



BEFORE, AFTER & VACATION CARE

# EMERGENCY MANAGEMENT POLICY

TeamKids, February 2026

FUN

GENUINE

INNOVATIVE

INVOLVED

REMARKABLE

## POLICY RATIONALE

TeamKids has a responsibility to provide a safe environment for all children, educators, families and visitors to our sites. It is essential that in the event of an emergency, any potential risks to those present at the service are minimised.

The service has developed sound procedures for each site that will be implemented in the event of an emergency. Educators will implement organised evacuation procedures at any time a situation poses a significant threat to children or themselves. (R97)

## PROCEDURES

### Management will ensure that:

- The service has a detailed Emergency Management Plan, developed according to the Regulatory Authority guidelines, and a risk assessment of each site was conducted in the development of the Emergency Management Plan. Advice will be sought from relevant professionals such as the State Fire Authority as required.
- Fire extinguishers will be installed and maintained. The property owner is responsible for the maintenance of the fire extinguishers.
- In the event of an emergency, debriefing may be required for children and educators involved. This will be made available as required.
- Notification of the Regulatory Authority will occur as per the current legislation.
- Coordinators/Director of Services of a program on the BARR will be provided with further training and information on emergency management procedures to ensure the safety of children and educators at the service.

### The Coordinator/ Director of Service will ensure that:

- Educators will be made aware of emergency management procedures as part of their induction process. Educators will be expected to make themselves familiar with site-specific Emergency Management Plans as part of their on-site induction and ongoing development.
- In the event of an emergency, the Service Coordinators/Directors will notify the TeamKids Head Office 1300 035 000 and additional resources, and support will be sought as required.
- Emergency and evacuation floor plans, lockdown procedures and their instructions, will be prominently displayed at each exit.
- The service will have relevant emergency telephone numbers displayed.
- If an emergency occurs, an evaluation will follow to ensure all procedures are in place and were adequate for the occasion.

### All educators are required to:

- Educators will familiarise themselves with their specific roles and responsibilities in the event of an emergency. These are outlined in the Emergency Management Plan; however, it is the responsibility of all educators to ensure all children are gathered and safe.
- Check the number of children regularly throughout the session.

## BUSHFIRE AT RISK REGISTER (BARR) - VICTORIA ONLY

Those services on the Bushfire at Risk Register (BARR) have a condition on their service approval, requiring pre-emptive closure on days deemed to be CODE RED. This means that the Department of Education and Training requires that these services do not operate on these days.

TeamKids will be informed on the previous day and will contact all families to ensure they are aware of the closure of the service. There will be no people on-site at the service on CODE RED day, including educators or staff.

The Emergency Management Plan for these services is submitted to the Regulatory Authority annually as required. This requirement may affect some excursions on these days also. Families will be informed as appropriate.

## EMERGENCY DRILLS

- Team Members are informed of safety and emergency procedures, as are relief Educators, Students and Volunteers.
- Emergency procedures (including a lockdown procedure) will be practised no less than the minimum number of times per year, in accordance with Regulation 97 of the Education and Care Services National Regulations (2012) for Western Australia and Regulation 97 of the Education and Care Services National Regulations (2011) for all other jurisdictions. That being at least every three months.
- Simulated emergency conditions will consider a variety of practice styles such as scenarios in the building/s, around the grounds, lockdown procedures and off the premises.
- Each drill is documented to include:
  - The date of the drill.
  - Session type
  - Start and finish time of drill.
  - If the drill was planned or initiated without notice.
  - How many people are in the Service according to attendance registers.
  - Any problems encountered; and
  - Any additional notes.
- Drill documentation is kept for a minimum of three years in accordance with occupational workplace health and safety laws, in compliance with Regulation 183 of the Education and Care Services National Regulations (2012) for Western Australia and Regulation 183 of the Education and Care Services National Regulations (2011) for all other jurisdictions.

### **Natural Disaster – bushfire, flood or extreme severe weather conditions**

All instructions are to be followed and carried out according to the local police or the Coordinator/Director of Service (or person responsible). The Regulatory Authority in each state and territory responsible for overseeing the regulation of the Service may also give instruction.

Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.

<p><b>Fire/Smoke</b></p>	<p>All instructions are to be followed and carried out according to the Coordinator/ Director of service (or person in charge). Evacuation procedures will apply as details in this policy.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with fire and smoke.</p>
<p><b>Bomb Threat</b></p>	<p>In the case of a bomb threat, a template is to be used to record the conversation, and children will be evacuated to the designated assembly point unless otherwise advised by the police.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with a bomb threat.</p>
<p><b>Snake, restricted dog breed, or other potentially dangerous animal</b></p>	<p>Contact the relevant Local Council immediately, who will advise on who to contact for the removal or relocation of the animal. Lockdown procedures may apply.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available from the Quality &amp; Compliance Team for more information.</p> <p>TeamKids make available general procedures for dealing with potentially dangerous animals.</p>
<p><b>Act of terrorism</b></p>	<p>All instructions are to be followed and carried out according to the local police or the Coordinator/Director of Service (or person responsible). The Regulatory Authority in each state and territory responsible for overseeing the regulation of each Service may also give instructions.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids make available general procedures for dealing with suspected or actual acts of terrorism.</p>

<p><b>Chemical or hazardous leaks and spills</b></p>	<p>All instructions are to be followed and carried out according to the local emergency Services or the Coordinator/Director of Service (or responsible person). Refer also policy on the administration of first aid.</p> <p>Evacuation or lockout procedures may apply.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with hazardous leaks and spills.</p>
<p><b>Loss of water or power</b></p>	<p>All instructions are to be followed and carried out according to the Emergency Services or the Coordinator/Director of Service (or responsible person). Specific emergency Services to be contacted, and evacuation procedures may apply.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with the loss of power or water.</p>
<p><b>Intruders</b></p>	<p>This policy contains information on considerations for intruders, including hostage and siege situations.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with intruders.</p>
<p><b>The outbreak of infectious disease or illness</b></p>	<p>Refer to policies on dealing with injuries, illness and infection; medical conditions and medication; and the administration of first aid.</p> <p>See also the National Health and Medical Research Council (2014) publication of Staying Healthy in Child Care 5th Edition.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with a suspected or actual outbreak of an infectious disease or illness.</p>
<p><b>Death of a child or adult</b></p>	<p>Refer to policies on dealing with medical conditions and medication, dealing with incidents, injuries and trauma, and the administration of first aid.</p> <p>Refer to the Emergency Management Plan for each TeamKids Service available on Dropbox for more information.</p> <p>TeamKids makes available general procedures for dealing with the death of a child or adult.</p>

- Whistles are only to be used for emergency purposes.

## EMERGENCY PROCEDURES

The following procedures apply in all emergencies:

- Immediately cease all activities.
- Assist anyone in immediate danger and direct others away from the danger.
- Inform person-in-charge. In most cases, this is the Coordinator/Director of Service.
- Return, with children if applicable, to the room they are working in for the day if safe to do so.
- Close doors and windows where possible.
- Collect medication tub and ensure individual medication requirements are made available.
- Collect attendance lists and emergency evacuation kit, iPad and mobile phone.
- Look ahead to ensure the existing exit is still the best option.
- Wait for further instruction if an emergency is not clear.
- One designated Team Member is to check all areas of the Service.
- Keep children calm and reassured.
- Follow explicit instructions given by the person in charge.
- Emergency services, if contacted, advise the Coordinator/Director of Service when it is appropriate to release the children to families.
- **AT NO TIME PLACE YOURSELF, THE CHILDREN OR OTHER TEAM MEMBERS AT RISK**
- Contact Area Manager.

All emergencies are different and therefore require different procedures to follow when they arise. The following circumstances and guidelines for management have been identified for quick reference, including where to find procedural information or additional resources:

In the event of an emergency, not specified above, where the health and safety of individuals and or the Service's environment are at risk, the Coordinator/Director of Service in consultation with Management may deem the Service an unsafe environment and commence implementing the evacuation procedure as needed and/or close the Service temporarily (e.g. power failure on an excessive heat day, natural disaster, etc.). In the event of the Service's temporary closure, the Customer Service team will contact all children's parents/guardians and request they immediately pick up all children from the Service until the Service is deemed a safe and healthy environment by Management.

## DISCOVERING AN EMERGENCY

Team Members who discover an emergency at the Service are required to alert the Coordinator/Director of Service (or Responsible Person) immediately so that they can determine and implement control measures. After the immediate assessment, the Coordinator/Director of Service (or Responsible Person) will then call LOCKDOWN, LOCKOUT or an EVACUATION depending on the type of emergency.

<p><b>LOCKDOWN</b></p>	<p>The Coordinator/Director of Service (or responsible person) will inform Team Members that due to external and immediate danger, it is safer for children, Team Members and any other visitor to the Service to remain indoors.</p> <p>Instructions will include closing internal windows and doors and sitting on the floor below window level. In some cases, this may also include everyone in the building gathering in one area, under the Coordinator’s/Director of Service’s instruction.</p> <p>The Coordinator/Director of Service (or responsible person) will contact emergency Services, e.g. police on 000, as well as their Area Manager.</p>
<p><b>LOCKOUT</b></p>	<p>The Coordinator/Director of Service (or responsible person) will inform Team Members that due to internal and immediate danger, it is safer for children, Team Members, and any other visitor to the Service to be excluded from buildings for their safety.</p> <p>Instructions may include evacuation or prevention of the community accessing the premises.</p> <p>The Coordinator/Director of Service (or responsible person) will contact emergency Services, e.g. police on 000, and their Area Manager.</p>
<p><b>EVACUATION</b></p>	<p>The Coordinator/Director of Service (or responsible person) will inform Team Members that a decision has been made to have children, Team Members and any other visitor to the Service leave the building in the interest of their safety.</p> <p>Predetermined evacuation procedures will apply unless explicit directions from the Coordinator/Director of Service (or responsible person) are given.</p> <p>The Coordinator/Director of Service (or responsible person) will contact emergency Services, e.g. Police or Fire Brigade on 000, and their Area Manager.</p>

**REFERENCES**

- ACECQA National Quality Framework Resource Kit (2012) Quality Area 2 – Children’s health and safety
- Education and Care Services National Law Act (2010) S167
- Education and Care Services National Regulations (2011). R168 & 97

**VERSION CONTROL**

Emergency Management Policy  
 Version control Date: July 2022  
 Reviewed: January 2026  
 To be reviewed: January 2027