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| Applies to | For the purpose of this document, the term “Worker” applies to all employees, volunteers, contractors, students and Board Members |
| Definitions | Refer to Schedule of Definitions: definition |

## Objective

Planning for an emergency assists Intereach meet our Workplace Health and Safety (WHS) obligation to provide and maintain a safe workplace. The purpose of this procedure is to provide direction on the actions required to manage a WHS emergency incident, it supports our *WHS Framework*, *WHS Policy* and *Risk and Incident Management Policy*.

## Responsibilities

It is the responsibility of the General Manager to:

* assess and activate the business continuity procedure where relevant.

It is the responsibility of the most senior manager on site and/or Chief Fire Warden to:

* manage the emergency as per procedure; and,
* ensure appropriate notifications are performed as per *Risk and Incident Management Policy.*

It is the responsibility of all workers to:

* follow all instructions of the person in charge in the case of an emergency.

**Note:** during an emergency evacuation the Chief Fire Warden is the person in charge.

## Procedure

### Scenario Based Emergency Response

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| Emergency Event | Emergency Response Procedure |
| Threat of Violence  **Person in Charge:**  Most Senior Manager / Worker on Site | 1. Remain calm and polite 2. Press the Duress alarm or attract the attention of someone and utilize Duress word protocol (see section 3.2) to contact Police (000) 3. Retreat to a secure area where possible until emergency services arrive 4. If necessary to ensure safety of staff where a threat of violence has been made that is not immediate, consider office lockdown protocol where relevant (see section 3.2.3) 5. Report incident as soon as possible to Senior Manager and WHS Team |
| Serious Injury  (For all other injuries follow steps 2 and 3 only)  **Person in Charge:**  Most Senior Manager / Worker on Site | 1. Call Ambulance (000) 2. Remain calm and polite, reassuring the injured worker 3. Apply first aid where possible and where trained/under direction of trained first aider 4. Remove non-essential people from the area 5. Perform a welfare check on all witnesses and offer employee assistance program 6. Nominate a bystander to record names and contact details of witnesses to provide to investigator before allowing witnesses to leave area 7. Await further instructions from emergency services 8. Preserve the scene for investigators by ensuring it remains undisturbed until the scene is released by WHS regulator or Senior Manager WHSQ 9. As soon as possible notify:  * impacted person/s Manager and Senior Manager * impacted persons emergency contact/next of kin * Senior Manager WHS &Q to assess further notification requirements and provide support where required |
| Office Evacuation  (e.g., Fire/Explosion/Smell of Gas/Structural Collapse)  **Person In Charge:**  Chief Fire Warden (Front of House) | 1. Remove people from immediate threat of danger 2. Alert and notify Front of House who will act as Chief Fire Warden and delegate actions 3. Call emergency services on 000 4. Contain /extinguish only if safe to do so and trained 5. Obtain the sign/out register and ensure all people leave the building by the nearest safe emergency exit 6. Activate local emergency evacuation plan and proceed to the emergency assembly areas 7. Assist others, including those with impaired mobility to evacuate, where it is safe to do so. 8. Notify offices next door of evacuation 9. Await further instructions from emergency services 10. Report incident as soon as possible to Senior Manager and WHS Team |
| In-Home / Community Based Evacuation  **Person In Charge:**  N/A unless working at venue with fire wardens | 1. Immediately move to a safe location away from threat of danger and assist others if safe to do so 2. Call emergency services on 000 3. Await further instructions from emergency services 4. Report incident as soon as possible to Senior Manager and WHS Team 5. Follow any Program specific protocols and procedures |
| Bomb Threat over Telephone  **Person In Charge:**  Most Senior Manager on Site | 1. Remain calm, be polite, show that you are interested so you can keep the caller talking 2. Do not hang up, even if the caller hangs up, it is important to leave the line open as this may assist in tracing the call 3. Attract the attention of someone else to contact emergency services (000) to avoid breaking contact with the caller 4. If possible, record the following details including:  * Exact wording of the threat * Location of the device, no matter how general * Time of detonation * Name, sex and other details of the caller, such as estimated age * Details of the speech, accent, delivery and background noises  1. Await further instructions from emergency services 2. Activate Evacuation Procedure if required (usually if directed by emergency services) 3. Report incident as soon as possible to Senior Manager and WHS Team |
| Earthquake  **Person In Charge:**  Chief Fire Warden | Alert and notify Front of House who will act as Chief Fire Warden and delegate actions. Only assist others if safe to do so.   1. **If inside during an earthquake:**  * Stay inside * Take shelter in doorways, under desks, or down * beside an internal wall * Keep away from windows or objects that could fall  1. **If outside during an earthquake:**  * Do not enter buildings * Take shelter clear of buildings, trees, power lines   and other potential hazards   1. **When the earthquake stops:**  * Account for all staff, and visitors if possible. First aid officer to treat any minor injuries * Close any doors in your area * Do not evacuate unless area is immediately threatened or instructed to do so by emergency services * Check for signs of fire, hazardous material spill or major structural damage if safe to do so and notify emergency services if required   Note: Aftershocks are highly likely to occur |

### Duress Protocols (where required)

#### Duress Alarm

Each office is fitted with at least one Duress Alarm under the front desk at Front of House, refer to the local emergency plan for location of additional duress alarms. **To activate, push both red buttons on the alarm simultaneously.**

#### Duress Word

In cases where no duress alarm is accessible, such as at home visits, workers requiring assistance can call or send a message to their manager, designated Buddy, or anyone in the organisation, and say the following:

* emergency code word **“GLITCH”.**
* The person receiving the code word responds with the phrase **“DO YOU NEED ME TO FIX IT?”**
* To which the worker raising the alarm responds **“YES**” (or No if it’s a false alarm/the word was used unintentionally) \*
* On receipt of confirmation, the person receiving the code word immediately calls Police and follows instructions given.

\*Note: if the worker cannot respond and doesn’t provide an answer at all, police should be called

#### Office Lock Down

On occasion a threat may not be immediate, however a person has threatened over the phone to come to the office to perform an act of violence, or a person displaying threatening behaviour has left the premises however is still in the area. In these instances, the most senior manager on site may decide to activate a local office lock down until it is reasonable to assume there is no longer an immediate threat.

In these cases, the following action should be taken until the threat has subsided:

* Lock the front office door
* Notify the police so they are aware of the situation
* Display sign on front door advising public to ring the doorbell for assistance
* Ensure all onsite workers are aware and advise any outreach workers who may be returning to the office during lock down
* Assess need for notification or potential postponement of on-site participant meetings
* Advise General Manager and Senior Manager WHS&Q and keep informed until threat has passed

### Assess Impact on Business Continuity

The person managing the incident as soon as is safe to do so, assesses the impact of the event on service delivery, if business continuity is disrupted for longer than 1 hour, notifies General Manager who will trigger the *Business Continuity Procedure* if required.

### Record Incident

Record the incident in HowSafe as soon as is practical with as much detail as possible including witnesses to assist incident investigators.

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| Context | |
| Standards or other external requirements | AS 3745-2010 Planning for emergencies in facilities |
| Legislation or other requirements | [Work Health and Safety Act 2011 (NSW)](https://www.legislation.nsw.gov.au/#/view/act/2011/10)  [Work Health and Safety Regulations 2017 (NSW)](https://www.legislation.nsw.gov.au/#/view/regulation/2017/404)  [Occupational Health and Safety Act 2004 (Vic)](https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations)  [Occupational Health and Safety Regulations 2017 (Vic)](https://www.worksafe.vic.gov.au/resources/guide-occupational-health-and-safety-regulations-2017)  [Work Health and Safety Act (Cth)](https://www.safeworkaustralia.gov.au/doc/model-work-health-and-safety-act)  [Work Health and Safety Regulations (Cth)](https://www.safeworkaustralia.gov.au/doc/model-work-health-and-safety-regulations) |
| Reference Internal documents | Risk & Incident Management Policy  WHS Policy  WHS Framework  Business Continuity Procedure |

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