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| Emergency Management Plan Template |
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| Contact us if you need this information in an accessible format such as large print or audio, please email Emergency Management Branch <EMPolicy@dffh.vic.gov.au>.Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Department of Families, Fairness and Housing, September 2024. |
| Available on the Department of Families, Fairness and Housing’s [Service Providers Emergency Management website](https://providers.dffh.vic.gov.au/emergency-management) <https://providers.dffh.vic.gov.au/emergency-management>. |

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[Agencies providing services in scope of the *Social services sector emergency management policy* must have an emergency management plan. This Emergency Management Plan Template is a guide only and is not mandatory. It is targeted at small to medium sized services. The template can be adjusted to suit your service/facility.

This template does not include business continuity planning.

Refer to the *Social services sector emergency management policy* and the [*Preparing for emergencies: a reference guide*](https://providers.dffh.vic.gov.au/preparing-emergencies-reference-guide) *for the social services sector* for additional information, available on the [Service Providers’ Emergency Management website](https://providers.dffh.vic.gov.au/emergency-management) <https://providers.dffh.vic.gov.au/emergency-management>.

Delete all blue instruction text in brackets]

[Insert Service Logo]

[Insert service name]

# In case of an emergency

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

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

Convene your Incident Management Team.

Notify your DFFH Division on [insert contact details] if the emergency results in changes to service delivery, and again when normal services have resumed.

# Documentation information

## Validity Period

[Insert how long the plan is valid for, the authorised person/committee approving the plan, and when the plan will be reviewed.]

## Distribution

[Insert the appropriate receiver(s) of the 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 document outlines [insert service name]’s emergency management arrangements. This plan applies to all clients, staff, contractors, and visitors associated with this service.

# Preparing for an emergency

## Service profile

### General 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.]

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

### Building information summary

[In this section, provide the fire and emergency safety features of the building/s on your site/s, as well as any known building and site hazards, for example chemical or fuel storage. Replicate this information for each site.]

Fire suppression systems

|  |  |
| --- | --- |
| System | Location |
| [e.g. extinguishersprinkler systemfire hose reels/blankets] | [Ground Floor / Level 1 / Room 1.1 / FoyerLocation 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 / lighteningTwo-way radio] |  |

Building and site hazards

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

## Clients and staff requiring additional support

[People have individual assistance and communication needs. Multiple communication channels and formats should be available for use by individuals and organisations involved in disaster prevention, preparedness, response, and recovery.

Identify service users and staff who may need assistance in an emergency. The list must be kept up to date and include individuals who (add additional as required based on your client profile):

* have a medical condition which requires a medical management plan (for example, asthma)
* are recovering from an accident or illness
* have a vision, hearing or ambulatory impairment
* have an intellectual disability
* use a wheelchair or scooter
* are aging
* are non-English speakers.]

Service users/staff requiring additional support may like to create their own 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>.]

Service users or staff requiring additional support

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Room/area/location | Condition | Assistance needed during an emergency | Who will be responsible |
| [insert name] | [e.g. Level 1] | [e.g. impaired vision] | [Will require assistance during evacuation] | [insert name] |

Summary of additional support

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

## Transport

[If necessary, include your organisation’s emergency transportation plan to alternative locations to maintain service continuity and safety. Ensure the type of transport is appropriate for your clients. For example, wheelchair accessible vehicle as required.

Services which must contain a transport plan in their emergency plan are:

1. Supported independent living and short-term accommodation and assistance services
2. In-home and community-based services
3. Residential care services
4. Homelessness services]

## Risk assessment

[Assess the types of emergencies that are likely to affect your facilities/sites or service users. Results of the risk assessments should be incorporated into the emergency management plan.

Identify the hazards to your service and the associated risks they carry that could lead to an emergency at your facility.

More information (e.g., property preparedness) and a sample hazard risk assessment template 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>.]

## Emergency Kit Checklist

[Pre-prepared kit containing relevant emergency information and equipment could save valuable time and resources in the event of a relocation or evacuation. Contents should be checked regularly, particularly if any perishables are included in the kit. Service providers should be aware of any specific requirements your clients may have and adjust your kits accordingly.

For more information regarding emergency kits visit <http://www.ready.gov/kit>. <https://www.ready.gov.kit>.]

|  |  |
| --- | --- |
| The Emergency Kit Contains:  | 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 and spare sunhats  |  |
| Plastic garbage bags and ties  |  |
| Toiletry supplies  |  |
| Antibacterial wipes, hand sanitiser gel and surgical face masks |  |
| Clothes made from natural fibres, sturdy shoes or boots and heavy-duty gloves  |  |
| **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

[**Note:** This plan includes a field for staff member(s) responsible for Bulk Messaging (where SMS system is in place). This person may not be the same person as the communications person in your Incident Management Team structure. The staff member responsible for bulk messaging should act under the guidance of the communications person in your IMT structure.]

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** |  |  |  |  |
| **Bulk Messaging System Operator (e.g. SMS)** |  |  |  |  |

Key organisational / DFFH contacts

|  |  |  |  |
| --- | --- | --- | --- |
| Position | Name  | Phone  | Mobile  |
| **Emergency Evacuation / relocation contacts** | North Division East Division West Division GippslandSouthern Metro Region[Delete those not applicable] | 1300 080 8291300 576 5181800 780 3541300 528 9511800 309 916 |  |
| **DFFH Program and Service Adviser** [person with who you discuss your funding and service agreement with.] |  |  |  |

### Local / 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 / staff primary emergency contacts

**[Note:** Please remove service users and staff identifying details from this section before distributing copies of your plan to organisations or individuals outside your service/facility to guarantee adherence to the provisions of the Information Privacy Act 2000]

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

## Incident Management Team

Your Incident Management Team (IMT) will direct the way your facility will respond to an emergency.

Your IMT may (or may not) follow your corporate structure or fire warden structure/emergency management team, depending on the nature of the emergency and the size of your organisation. In a small facility there may not be enough staff to assign each IMT role to a different person. In such cases, staff members can take on multiple roles. For example. Chief Warden/Commander can take on logistics and communications role.

[Record all contact roles relevant to your facility and enter this table in your plan.]

Incident Management Team contact details

|  |  |  |
| --- | --- | --- |
| Title | Name | Contact number |
| Chief Warden/Commander |  |  |
| Deputy Chief Warden |  |  |
| Operations Officer/Warden |  |  |
| Logistics Officer/ Warden  |  |  |
| Communications Officer |  |  |
| First Aid Officer |  |  |

[The following is an example of an IMT structure for a medium organisation. Please consider the size of your organisation and adjust your IMT structure appropriately.]

Figure 1 – Example Incident Management Structure



## Communication Tree

[A communication tree enables you to easily identify who at your facility will contact the relevant person or organizations such as emergency services, the DFFH Division and service users’/staff’s primary emergency contact in the event of an emergency.

Depending on the size of your service, you may wish to include more than one communication tree in your plan.]

Figure 2 – Example communication tree



## Emergency response procedures

During an emergency it may be necessary to **activate one or a combination** of the following emergency procedures:

* Altering or ceasing services
* Relocation
* Evacuation
* Shelter-in-place
* Shelter indoors

[Insert the details for each emergency response procedure in this section. 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>.

Service Providers will need to apply good sense of judgement when actioning any emergency procedures as the circumstances of the emergency need to be considered in your response. These procedures should be modified to incorporate any specific modifications/additions arising from your risk assessment.]

## Response procedures for specific emergencies

[First you complete your risk assessment and identify threats and hazards to your service. Include in this section your planned preparation for, response to, and recovery from these threats and hazards.

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>.

You will need to exercise judgement when implementing response procedures during an emergency as the circumstances of the event will need to be considered in your response.]

### Bushfire

[Provide your bushfire plan here.]

[More information can be found in the *Preparing for emergencies* reference guide and the Social services sector emergency management policy, available 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

[Services within the scope of the *Social services sector emergency management policy,* which operate home based care or residential care in areas of heightened risk, and services/facilities of which the weather district is subject to a Catastrophic fire danger day must comply with required Catastrophic fire danger day actions contained in the policy. These actions are specified in the individual carer’s Leaving 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 can be found in the *Preparing for emergencies* reference guide and the Social services sector emergency management policy, available on the [Service Providers’ Emergency Management website](https://providers.dffh.vic.gov.au/emergency-management) <https://providers.dffh.vic.gov.au/emergency-management>.

Note: when planning for alternative accommodation at safe destinations, it is advised to ensure the accommodation is not located in heightened bushfire risk areas, list multiple accommodation options, and consider some accommodations beyond your Local Government Area (if possible and where relevant).]

## 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 specify the distance and estimated time it would take to get from your facility to each assembly point.

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

## Evacuation Map

[Evacuation diagrams for each building and floor are required to be displayed in all locations where service users, staff, visitors, and contractors can view them. This may include reception area, corridors, meeting rooms, break room and so on your emergency management planning team should determine the number and siting of evacuation plans required for 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 other recovery activities..

# Emergency Management Plan - Completion Checklist

This completion checklist has been developed for use as a ‘final check’ to assist you to confirm that you have completed all the components of your plan.

| Component | 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 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:** |  |  |