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| Emergency Management Plan Template |
| Version 2.0 |
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To receive this document in another format, email the Department of Families, Fairness and Housing’s Emergency Management Branch at [empolicy@dffh.vic.gov.au](mailto:empolicy@dffh.vic.gov.au)

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Available at [Emergency management - DFFH Service Providers](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management

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# In case of an emergency

**Always call 000 (triple zero) if there is an immediate danger to life**

For advice, call your management contact: [insert contact details]

Bring together your Incident Management Team.

Contact your DFFH Division on [insert contact details] if the emergency affects (changes) your service. Contact them again within five days after things have gone back to normal to let them know.

Operations divisions emergency management contact numbers:

|  |  |
| --- | --- |
| **Division** | **Contact number** |
| North Division | **1300 080 829** |
| West Division | **1800 780 354** |
| East Division | **1300 576 518** |
| South Division – Gippsland | **1300 528 951** |
| South Division – Southern Metro | **1800 309 916** |

# Plan information

[Save this emergency management plan in a safe place where you can find it quickly during an emergency.

Keep a printed (hard copy) version in an easy to reach spot, and a digital (soft copy) version on your computer system.

Your final draft may include private information about clients. Make sure both hard and soft copies are stored securely and only shared with people who need to see them.]

## Validity period

[Insert how long the plan is valid for, who approved it (someone with decision-making authority), and when it will be reviewed. Funded agencies in scope for the *Social services sector emergency management policy* must review their emergency management plan at least once a year.]

## Distribution

[Insert the names and roles of people and/or groups who should receive this plan.]

Names and roles of people and groups receiving this plan

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Position Title and  Organisation Name | Date Sent | Email Address or  Postal Address |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Purpose

This Emergency Management Plan (plan) provides details on how [insert service name] will prepare for and respond to emergencies.

# Scope

This plan covers [insert service name]’s emergency management arrangements. It applies to everyone involved with the service – this includes all clients, staff, contractors, and visitors.

# Preparing for an emergency

## Service profile

### General information

|  |  |
| --- | --- |
| Field | Information |
| **Service Name** |  |
| **Physical Address** |  |
| **Operating Days** |  |
| **Operating Hours** |  |
| **Phone** |  |
| **Email** |  |
| **Fax** |  |
| **Website** |  |
| **Number of buildings/sites** |  |
| **Relocation Location / address and phone number** |  |
| **Number of service users** |  |
| **Total Number of Staff** |  |
| **Methods used for communications to our service’s community** |  |

### Other services / users of facilities (if applicable)

[Provide details of other users of your facility. This may include community groups that use the facility during the evening or weekends.

**Note:** if more than one organisation operates from any of your facilities, each organisation should have its own emergency management plan.]

|  |  |
| --- | --- |
| Field | Information |
| **Service / User’s Name** |  |
| **Location** |  |
| **Service user / Visitor Numbers** |  |
| **Operating Hours/Days** |  |
| **Emergency Contact Name** |  |
| **Phone Number** |  |
| **Mobile Number** |  |

### Building information summary

[This section should include details about your site’s fire safety and emergency features and any known risks or hazards at the building or site (for example fuel or chemical storage). Complete this section for **each** site you manage.]

Fire suppression systems

|  |  |
| --- | --- |
| System | Location |
| e.g. extinguisher  sprinkler system  fire hose reels/blankets | Ground Floor / Level 1 / Room 1.1 / Foyer  Location of Control Valve |

Alarms

|  |  |  |  |
| --- | --- | --- | --- |
| Alarms | Location | Monitoring Company | Location of Shut-off Instructions |
| **Fire:** |  |  |  |
| **Intruder:** |  |  |  |
| **Other:** e.g. duress alarm |  |  |  |

Utilities

|  |  |  |  |
| --- | --- | --- | --- |
| Utilities | Location | Service provider | Location of Shut-off Instructions |
| **Gas / Propane:** |  |  |  |
| **Water:** |  |  |  |
| **Electricity:** |  |  |  |

Communication systems

|  |  |
| --- | --- |
| System | Location |
| e.g. emergency exit signs / lightening  Two-way radio |  |

Building and site hazards

|  |  |
| --- | --- |
| Hazard Description | Location |
| e.g. hazardous chemicals |  |

## Clients and staff who may need extra support

[Some people may need help with communication or mobility in an emergency. Different people have different needs, so it is important to plan for a range of supports.

Use different communication methods and formats to make sure people understand what to do during an emergency. This helps both individuals and organisations during prevention, preparedness, response and recovery.

Make a list of service users and staff who may need extra help in an emergency. Keep this list up to date. It should include people who (add more as needed based on your service and client profile):

* have a medical condition that needs a medical plan (for example, asthma)
* are recovering from an injury or illness
* have a difficulty seeing, hearing or moving around
* have an intellectual disability
* use a wheelchair or mobility scooter
* are older adults
* are non-English speakers.

Service users/staff who need extra support may also wish to make their own personalised emergency management plan.

More information can be found in the *Preparing for emergencies* reference guide available on the [Service Providers’ Emergency Management website](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management.

Below is an example of a table that can be used to capture information of people who require additional support.

As this is private and sensitive information**,** consider whether you would like to keep this information in your emergency management plan or whether you would like to keep this information in a separate document.]

Service users or staff requiring additional support

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | Room / area / location | Condition | Assistance needed during an emergency | Communication method | Who will be responsible |
| insert name | e.g. Level 1 | e.g. impaired vision | Will require assistance during evacuation | Provide verbal instructions in a calm and clear voice. Use touch cues if appropriate and previously agreed on. Use a buddy system and ensure all emergency messages are also communicated verbally, not just in written form. | insert name |

Summary of additional support

|  |  |  |
| --- | --- | --- |
| Additional Support Category | Number of service users | Number of staff |
| e.g. asthma, wheelchair |  |  |

## Transport

[If needed, include your organisation’s emergency transportation plan in this section. It should explain how:

* people will safely move to another location
* services will continue
* everyone stays safe.

The type of transport must suit the needs of your clients. For example, if someone uses a wheelchair, the vehicle should be wheelchair accessible.

The following services must have a transport plan as part of their emergency plan:

* Supported independent living and short-term accommodation and assistance services
* In-home and community-based services
* Residential care services
* Homelessness services.]

### Evacuation routes

[Include you evacuation routes here. You should plan for 2 to 3 different evacuation routes in case one is blocked or unsafe. The best route will depend on:

* The type of emergency (e.g. fire, flood, gas leak)
* Where the emergency is happening
* How people can safely leave the site

Think about the safest and quickest way to get everyone to a safe location and always follow the instructions from emergency services during an emergency.]

## Risk assessment

[Think about the types of emergencies that are likely to affect your facilities/sites or service users. Include the result of the risk assessment in your emergency management plan.

List the hazards (dangers) that could affect your service and the risks they may cause. These risks might lead to an emergency at your site or in the local area.

More information (including tips for preparing your property) and a sample hazard and risk assessment template is available in the *Preparing for emergencies* reference guide on the [Service Providers’ Emergency Management website](file:///C:\Users\spry1010\Downloads\Service%20Providers’%20Emergency%20Management%20website) https://providers.dffh.vic.gov.au/emergency-management.]

## Emergency kit checklist

[Having an emergency kit ready with important items and information helps save time and makes relocation or evacuation easier. Check the contents of your kit regularly, especially if it includes food, water, or other items that can go out of date, like batteries. Service providers should also think about the specific needs of clients and add extra items to the kit if needed.

For more information on what to put in your emergency kit, visit:

* [Ready](https://Ready) https://www.ready.gov.kit
* [Australian Red Cross](https://www.redcross.org.au/emergencies/prepare/packing/) https://www.redcross.org.au/emergencies/prepare/packing]

|  |  |
| --- | --- |
| The Emergency Kit Contains: | Mark Checkmark with solid fill |
| **Service’s information** |  |
| List of emergency contacts and staff information (contained in the plan) |  |
| Service users’ data and next-of-kin contact information (contained in the plan) |  |
| Service users and staff with additional support list (contained in the plan) including any service users’ medications and cool packs/care plan/identification |  |
| Copy of facility site plan and the plan including evacuation routes |  |
| **General equipment and supplies** |  |
| Wool blanket |  |
| Facility keys |  |
| Standard portable First Aid Kit and its location |  |
| Service user evacuation travel kit (if applicable) |  |
| A charged mobile phone and charger/s (batteries checked and charged) |  |
| Torch with replacement batteries or wind-up torch (batteries checked and charged) |  |
| Whistle |  |
| Portable battery powered radio (batteries checked and charged) |  |
| Pens, markers, paper |  |
| Bottled water (use by date checked) |  |
| Portable non-perishable snack (use by date checked) |  |
| Sunscreen (check use by date) and spare sunhats |  |
| Plastic garbage bags and ties |  |
| Toiletry supplies |  |
| Antibacterial wipes, hand sanitiser gel (check use by date) and surgical face masks |  |
| Clothes made from natural fibres, sturdy shoes or boots and heavy-duty gloves (for staff, and for service-users where appropriate) |  |
| **Date Emergency Kit Checked:** |  |
| **Next check date:** |  |

# Responding to an emergency

## Emergency contacts

### Emergency services

**Always call 000 (triple zero) if there is an immediate danger to life**

### Our service contacts

**[This section lists important contact people for your service during an emergency.**

It includes a staff member responsible for bulk messaging, if your service uses an SMS system to send group messages. This person may be different from the communication person in your Incident Management Team (IMT).

The Communications Officer/bulk messaging staff member should follow the advice of the communication person in the IMT.

An IMT is a group of people from your service who help manage the emergency response. They have clear roles and work together to keep people safe, make decisions, share information, and respond quickly during an emergency.]

Key organisational roles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Key Roles | Name | Phone | Phone  (After Hours) | Mobile |
| **Approved Provider or Person with Management or Control Representative** |  |  |  |  |
| **Responsible Person / Primary Nominee** |  |  |  |  |
| **First Aid Officer** |  |  |  |  |
| **OHS Representative** |  |  |  |  |
| **Communications Officer/ Bulk Messaging System Operator (e.g. SMS)** |  |  |  |  |

Key DFFH contacts

|  |  |  |  |
| --- | --- | --- | --- |
| Position | Name | Phone | Mobile |
| **Emergency Evacuation / relocation contacts** | Delete those not applicable  North Division  East Division  West Division  Gippsland  Southern Metro Region | 1300 080 829  1300 576 518  1800 780 354  1300 528 951  1800 309 916 |  |
| **Nominated DFFH Divisional Adviser [**person with whom you discuss your funding and service agreement with]. |  |  |  |

Local and other organisations contacts

|  |  |  |  |
| --- | --- | --- | --- |
| Organisation | Name | Phone | Location/address |
| **Service’s evacuation location number** |  |  |  |
| **Police Station** |  |  |  |
| **Hospital/s** |  |  |  |
| **Gas** |  |  |  |
| **Electricity** |  |  |  |
| **Water Corporation** |  |  |  |
| **Facility Plumber** |  |  |  |
| **Facility Electrician** |  |  |  |
| **Local Government** |  |  |  |
| **VicEmergency** |  | 1800 226 226 |  |
| **WorkSafe Victoria** |  | 1800 136 089 |  |
| [Insert other contacts that your facility may call upon to assist during an emergency] |  |  |  |

Service users and staff primary emergency contacts

|  |  |  |  |
| --- | --- | --- | --- |
| Service user / staff name | Primary emergency contact name | Phone number | Mobile phone number |
|  |  |  |  |

## Incident Management Team

[Record all important contact roles for your service and include these in your plan.

Your Incident Management Team (IMT) is the group of people who will lead how your service responds during an emergency.

Your IMT might be the same as your organisation’s usual management team or fire warden team, depending on the type of emergency and the size of your service.

In smaller services, you might not have enough staff to give each IMT role to a different person. When this is the case, one person can do more than one role if needed. For example, the Commander may also take on the logistics and/or communications role.]

Incident Management Team contact details

|  |  |  |
| --- | --- | --- |
| Title | Name | Contact number |
| **Chief Warden** |  |  |
| **Deputy Chief Warden** |  |  |
| **Warden(s)** |  |  |
| **Commander** |  |  |
| **Operations Officer** |  |  |
| **Logistics Officer** |  |  |
| **Communications Officer** |  |  |
| **First Aid Officer** |  |  |

### Incident Management Structure

[Figure 1 below is an example of an IMT structure for a medium organisation. When planning for your IMT, think about the size of your organisation and adjust your IMT structure appropriately.

Figure 1 – Example Incident Management Structure]

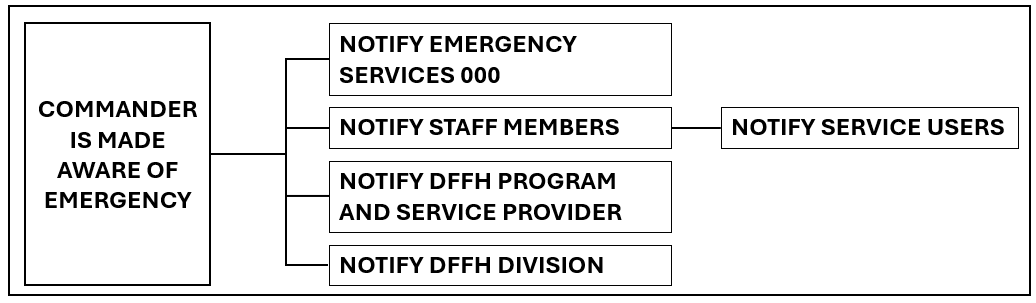
|  |
| --- |
| Diagram represents the incident management team structure. The Commander is at the top directly responsible for two wardens and one first aid officer during an emergency. |

## Communication tree

[Include your communication tree here. A communication tree helps outline who is responsible for contacting others during an emergency. This may include emergency services, your DFFH Division, and the emergency contacts for staff or service users.

If your service is large or has more than one site, you might want to include more than one communication tree in your plan.

Figure 2 – Example communication tree]



## Emergency response procedures

During an emergency, you may need to use one or a combination of the following emergency procedures:

* Change (altering) or stop (ceasing) services
* Relocation
* Evacuation
* Shelter-in-place
* Shelter indoors

[In this section, add the details of how your service will carry out each of these procedures. You can find more guidance in the *Preparing for emergencies* reference guide, available on the [Service Providers’ Emergency Management website](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management.

Service providers should use their judgement when deciding which actions to take. Every emergency is different. You should also adjust these procedures based on your risk assessment and the specific needs of your service.]

**Do not wait for direction from the department or emergency services to enact your emergency plan.**

### Altering or ceasing services

[Insert the details for your organisation’s altering or ceasing services emergency response procedure in this section.]

### Relocation

[Insert the details for your organisation’s relocation emergency response procedure in this section.]

### Evacuation

[Insert the details for your organisation’s evacuation emergency response procedure in this section.]

### Shelter-in-place

[Shelter-in-place means staying inside the building you are already in because it is safer than going outside where there is an immediate threat. This might happen during a chemical spill, violent incident, active shooter, airborne gas, fire, etc.

When sheltering-in-place, you should:

* stay inside
* close all windows and doors
* turn off air conditioners or fans if needed
* follow instructions from emergency services.

Shelter-in-place is a high-alert, protection action where movement needs to be restricted.

Insert the details for your organisation’s shelter-in-place emergency response procedure in this section.]

### Shelter indoors

[Bring people inside and stay indoors for safety, usually due to general environmental conditions such as thunderstorm asthma conditions, extreme heat, poor air quality, storm activity, bushfire smoke nearby. Sheltering indoors is a precautionary action to protect people most at risk but does not mean you are locked down or unable to exit.

You may need to:

* stop outside activities
* keep everyone indoors and comfortable
* monitor conditions and wait for updates.

Insert the details for your shelter indoors emergency response procedure in this section.]

## Response procedures for specific emergencies

[Before completing this section, complete a risk assessment to identify the hazards and threats that could affect your service or facility.

Once you have identified the risks (for example, bushfire, flood, cyber-attack, etc.), write a response procedure for each one.

For every threat and/or hazard, your response procedure should explain how your service will:

* prepare for the emergency
* respond during the emergency
* recover after the emergency.

More information is available in the **Preparing for emergencies reference guide on the** [**Service Providers’ Emergency Management website**](https://providers.dffh.vic.gov.au/emergency-management)https://providers.dffh.vic.gov.au/emergency-management.

Use your judgement when carrying out response procedures as your response will depend on what is happening at the time.

Again, do not wait for directions from the department or emergency services to enact your emergency plan.

**Note**: when planning for alternative emergency accommodation, make sure it is not in a heightened risk area. List several accommodation options. This is important because other services may also plan to use the same accommodation. If too many people go to the same place, there may not be enough space. Having more than one option helps make sure you have somewhere safe to go.

If possible, include some options outside of your local government area. This is because a large emergency could affect a large part of your whole local government area, making local options unsafe or unavailable. Having back-up options in other areas gives you a better chance of finding safe accommodation.]

### Bushfire

[Include your bushfire plan here.

More information is available in the *Preparing for emergencies* reference guide and the *Social services sector emergency management policy*, on the [**Service Providers’ Emergency Management website**](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management.]

### Catastrophic fire danger day

[If the *Social services sector emergency management policy* applies to your service*,* and you provide home-based care or residential care in areas of heightened bushfire risk, you must follow the required actions for a forecast Catastrophic fire danger day. These actions are outlined in each carer’s personal Bushfire Leave Early Plan or residential facility’s Bushfire Survival Plan.

Services within scope of the *Social services sector emergency management policy* are required to report to DFFH within 5 days of the Catastrophic fire danger day that services have resumed or when the service is expected to return to normal.

Insert your Catastrophic fire danger day procedure here.

More information is available in the *Preparing for emergencies* reference guide and the *Social services sector emergency management policy*, on the [**Service Providers’ Emergency Management website**](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management.]

### Floods

[Include your flood response plan here.

More information is available in the *Preparing for emergencies* reference guide and the Social services sector emergency management policy, on the [**Service Providers’ Emergency Management website**](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management.]

## Area map

[Insert an area map to show the location of your facilities/sites and its off-site evacuation points. It should include:

* surrounding streets (including street names)
* exit points from your service
* emergency services access points
* a minimum of two off-site assembly areas (where possible)
* off-site evacuation routes (coloured green)
* major landmarks
* legend.

Your area map should also include the distance and estimated time to get from your service to each evacuation point.

You can make your area map using a computer mapping program (for example from the internet). If this is not possible, you can use a copy of the relevant map from a street directory.]

## Evacuation diagram

[Each building must have evacuation diagrams clearly displayed where service users, staff, visitors and contractors can see them. This includes areas like reception, hallways, meeting rooms and break rooms.

Your emergency management planning team should decide on the number of evacuation plans and where they are available in each building.

Insert your facility’s evacuation map here.

Refer to the Australian Standard 3745-2010 *Planning for Emergencies in Facilities* to ensure your evacuation map meets relevant requirements.]

# Recovery

[Refer to your Business Continuity Plan (BCP) and list any other actions your service will take to recover after an emergency.

More information is available in the *Preparing for emergencies* reference guide and the *Social services sector emergency management policy*, on the [**Service Providers’ Emergency Management website**](https://providers.dffh.vic.gov.au/emergency-management) https://providers.dffh.vic.gov.au/emergency-management.]

# Emergency management plan – completion checklist

[This completion checklist has been developed as a ‘final check’ to help confirm that all parts of your plan have been completed. Where possible, ask another staff member to complete the checklist to support accuracy and a fresh review of the plan.]

| Component | Mark P / O | Action Required |
| --- | --- | --- |
| Distribution list has been completed |  |  |
| Site profile has been populated and reflects the service’s general information, other services/users of site and building information summary |  |  |
| Service users and staff requiring additional support have been identified and strategies are put in place for these persons in the event of an emergency |  |  |
| A transportation plan has been completed |  |  |
| Potential local hazards/threats have been identified |  |  |
| Risks have been rated and risk assessments included |  |  |
| Local mitigations/controls have been specified |  |  |
| Emergency Kit Checklist has been completed |  |  |
| Appropriate key local community contact numbers have been added for example Fire, Ambulance, Police, local government, nearest hospital |  |  |
| Key contact numbers for internal staff have been added |  |  |
| Approved Provider or Person with Management or Control Representative and DFFH regional contact numbers are included |  |  |
| Service users’/staff’s primary emergency contacts have been added |  |  |
| An Incident Management structure has been identified, with appropriate persons assigned and contact details provided |  |  |
| Responsibilities are clearly defined and back up names included for each position in the incident management team |  |  |
| Communications tree detailing process for contacting emergency services, staff and primary emergency contacts is included |  |  |
| Altering or ceasing service, evacuation, lockdown, shelter-in-place and shelter indoors procedures are in place and are completed |  |  |
| Localised emergency response procedures have been developed for specific emergencies in-line with the hazards/threat identified in the risk assessment |  |  |
| The area map has:   * two evacuation assembly areas on-site * external evacuation routes * surrounding streets and safe exit points marked * emergency services access points marked |  |  |
| The evacuation diagram has:   * a pictorial diagram of the floor or area (at least 200mm x 150mm in size, A3) * a title, for example EVACUATION DIAGRAM * the ‘YOU ARE HERE’ location * green designated exits * red marked hose reels * red marked hydrants * red marked extinguishers * designated shelter-in-place locations * plan validation date * location of primary and secondary assembly areas * a legend |  |  |
| **Final check completed by:** |  |  |
| **Date:** |  |  |