

Newtown Neighbourhood Centre

Section 5

Risk Management

Emergency Procedures

Policy	Emergency Procedures
Sub heading;	Risk Management
Status:	Operational
Approval date:	3.2.09
Approved by:	NNC Board
Review date:	February 2012
Staff Training Date:	18.2.09

Please note that this policy has been edited for security and safety reasons in order to be displayed on www.newtowncentre.org

1. Emergency Procedures for Safe and Rapid Evacuation in the Case of an Emergency

People responsible for managing the evacuation are the Chief Fire Warden, the Front Deputy Fire Warden and the Back Deputy Fire Warden, if these people are absent from the building, in the case of an emergency, then their designated back-up fire wardens will be responsible for acting up in the respective roles. The Chief Fire Warden has been authorised to be responsible for activating the signal to leave the building. The Front Deputy Fire Warden will be responsible for making sure the front office, the main office, the ALI office, the small meeting room, the upstairs offices and the hall are cleared, if it is safe to do so. The Back Deputy Fire Warden is responsible for closing the shutter door at the side exit and ensuring that the back offices, the kitchen, downstairs toilets, disabled toilet, upstairs meeting room, upstairs kitchen and upstairs toilets are cleared, if it is safe to do so. The first meeting place for all evacuees will be the grassy knoll next to The Hub. If it is not safe to meet there, the second meeting place will be outside the Police Station in Australia Street.

The Chief Fire Warden on exiting the building will take a mobile phone, the current room hire calendar, room hire folder that contains a map of the building. The Back Deputy Fire Warden will, if possible, take the BHP staff diary out as well as a mobile phone. The Chief Warden will liaise with the Back and Front Deputy Fire Wardens to make sure all areas are safe to inspect. The Chief Fire Warden shall monitor the main front entrance to ensure that no one re-enters the building. Until the Chief Fire Warden gives the all clear the Deputy Fire Wardens are responsible for ensuring that all persons remain together in the meeting place.

Newtown Neighbourhood Centre

Section 5

Risk Management

Procedure

- On hearing the warning or the PA system alerting an emergency, all staff must evacuate immediately.
- Evacuate building through nearest safe exit.
- Proceed to the grassy knoll next to The Hub or if unsafe, proceed to the Police Station on Australia Street. All evacuees are to remain at the meeting places until otherwise directed by the Chief Fire Warden or a Fire Fighting Officer.
- All staff must assist clients to exit the building safely, if safe to do so.

Evacuation routes

- Evacuation routes have been identified. Please see diagram in all NNC rooms.

Downstairs

- The shortest possible route from the front counter, activities room, and front office is through the front exit. If that exit is blocked then staff are to make their way through to back exit at rear of the building.
- For the downstairs kitchen and toilets leave via emergency exit next to kitchen.

Upstairs

- The nearest exit from the upstairs hall is via the stairs at the front of the building down to the front exit.
- The nearest exit from the upstairs meeting room, toilet and kitchen at the back of the NNC building, is via the stairs to the emergency exit at the back of the building.

Assembly places

There are 2 Assembly places:

1. First Assembly Point is the grassy knoll next to The Hub
2. If unsafe, proceed to The Police Station in Australia Street

Signal for all clear

- No one is allowed to re-enter the building until the all clear is given by the Emergency Services through the Chief Fire Warden.

Display of procedures

- Emergency procedures displayed in NNC at the OH&S site in the main office and in each room.

Training

- Employees, volunteers and contractors will be given a tour of NNC premises including evacuation procedures and shown location of site evacuation plans in induction training.
- Evacuation practice sessions will be held every six months at a time and date decided by the Executive Officer and Chairperson of the OH&S Committee.

Newtown Neighbourhood Centre

Section 5

Risk Management

- Safety procedures are regularly reviewed with changes in work systems, new substances, plant and equipment
- The Chief Fire Warden and back up must be trained in Advanced Fire Warden Training
- All Deputy Fire Wardens and their back ups must be trained in Fire prevention, First Attack Firefighting and workplace evacuation.

Room Hire induction

Community groups, which hire rooms and the hall during and after hours, will be directed via their information packages to the evacuation procedures for NNC.

2. Distress Call from Staff member working away from NNC

(this will be moved to Working Away from NNC once that Policy is reviewed)

You get a phone call from NNC staff person

If the staff member states XXXXX you must then call the police on 000 to the address you were given. If they cannot say where they are somebody in the office or the diary or white board will highlight where they have gone to then call the police to go immediately to that address.

The above information including case scenarios must be stuck to all office desks at NNC. All new volunteers and staff members must be made aware in their induction about this safety procedure.

3. In Case of Fire

Staff present to:

- Call 000 (triple Zero) immediately
- Evacuate building safely following Emergency Procedures

For Fire

- Rescue any people in immediate danger only if safe to do so
- Raise the alarm and follow emergency procedures.
- Close doors to contain fires.
- Attempt to extinguish the fire, only if you are trained and if it is safe to do so.
- Get down low and follow the Evacuation Procedures.

4.0 For Bomb Threat

- If safe to do so refer to Bomb Threat Checklist in the Emergency Procedure Flip Chart
- Take the threat seriously – do not hang up the phone
- Remain calm – try to record the exact wording of the caller and any distinctive background

Newtown Neighbourhood Centre

Section 5

Risk Management

noises that might help identify the source of the call.

- If safe to do so try to attract the attention of a second person and ask them to call 000.
- Ask questions to find out bomb location, appearance and detonation time.
- Report the incident to your supervisor immediately.
- Follow the Emergency Evacuation Procedure.

5. For Armed Hold Ups and Robbery

1. Stand still, keep hands where they can be seen and avoid sudden movements.
2. Be submissive and obey the offender's instructions exactly.
3. Remain quiet and speak only when spoken to.
4. Do not draw attention to yourself or provoke the offender.
5. Avoid direct eye contact
6. If it is safe to do so, mentally note offender's physical appearance and speech.
7. Allow the offender to leave, do not chase.
8. Summon help, activate duress alarm, contact supervisor and call police.
9. Immediately seal off area, lock entrances to prevent offender from reentering.
10. Ask witnesses to remain.

6. In case of Medical Emergency, Internal Emergency and External Emergency please refer to Emergency Procedures Flip Chart

7. Safe Working

It is the responsibility of Newtown Neighbourhood Centre employees to contribute to a safe working environment for themselves and fellow staff. Employees should report any hazards immediately using the Hazard/Incident Report Form. Other policies or resources that must be read and understood by staff, volunteers and students who are utilising this policy are:

- Emergency Procedure Flipchart
- Front Counter Policy and Procedure
- Duress Alarm Policy and Procedure
- Critical Incident Policy
- Banning Policy
- Working away from NNC