

Pro_314	<b>Standard Operating Procedure – Fire &amp; Emergencies Evacuation Procedure</b>
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Record of SOP development		
Version	Date approved	Date for review
2021/1	October 2021	October 2023

Responsibilities and delegations	
<b>This procedure applies to</b>	CEO, managers and supervisors, workers <i>(inclusive of volunteers)</i> .
<b>Procedure approval</b>	Quality & Risk Committee

Policy context – this policy relates to:	
<b>Standards</b>	<ul style="list-style-type: none"> <li>AS/NZS ISO 45001:2018 Occupational health and safety management systems-Requirements with guidance for use</li> <li>National Standards for Disability Services 2013</li> </ul>
<b>Legislation</b>	<ul style="list-style-type: none"> <li>Queensland Work Health and Safety Act 2011 -Queensland Regulations</li> <li>Building Fire Regulation QLD 2008</li> <li>Code of Practice – Managing the Work Environment &amp; Facilities 2021</li> <li>Fair Work Act (2009)</li> <li>Disability Discrimination Act (1992)</li> <li>National Disability Insurance Scheme Act 2013</li> <li>Fire Safety / Emergency Services – Queensland Government</li> </ul>
<b>Organisation policies</b>	<ul style="list-style-type: none"> <li>WHS Policy</li> <li>WHS Responsibilities</li> <li>WHS Risk Management</li> <li>Code of Conduct</li> </ul>
<b>Forms, record keeping, other documents</b>	<ul style="list-style-type: none"> <li>General Risk Assessment</li> <li>Fire Training Records</li> <li>Fire Training Minute Meetings</li> </ul>

## 1. PURPOSE

The purpose of this Standard Operating Procedure is to ensure that an emergency plan is prepared for the workplace, including for staff who may work in multiple workplaces.

## 2. SCOPE

An emergency plan is a written set of instructions that outlines what workers and others at the workplace should do in an emergency. An emergency plan must provide for the following:

- emergency procedures, including: an effective response to an emergency
- evacuation procedures
- notifying emergency service organisations at the earliest opportunity
- medical treatment and assistance, and
- effective communication between the person authorised to coordinate the emergency response and all people at the workplace
- testing of the emergency procedures—including the frequency of testing, and
- information, training and instruction to relevant workers in relation to implementing the emergency procedures.

## 3. DEFINITIONS

**Fire** - a process in which substances combine chemically with oxygen from the air and typically give out bright light, heat, and smoke; combustion or burning.

**Explosion** - a violent shattering or blowing a part of something

**Medical Emergency** - a serious and unexpected situation involving illness or injury and requiring immediate action

**Hazardous Chemicals** - A hazardous chemical is a chemical that has properties with the potential to do harm to human health, the environment, or capable of damaging property.

**Bomb Threat / Bomb Scare** - A bomb threat or bomb scare is a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, injuries, and/or incite fear, whether or not such a device actually exists

**Natural Disaster** - a natural event such as a flood, earthquake, or hurricane that causes great damage or loss of life.

**Public Disturbance** - A public disturbance is a legal offense that involves a person or people engaging in behaviour that causes an unreasonable nuisance to others.

## 4. PROCEDURE

### EVACUATION PROCEDURES

- Upon hearing the alarm or when directed by a Fire Warden –
- Prepare to evacuate.
- Get your workplace ready to be left unattended. Shut down computers; turn off gas and electrical equipment, if safe to do so.
- For fire, close the doors as you go – **do not lock them**. In the case of a bomb threat, **leave doors open**.
- Assist any person in immediate danger.
- Leave the building via the nearest safe route.
- Obey all directions from Fire Wardens.
- Move calmly to the assembly point or other advised area and stay there until the **All Clear** has been given.
- Follow closely the instructions of Emergency Services Personnel and Fire Wardens.
- Wait for the OK to re-enter the building.

### FIRE

- Alert other staff to the fire. Using Air Horn or Verbal Communication
- Fire Wardens to contact 000
- Assist any person in immediate danger (only if safe to do so).
- If safe to do so, close doors to minimise spread of the fire.
- Attack the fire only if safe to do so.
- Follow the directions of your Fire Wardens
- Assist with the evacuation of persons with a disability.
- Move to the nominated evacuation assembly point, and stay there until the **All Clear** has been given.
- Follow closely the instructions of Emergency Services Personnel and Fire Wardens.
- Do not re enter the building until safe to do so

### MEDICAL EMERGENCY

Assess the situation -

- **Do not** move a casualty unless they are exposed to a life-threatening situation.
- Contact the nearest First Aid Officer.
- In extreme emergency situations contact the Ambulance Service by dialling 000
- Arrange for the ambulance to be met at the nearest entry or other nominated area.
- Remain with the casualty and administer first aid as appropriate until assistance arrives.
- Follow closely the instructions of Emergency Services Personnel and Fire Wardens.

### BOMB THREAT

On receipt of a telephone bomb threat:

- Keep the caller talking (do not hang up).
- Remain calm and do not say or do anything that may encourage irrational behaviour.
- Ask someone else to ring 000.
- **DO NOT** use mobile phones. Turn them all off, in case they are a trigger.
- Complete the phone threat checklist. **APPENDIX A**.
- Follow the Fire Warden's instructions.
- Evacuate the building via alternate exits, leaving doors and windows open.
- Take personal belongings with you, noting any suspicious parcels in your area as you leave.
- Move to assembly point maintaining a clear distance from parked vehicles.
- Follow closely the instructions of Emergency Services Personnel and Fire Wardens.

## PUBLIC DISTURBANCE

- Keep well clear of the disturbance and do not say or do anything that may encourage irrational behaviour.
- Contact 000 Immediately
- Note as many details as possible
- Consider” **locking down**” the building to prevent unauthorised entry.
- Follow closely the instructions of Emergency Services personnel and campus wardens.
- Evacuate the building only if instructed to do so by emergency services personnel or campus wardens.

## PERSONAL PREPARATION

- Know the location of **emergency exits** in your building.
- Follow the **evacuation routes** from your office to each exit.
- Familiarise yourself with the location of **fire alert objects** in your building.
- Note the location of **fire extinguishers**.
- Familiarise yourself with the names and locations of your Fire Wardens.
- Familiarise yourself with the identity and location of the First Aid Officers and first aid kits.

## FIRST AID KITS

First aid kits are located in the following areas:

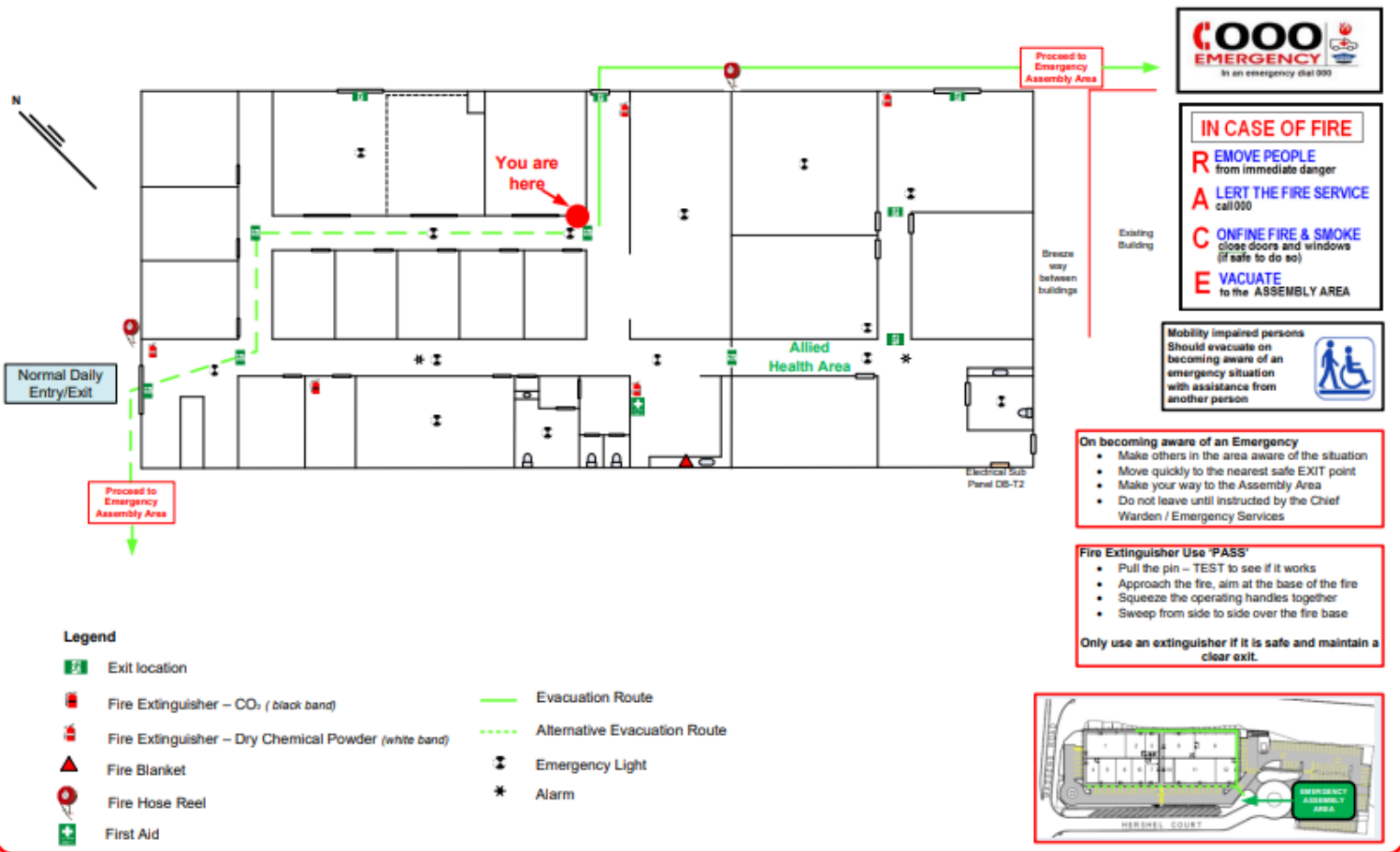
Building/Room /Area

<b>Hervey Bay Office</b> – The Hub, in cupboard below Fire Evacuation Board
<b>Maryborough Office</b> – The Hive, hanging on the wall near the Fire Evacuation Board

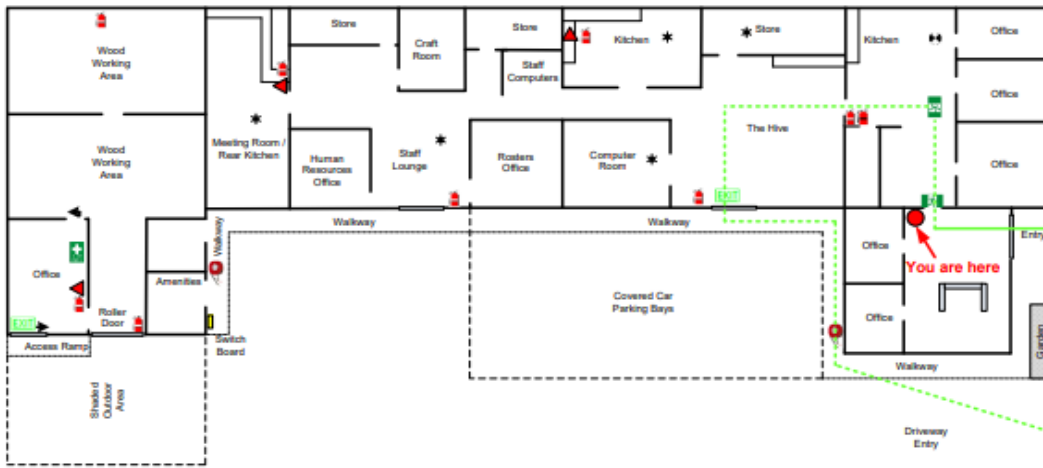
## YOUR FIRE WARDENS AND FIRST AID OFFICERS ARE:











Fire Wardens / First Aid Officers	Locations
Jo Burnham – Chief Fire Warden/ 1 <sup>st</sup> Response	Hervey Bay & Maryborough Offices
Loretta Street – Fire Warden / First Aid Officer	Hervey Bay & Maryborough Offices
Serena Sanderson – Fire Warden / First Aid Officer	Hervey Bay & Maryborough Offices
Jayden Stevens – Fire Warden / First Aid Officer	Hervey Bay Office Only
Rebecca Gray – Fire Warden	Hervey Bay Office Only – Allied Health Section
Kelli Carza – Fire Warden	Hervey Bay Office Only – Allied Health Section

**Life Choice Wide Bay Burnett**  
Shop 1 & 2, 1-17 Hershel Court, Urraween QLD 4655  
Evacuation Diagram – Hall 2



**Life Choice Wide Bay Burnett  
75 Lennox Street, Maryborough  
Evacuation Diagram – Entry**



- Legend**
-  Exit location
  -  Fire Extinguisher – CO<sub>2</sub> (black band)
  -  Fire Extinguisher – Dry Chemical Powder (white band)
  -  Fire Blanket
  -  Fire Hose Reel
  -  First Aid
  -  Evacuation Route
  -  Alternative Evacuation Route
  -  Emergency Light
  -  Alarm

**000 EMERGENCY**  
In an emergency dial 000

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**IN CASE OF FIRE**

**R** REMOVE PEOPLE from immediate danger


**A** ALERT THE FIRE SERVICE call 000

**C** CONFINE FIRE & SMOKE close doors and windows (if safe to do so)

**E** VACUATE to the ASSEMBLY AREA

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Mobility impaired persons should evacuate on becoming aware of an emergency situation with assistance from another person



- On becoming aware of an Emergency**

  - Make others in the area aware of the situation
  - Move quickly to the nearest safe EXIT point
  - Make your way to the Assembly Area
  - Do not leave until instructed by the Evacuation Co-ordinator / Emergency Services

- Fire Extinguisher Use 'PASS'**

  - Pull the pin – TEST to see if it works
  - Approach the fire, aim at the base of the fire
  - Squeeze the operating handles together
  - Sweep from side to side over the fire base

**Only use an extinguisher if it is safe and maintain a clear exit.**

## APPENDIX A

Department of Education and Training	
<b>BOMB THREAT CHECKLIST</b>	
<b>Remain calm -- Gather information from the caller -- Advise the Principal</b>	
FIRST QUESTIONS	DETAILS
Where did you put the bomb?	
When is it going to explode?	
What does it look like?	
Exact Wording of the threat?	
Why are you doing this?	
Was a caller ID visible on the phone and what was the number?	
Is/was the call recorded?	
Date and Time received?	
THE CALLER	DETAILS
Gender and estimated age?	
Any accent or speech impediment?	
Voice – loud, soft, fast or slow?	
Manner - calm, emotional, abusive?	
Did you recognise the voice?	
Did the caller seem familiar with the school?	
Coherent or incoherent?	
BACKGROUND NOISES	DETAILS
Inside or outside?	
Street or house noises heard?	
Other person/s with caller?	
Any music heard?	
Any machinery noises?	
Local or STD call?	
WHO RECEIVED THE CALL	DETAILS
Name:	
Number and Extension:	
Signature:	
ACTIONS	<ul style="list-style-type: none"> <li>• Advise the Principal or most senior staff member present.</li> <li>• If none available Ring Triple Zero (000).</li> <li>• Post event – complete School Alert Notification</li> </ul>

**END OF DOCUMENT**

