



## POLICY STATEMENT

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TWOOSH provides an environment that ensures the safety and wellbeing of the children, Educators, Guardians and volunteers at all times (*"My Time, Our Place"* 1.1, 3.1). All children and Educators will be aware of, and practised in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence, these procedures will be immediately implemented. When implementing the practice sessions of emergency procedures with children, Educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving the procedures or discussing ways to avert emergency situations (*"My Time, Our Place"* 4.2).

## REFERENCES AND CONSIDERATIONS

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- Education and Care Services National Regulation 2011 (97)
- National Quality Framework: Quality area 2.3
- Thornleigh West Public School Emergency Procedures 2023
- Work Health and Safety Act 2011 No 10

## Related TWOOSH documents

- Policy B-3 – Excursions
- Policy D-9 – Providing a child safe environment.
- Parent and visitor code of conduct

## PROCEDURES

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### Fire safety

- ◆ The school organises and documents a professional fire safety check of all equipment annually. This includes fire extinguisher, fire blanket, and fire alarms.
- ◆ Fire extinguishers are installed and maintained by the school. Educators will be instructed in their operation. TWOOSH has 2 fire extinguishers in the centre which are located beside the second entrance to the main TWOOSH building.
- ◆ Smoke detectors are installed and checked regularly as per the manufacturer's instructions by TWPS. The smoke detectors are installed in all indoor spaces used by TWOOSH. Smoke detectors are battery operated and batteries are changed when the device begins beeping.
- ◆ A fire blanket is kept in the kitchen, beside the pantry.
- ◆ Basic Fire Safety training may be carried out by Educators and noted in the training record if deemed necessary by Management.
- ◆ Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety, and they feel confident to operate the extinguisher. When this happens, another Educator evacuates all children from the room.
- ◆ All other fires should follow emergency evacuation procedure.

## Critical incidence and emergencies

- ◆ This emergency procedure will be reviewed in an 18-month cycle and noted on the review schedule with all other policies.
- ◆ Emergency evacuation and lockdown procedures will be displayed at exits including the main and rear doors in the TWOOSH building, and in the Senior space.
- ◆ A floor plan showing evacuation routes and location of TWOOSH fire extinguishers and blankets will also be displayed in the same areas. These procedures will be consistent with school emergency procedures as much as is practicable.
- ◆ One of each type of emergency drill included in this policy, is performed per term, over the year. Covering all types of care, before school, after school and during Vacation Care.
- ◆ Other Educators will be asked to run drills, so they are aware of procedures if they were the responsible person on duty in the event of an emergency.
- ◆ All emergency drills will be recorded with date, time and length of time it took to leave the building on an 'Evaluation of Emergency Drills' form. This will be filed in the emergency evacuation folder.
- ◆ All Educators on duty will be asked to give written feedback as part of the 'Evaluation of Emergency Drills' form after each drill. These will be discussed in Educator meetings if necessary.
- ◆ Drills will be conducted more regularly when there are new children and at the start of a new school year.
- ◆ All Educators and relief Educators will be informed of the procedures and their specific duties identified in their orientation to the centre. Educators will make arrangements to cover duties of any absent Educators.
- ◆ Guardians will be informed of the procedure and assembly points in the Family Information Booklet.
- ◆ Risk assessments are written and kept in the TWOOSH office in relation to heatwaves, power failure, thunderstorms, bushfires, winds and falling branches, etc. These will be reviewed annually and signed off by centre Educators.

## Harassment and threats of violence

- ◆ Be aware of any unfamiliar person on the premises, where possible find out what they want quickly and try to contain them outside TWOOSH premises.
- ◆ If a person/s (known or unknown to TWOOSH) harasses or makes threats to children or Educators at the centre, or on an excursion, Educators will:
  - remove children from the situation and commence lock down procedures; if appropriate, Educators will calmly move the children to a location where the children cannot see or hear the person.
  - calmly and politely ask the person to leave the centre or the vicinity of the children.
  - be firm and clear and remember the primary duty is to the children within the care of TWOOSH.
- ◆ If the person refuses to leave, explain that it may be necessary to call the police to remove them.
- ◆ If they still do not leave, call the police.
- ◆ If the Responsible Person on duty is unable to make the call another Educator should be directed to do so.
- ◆ No Educator is to try to physically remove the unwelcome person but try to remain calm and keep the person calm and wait for the police.
- ◆ Guardians or other authorised persons, who harass, threaten, or use violence, will need to read, sign, and return the Parent and visitor code of conduct. Failure to do so will result in exclusion of the family from TWOOSH until this is complete. If the incident was physically harmful, the land act will be enforced, and they will be unable to access school grounds.
- ◆ If Guardians are in breach of Parent and visitors code of conduct, they may be excluded for a period agreed upon by Management in consultation with the school.

## Excursion emergency

- ◆ Educators and children are to follow the procedures set by each excursion provider/location.
- ◆ Risk assessments will be completed before the excursion and any facility specific emergency procedures will be attached.
- ◆ For outdoor locations such as a park, Educators are to set meeting points in the event of any emergency.
- ◆ If the Director is not present in the event of an emergency, they need to be notified as soon as practicable.
- ◆ Electronic contact lists will be used to contact Guardians when needed.

## Emergency phone numbers

- ◆ An emergency checklist will be displayed near the phone and located within evacuation bags to assist with contacting emergency personnel.
- ◆ Educator's personal mobile phones can be used in emergencies.

## PROTOCOLS

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### Emergency procedures – general

#### During school hours

TWPS emergency evacuation procedures are to be followed. All Educators on premises must evacuate with the school.

If the emergency bell is alarmed during transition times between TWOOSH and TWPS, Educators and children are to commence TWPS procedures and evacuate or lock down in the nearest indoor space regardless of whether it is a TWOOSH room or classroom, or with TWOOSH or non-TWOOSH children.

#### Outside normal school hours

TWOOSH emergency evacuation and lockdown procedures are to be followed (details in following pages):

- ◆ Lockdown – 1 whistle blow
- ◆ Evacuation – 2 whistle blows
- ◆ Storms and extreme weather – walkie talkie communication
- ◆ Serious incident

The Director/Responsible Person is responsible for activating the emergency procedure in a drill situation.

## Lockdown procedure – 1 whistle blow

Lockdown secures children and Educators in nearest rooms or indoor spaces, where everyone must remain until the situation is declared safe.

This procedure is to be used for potential threats, toxic spills, presence of a dangerous animal, or sighting in the area of armed, dangerous or aggressive persons.

The first Educator to become aware of a problem which requires a lockdown is to blow a whistle (hanging on cupboard in the Director's office area, behind the entry/exit doors, in the senior cupboard, and in outdoor first aid kit), with **one whistle burst** and announce '**lockdown**' into the walkie talkies and around outside areas and hall if necessary. Use mobile phone or walkie talkies to alert persons using E Block, library, hall and other spaces, and ensure the message has been received.

### Director/Responsible Person

- ◆ If it is a drill, time the procedure with a stopwatch/phone and ensure appropriate documentation is completed.
- ◆ Delegate Educator to lock all doors and windows and pull down blinds.
- ◆ Keep all children inside room towards the middle. Do not answer any door knocks.
- ◆ Ensure Educators have checked the toilets.
- ◆ Call the roll using the Playground tablets, accounting for Educators as well. Communicate with the library, hall, E Block, and other spaces and take note of which children are in these areas.
- ◆ Contact Police giving them as much information as possible.
- ◆ Ensure all Educators and children are kept calm. A quiet game may be helpful.
- ◆ Arrange for any appropriate medical attention for any injured person.
- ◆ Liaise with any emergency personnel.
- ◆ Contact guardians and inform them of the situation. This will be conducted via Xplor, SMS boosted notices if deemed necessary or regular Xplor/email notification processes.
- ◆ Assess the situation and give the all clear announcement to end lockdown.
- ◆ Inform the Director (if not already involved), School Principal and Committee President of the circumstances.

### Educators

- ◆ Educators will be responsible for checking that all the children in their area of responsibility are rounded up and brought directly to the nearest inside space.
- ◆ Upon hearing one long loud whistle, Educators in rooms away from the main building are to keep all children in their care with them in the room where they are and to await further instructions from the Director/Responsible Person.
- ◆ Educators in all areas need to close and lock windows, pull down blinds, turn off lights (lamps can stay on) and keep children quiet, and in the middle of the room.
- ◆ Educators in E Block need to move to the senior space; an Educator will need to lock all the access doors in the building and remain there until further notice.
- ◆ Educators in the hall need to lock all the doors and windows, including sport storage, and move children to the stage area behind the curtains where they cannot be seen from the glass doors.
- ◆ Educators will need to assist with roll call in their areas and keeping children calm and quiet throughout this process.
- ◆ Children not marked on rolls will be addressed over walkie talkies to locate them in other spaces. Educators need to inform the Director of anyone who is missing or injured.
- ◆ Educators will assist the Director/Responsible Person as directed.

- ◆ Educators will keep children calm and occupied until the Director/Responsible Person gives the all clear notice.

**No children, Educators, guardians or visitors are to leave the lockdown area for any reason until the danger has been brought under control and the all clear given.**

## Evacuation procedure (emergency/fire) – 2 whistle blows

This procedure is to be used for any situation where Educators feel any building is no longer a safe place for the children to be in.

The first Educator to become aware of a problem which requires evacuation is to blow a whistle (hanging on cupboard in the Director's office area, behind the entry/exit doors, in the senior cupboard, and in outdoor first aid kit), with **two whistle bursts** and announce '**evacuation**' into the walkie talkies and around outside areas and hall if necessary. Use mobile phone or walkie talkies to alert persons using E Block, library, hall and other spaces, and ensure the message has been received.

### Director/Responsible Person

If it is a drill, time the procedure with a stopwatch/phone and ensure appropriate documentation is completed.

- ◆ Call Emergency Services (phone numbers are on wall beside Director's desk).
- ◆ Ensure Educators pick up the tablets and internet dongle, extra activities list, mobile phone and the portable first aid kit containing emergency contact list, emergency EpiPen and asthma kit and children's individual medication boxes.
- ◆ Assist with execution of evacuation.
- ◆ When the emergency service arrives inform the officer in charge of the nature and location of the emergency and if there is anyone missing.
- ◆ Call Guardians of remaining children to inform them of the evacuation, and notify families via Xplor APP.
- ◆ Liaise with Emergency Personnel and inform Educators when/if the all clear is given to return to TWOOSH areas & inform guardians of appropriate pick location i.e Oakleigh oval or TWOOSH.
- ◆ Inform the Director (if not already involved), School Principal and Committee President of the circumstances.
- ◆ The Director and the Management Committee will complete any forms required by ACECQA along with any drill surveys, incident reports, etc.

### Educators

- ◆ Evacuate immediately to **Oakleigh Oval** by route marked on evacuation map. If the nominated route passes by the danger area, please be guided by common sense and move safely by alternate route to Oakleigh Oval.
- ◆ Educators are responsible for the children in their supervision area and surrounding areas.
- ◆ Front-of-building and extra activities Educators must ensure they check bathroom/hall area & classrooms for children.
- ◆ Educators to organise children into roll call groups, mark rolls, identify any missing children or Educators and report this to the Director/Responsible Person.
- ◆ Ensure children are kept calm and occupied. Play a quiet game. Form afternoon tea groups to do this, if appropriate.
- ◆ Liaise with Guardians if they arrive to pick-up children.
- ◆ No one should re-enter the building until the officer in charge has said it is safe to do so.
- ◆ Indoor supervision Educators need to pick up the tablets and internet dongle, extra activities list, mobile phone and the portable first aid kit containing emergency contact list, emergency EpiPen and asthma kit.

**No children, Educators, guardians or visitors are to leave the evacuation area for any reason until the danger has been brought under control and the all clear given.**

## Storms and extreme weather procedure – walkie talkie communication

During a storm DO NOT go to Oakleigh Oval. Everyone is to assemble in the **school hall** as indicated on the Storm Emergency Map.

- ◆ Keep windows open slightly so pressure doesn't build up.
- ◆ Keep children and Educators towards middle of hall or on the stage.
- ◆ Call emergency services for guidance and assistance.
- ◆ Contact guardians as necessary.
- ◆ Director/Responsible person to inform Director (if not already involved), School Principal and Committee President of the circumstances.

**No children, Educators, guardians or visitors are to leave the hall area for any reason until the danger has been brought under control and the all clear given.**

## Bushfire Emergency Procedures – walkie-talkie communication

The school is located in a “high risk” area for bushfires directly impacting the grounds. It is also at high risk of embers and smoke impacting the area in certain weather conditions.

These emergency procedures are to be followed where feasible. However, given the unpredictable nature of bush fires, where necessary, actions may deviate from these procedures. At all times, a common sense approach will be used to determine the best and safest response given the situation and TWOOSH will coordinate with emergency services, the local RFS, and school representatives to determine the most appropriate response.

To ensure the safety of children under TWOOSH care, the school will always err on the side of caution when it comes to bushfire risks. As such, if deemed necessary and a safer option, the school will inform families that TWOOSH will be closed for the afternoon session. In such situations, guardians will be notified before the end of school to arrange for children to be picked up at 3pm. TWOOSH and the school will work together to coordinate care for any children still remaining after 3pm.

### Release of children

Usual procedures to picking up children apply. Children will only be released to parents/guardians, or those adults authorised as emergency contacts. If an alternative person is required to collect a child, the guardians of the child will organise this with the centre RP and provide written permission.

If the situation worsens while guardians and authorised emergency contacts are picking up their children, families are encouraged to stay in the designated 'shelter in place' i.e. the **school hall**.

### Procedure

- ◆ The children at TWOOSH will remain in indoor spaces while it is still safe to do so.
- ◆ If there is a threat from a bush fire, all children, families, and visitors will move to the designated 'shelter in place' i.e. the **school hall**.

- ◆ It is recommended that all people remain in the school hall until the fire has completely passed, unless otherwise advised by emergency services.
- ◆ The Director, Assistant Directors, and 3ICs are to remain in charge at all times.

## Bush fire procedures are broken down into 4 stages:

### 1. TOTAL FIRE BAN DAY

- ◆ Complete head counts throughout the session as usual.
- ◆ Ensure educators know where all children are at all times including extra activities, toileting, or moving between spaces.
- ◆ Continue to discuss bush fire drills with the children on these days.
- ◆ Monitor fires on the 'RFS Fires near me' APP.

### 2. BUSH FIRE REPORTED IN LOCAL DISTRICT (e.g. Hornsby, Ku-ring-gai, Hills areas)

- ◆ Instruct children in other spaces to return to indoor spaces.
- ◆ Complete head count to ensure all children are in our direct care.
- ◆ Discuss the level of alert with the children and the appropriate route to the hall.
- ◆ Monitor fires on the 'RFS Fires near me' APP.
- ◆ Contact local fire service if unsure about appropriate steps to take.

### 3. BUSH FIRE IN IMMEDIATE VICINITY OR IMPACTING ON SITE

The school principal will be notified by emergency services if 'shelter in place' procedures need to be implemented; if so, the school principal will notify TWOOSH to commence procedures.

- ◆ If not already notified, contact 000 or local fire station for more directions.
- ◆ Move all educators, children and visitors within school to the school hall. Educators will check surrounding classrooms for children and adults at extra activities and instruct them to move to the hall too. Make announcement over the school's speaker system if possible.
- ◆ Ensure emergency back packs, contact lists, sign in/out devices with chargers, mobiles with charges, laptops with chargers and a hot spot device are taken to the hall.
- ◆ The leadership team (Director, Assistant Directors, and 3ICs) will:
  - divert phone lines to mobiles and the leadership team will monitor phones and emails.
  - ensure all children and educators are accounted for in the hall; educators assist by completing head counts.
  - ensure all persons are located as far away from windows and doors as possible, and unnecessary movement is limited
  - ensure messages go out to families via Facebook, Xplor and email, advising guardians not to come to the school
  - assist all children and adults to remain calm
  - outline possible plans of action with adults and children
  - safely observe the situation outside the building and check the RFS Fires near me APP, and relay this information back as appropriate to all persons in the hall
  - ensure bushfire checklist is complete.
- ◆ Seal off hall as best as possible to prevent smoke inhalation.
- ◆ Ensure windows are closed tightly.
- ◆ Provide all persons with face shields to prevent smoke inhalation, and bottled water to prevent dehydration. These are supplied by the school and are kept in the school hall.
- ◆ Stay in hall until fire front passes, even if roof and window frame are alight. This is still deemed the safest option.



- ◆ Wait for the emergency response team to signal when it safe to leave the hall.

#### 4. OFFSITE EVACUATION

In consultation with the authorities, the evacuation process will commence if it is determined that it would be safer for all persons to evacuate.

- ◆ Call bus company to arrange bus transport (person in charge).
- ◆ Confirm evacuation site as it may differ depending on safety and accessibility.
- ◆ Guide and supervise all persons to walk to the appointed assembly location or as directed by the RFS or the NSW Police.
- ◆ Wait at the appointed assembly point for bus transportation to take all persons Thornleigh Brick pit Stadium or another location as designated by the RFS or NSW Police.

Mode of transport	Company Name	Phone number	Time required prior to evacuation
Buses	Transdev	131 500	1 hour

**Children, Educators, guardians or visitors are strongly recommended to stay in the evacuation area until the danger has been brought under control and the all clear is given**

### Serious incident procedure

Responsible person and responding Educators are to assess seriousness of incident.

If incident is minor:

- ◆ Follow appropriate policies and procedures e.g., First Aid Policy, Evacuation procedure or Lockdown procedure, Behaviour Management Policy
- ◆ Contact school principal as appropriate.

If incident is serious:

- ◆ Responsible Person to call:
  - 000 for ambulance, fire etc
  - Hornsby Police on 9476 9799
- ◆ Director/Responsible Person is responsible for care of the children. Ensure all children are accounted for and occupied to reduce anxiety levels of children. All Educators are to actively assist as required.
- ◆ Inform Director (if not already involved), School Principal and Committee President of the circumstances within 24 hours.

### Revisions

**Date of next review: February 2026**

Date	Reviewer	Approved by
07.08.17		TWOOSH Management Committee
06.08.18		TWOOSH Management Committee

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<b>03.06.19</b>		TWOOSH Management Committee
<b>22.06.20</b>	SR, MK	TWOOSH Management Committee
<b>04.09.21</b>	IL	TWOOSH Management Committee
<b>28.04.23</b>	MS	TWOOSH Management Committee
8.07.24	EJH	TWOOSH Management Committee

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