow centre *Evacuation and Lockdown Plan* and refer to [C&K Emergency Management Action](#) flipchart.
- When safe and practical to do so, the Centre Director/Nominated Supervisor or RPIC will communicate the following:

Lockdown:

- Place sign on entry door e.g. *'To ensure safety, our centre is currently in lockdown. Our lockdown procedure is in place. For your safety, do not attempt to enter building.'*
- Arrange Kidsoft SMS communication to families: *'For everyone's safety, our centre is currently in lockdown. Lockdown procedure in place. Please wait for updates.'*
- When the lockdown has been lifted, arrange Kidsoft SMS communication to families: *'Our centre is now out of lockdown. All children and staff are safe. Further information will be shared via email.'*

Evacuation:

- Place sign on entry door: *'To ensure safety, we have evacuated the building and have moved to our assembly point. For your safety, do not attempt to enter building. Move away from the building. If known, go to the assembly point.'*
- Arrange Kidsoft SMS communication to families: *'For everyone's safety, the children and staff have evacuated from the centre and are now at the assembly point. Please wait for updates.'*
- When the evacuation has been lifted, arrange Kidsoft SMS communication to families: *'Children and staff have returned to the centre. All children and staff are safe. Further information will be shared via email.'*

Reflect and Review (post major emergency)

Teachers and educators will:

- When directed, assist with or complete an incident review by scheduled due date.
- Understand emergencies may impact the health and wellbeing of children, teachers, educators and families.
- Remind and support colleagues to access Employee Assistance Program (EAP).
- Listen to and talk with children. Encourage children to share their feelings and ideas about the emergency. Access the following resources to support children and families:
 - Queensland Government - [Resources for families after a disaster](#)
 - UNICEF Australia (parent and teacher resource hub) – [Children and emergencies](#)
 - Australian Red Cross – [Resources for parents and caregivers](#)
 - ABC – [How to help your kids through an emergency](#)

Acknowledgements and References

- ACECQA – [Emergency and Evacuation Policy Guidelines](#)
- Queensland Fire and Rescue Service - [Fire Management Tool for Owners/Occupiers and Building Fire Safety, Management tool and Advisory Notes.](#)
- Queensland Government (ECEC):
 - [Incident and Emergency Management](#)
 - [Disaster Recovery](#)
 - [Display of emergency and evacuation floor plan and instructions](#)
 - [Be emergency and evacuation ready in 3 steps](#)

Appendix One – Definitions

Emergency

A situation posing an immediate threat to life, health, property or the environment, requiring urgent action to prevent harm.

Emergency evacuation

The rapid relocation of individuals from a C&K building, property or event, due to a potential or actual hazard e.g. fire, bomb threat.

Lockdown

A protective measure in response to an imminent or perceived threat from an internal or external source e.g. nearby police incident, severe weather event, threatening/unauthorised person attempting to gain entry. During a lockdown, individuals remain in a designated safe area(s) until the threat is resolved and the lockdown is lifted.

Exit

A designated way out of the education and care service premises as detailed on the emergency and evacuation floor plan and instructions.

C&K-Issued Electronic Device

Any electronic device capable of capturing, storing or transmitting an image or storing or storing, sharing or transmitting images, that is the property of C&K (as the Approved Provider) or Affiliated Centre Approved Provider. Examples include, but are not limited to, smartphones, tablets, cameras and computers.

Personal Electronic Device

Any electronic device owned or controlled by a person capable of capturing, storing or transmitting an image, that is not the property of C&K (as the Approved Provider) or Affiliated Centre Approved Provider. Examples include, but are not limited to, smartphones, tablets, cameras, computers, and wearable technology including smartwatches and smart glasses.

Appendix Two - Changing branch centre emergency evacuation diagrams

Centre Director/Nominated Supervisor will:

1. Discuss and confirm proposed changes with Early Childhood Education Manager (ECEM) AND WHS team (whs@candk.asn.au) before requesting Facilities Team to change emergency evacuation diagrams.
2. Email Facilities Team (facilities@candk.asn.au) a scanned copy of current emergency evacuation diagram, with proposed handwritten changes, including where emergency evacuation diagrams will be displayed, evacuation routes, emergency exits, emergency assembly point(s), emergency equipment and first aid kit(s). Outline rationale for changes. The Facilities Team may email questions to clarify proposed changes. Once updated, the Facilities Team will email the updated emergency evacuation diagrams.
3. Once received, via email, confirm with Facilities Team (facilities@candk.asn.au) updates made are accurate.
4. If needed, update centre *Evacuation and Lockdown Plan* and *Centre Emergency Risk Assessment*.
5. Promptly communicate changes with children, teachers, educators and families.
6. File updated emergency evacuation diagram in centre Induction and Fire/Emergency Folders.
7. Laminate and immediately securely display updated emergency evacuation diagrams in the correct location.
8. Destroy old emergency evacuation diagrams.